



DEPARTMENT OF  
**PUBLIC  
UTILITIES**

## **DPU System Transition:**

### **Frequently Asked Questions**

**Q: What is changing?**

**A:** The City of Richmond Department of Public Utilities (DPU) is upgrading its internal systems to improve efficiency and support better customer experiences in the future.

**Q: Why is DPU making this change?**

**A:** These upgrades will help improve service delivery, provide better access to customer information and support future customer tools and enhancements.

**Q: When is the transition happening?**

**A:** DPU's system transition will begin on Friday, May 22, with the new system launching on Tuesday, May 26.

**Q: Will there be any impacts during the transition?**

**A:** Yes. During the transition period, some customer services and account functions will be temporarily limited while systems are being updated.

**Q: Can I still pay my bill during the transition?**

**A:** Yes. Customers can continue making payments during the transition using available payment options.

**Q: What payment options will be available?**

**A:** During the transition period, customers may continue making payments through:

- MyHQ
- EZ-PAY

- Payments made after 5 p.m. on Thursday, May 21 will be processed on Tuesday, May 26

On **Friday, May 22**, customers may also submit **check or money order payments** at:

- DPU Walk-In Centers
- City of Richmond Department of Finance locations

Customers must have their account number on hand to make payments in person. Payments submitted by check or money order on Friday, May 22 will be **processed on Tuesday, May 26**.

**Q: Can I make a payment at a DPU Walk-In Center?**

A: Customers may submit **check or money order payments only** at City Finance on Friday, May 22. These payments will be accepted and processed on Tuesday, May 26. Other payment transactions will be temporarily unavailable during the transition period.

**Q: Can I still enroll in a PromisePay payment plan during the transition?**

A: New PromisePay enrollments will be temporarily unavailable beginning **Friday, May 22 at 3 p.m.** Enrollment services are expected to resume on **Tuesday, May 26 at 8 a.m.**

**Q: I'm already enrolled in a PromisePay payment plan. Will I be affected?**

A: Customers already enrolled in a PromisePay payment plan should continue following their existing payment arrangements. Only new enrollments will be temporarily unavailable during the transition period.

**Q: Will customer service still be available?**

A: Customer service representatives will remain available during normal business hours. However, representatives will have limited access to customer account information and may not be able to complete certain account activities during the transition.

**Q: What services may be temporarily impacted?**

A: Customers may experience temporary limitations involving:

- Account lookups
- Account updates
- Customer account inquiries
- Some online account tools
- New PromisePay payment plan enrollments

**Q: Will my utility service be interrupted?**

**A:** No. Water and gas services will not be interrupted because of the system transition.

**Q: Will my account number change?**

**A:** Yes. Customers will receive a new DPU account number as part of the transition.

**Q: What if I only know my old account number?**

**A:** DPU staff will still be able to locate customer accounts using previous account information to assist customers after the transition period.

**Q: Will I need to create a new online account?**

**A:** Additional information about future customer account tools and registration details will be shared as they become available.