



DEPARTMENT OF  
**PUBLIC  
UTILITIES**

## **Water Flow Restrictors: Frequently Asked Questions**

### **What is a water flow restrictor?**

A water flow restrictor is a device installed on your water service line that reduces the amount of water flowing into your home or business. It allows a lesser amount of water for essential needs while limiting overall usage.

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### **Why is DPU using water flow restrictors?**

Water flow restrictors are used as a temporary measure for accounts with past-due balances. They provide an alternative to full water service disconnection and allow customers to maintain limited access to water while working toward a solution.

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### **Will my water be turned off completely?**

No. A flow restrictor does not completely shut off your water. You will still have limited water access for basic needs such as drinking, cooking and sanitation.

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### **How will I know if I am scheduled for a flow restrictor?**

Flow restrictors will be installed on eligible delinquent accounts as part of the standard disconnection process, through which notices are provided beginning 90 days in advance. A door hanger will be left prior to installation to inform customers of the impending restrictor installation to allow customers one last opportunity to take action to avoid a restrictor. If customers remain eligible for a flow restrictor after five business days, a flow restrictor will be scheduled for installation and a door hanger will be left after installation to notify the customer that their water service has been limited and outline next steps needed to restore full service.

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## **What should I expect if a flow restrictor is installed?**

You will notice:

- Slower flow from faucets and showers
  - Lower water pressure
  - Appliances like washing machines or dishwashers may not function normally
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## **How can I avoid having a flow restrictor installed?**

You can avoid a flow restrictor by taking action on your account:

- Pay your balance in full
  - Set up a payment plan
  - Enroll in assistance programs if eligible
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## **How can I have the flow restrictor removed?**

The flow restrictor can be removed once your account is brought into good standing.

This may include:

- Paying the past-due balance
- Enrolling in and maintaining a payment plan

Once resolved, DPU will remove the restrictor so normal water pressure is restored.

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## **How long does it take to restore normal service?**

After your account is resolved, restoration of normal water flow typically occurs within three (3) business days. Customers will receive details at the time of resolution.

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## **What if I need help paying my bill?**

DPU offers resources to help customers manage their accounts, including:

- Flexible payment plans
- Financial assistance programs

Customers are encouraged to contact DPU as soon as possible to discuss available options.

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### **Who should I contact if I have questions?**

If you have questions about your account or need assistance:

- Call Customer Service at 804-646-4646
  - Visit [rva.gov/public-utilities](http://rva.gov/public-utilities)
  - Email [dpucustserv@rva.gov](mailto:dpucustserv@rva.gov)
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### **What happens if I don't take action?**

If no action is taken to resolve the account, additional steps may be taken, which could include full service disconnection.

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### **We're here to help!**

**Water flow restrictors are intended to give customers time and options—not take them away. Contact us today to find a solution that works for you.**