

IMPORTANT ACCOUNT UPDATE

DPU Has Upgraded Our Customer Service Systems

DPU recently transitioned to new customer service and field service systems designed to improve your experience.

Please note:

- Your DPU account number has changed
- Customer service representatives can still locate your account using your old account number during the transition

These upgrades will help DPU provide more efficient service, improved account management and enhanced customer support.



DEPARTMENT OF
**PUBLIC
UTILITIES**

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WHAT YOU SHOULD KNOW

As part of the system transition:

- The online account lookup tool is no longer available
- We apologize for any inconvenience as improved customer tools and enhancements are being developed
- Please review your bill carefully for your new 10-digit account number
- Payments referencing old account numbers will still be processed

Thank you for your patience as we continue working to better serve our customers and community.

Visit our website for more information.



(804) 646 - 4646



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