

We're Upgrading Our Systems To Serve You Better

On May 26, the City of Richmond Department of Public Utilities is upgrading the systems we use to manage your account and service requests. This upgrade will improve efficiency, enhance your overall experience, and allow us to better meet your needs over time with faster, more reliable service.

Account Number Update

- Your account number will change as part of this upgrade.
- Please refer to your June bill for your new account number.
- During the transition, you may continue using your current account number when contacting Customer Service. Our team will provide your new account number when needed.



An Improved Customer Experience Is On The Way!

DPU's upgraded systems will help us:

- Serve you more quickly and efficiently
- Schedule service appointments more easily
- Respond to your requests with better accuracy
- Improve how we manage service work in the field

Important Notice

The transition to our new systems will begin on March 22. During this time, customer account information may be unavailable or temporarily slower than usual, and you may experience longer wait times. We appreciate your patience as we make these improvements.



(804) 646 - 4646



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