Understanding Your DPU Bill

DEPARTMENT OF PUBLIC UTILITIES

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Account Number	0000000000
Bill Date	Jul 01 2026
Next Read Date	Jul 31 2026
Next Bill Date	Aug 06 2026
Payment Due Date	**Aug 03 2026**

PLEASE READ IMPORTANT MESSAGES

BILL SUMMARY

Previous Balance	$182.75
Payments Received (-)	$182.75
Balance Forward (=)	$0.00
Current Charges (+)	$202.33
Total Charges Due	$202.33

SERVICE ADDRESS: 1234 SAMPLE LANE

STORMWATER DETAILS

Dates of Service	Rate/YR	Class	Impervious	MSF	Credit
Jun 06 Jul 05	$53.64	SFR1	988.27	1.00	0%

Stormwater Tier 1-1000 SF or less	$4.47
Current Charges	**$4.47**

WATER/WASTEWATER DETAILS

Meter No.	Prior Read	Current Read	Read Type	Dates of Service	Days of Service
00004709	1005	1008	A	May 30 Jun 27	28

Water Single Family Res. 3 ccf @$3.35	$10.05
Water Single Family Res. - Base Fee	$18.90
Wastewater Residential 3 ccf @$10.24	$30.72
Wastewater Residential - Base Fee	$24.56
OTHER CITY SERVICES	
Solid Waste Charge	$21.45
Recycling Charge	$2.99
Current Charges	**$108.67**

Please see the back for more information.

1. Account Information

This section includes your unique Account Number and the premise number; Bill Date: The date your bill was printed; Next Read Date: The date your meter is scheduled to be read; Next Bill Date: The date your next bill will be printed.

2. Payment Due Date

Your bill is due on or before the due date in order to post to your account before the next bill date.

3. Bill Summary

Previous Balance: Amount of your last month(s) bill; Payments Received: Reflects your payment for the previous bill(s); Balance Forward: If a payment has not been received, an amount will show here and is due immediately; Current Charges: Current monthly charges that are due on or before the due date; Total Charges Due: Includes current charges, past due charges and any adjusted amounts.

4. Stormwater Details

Dates of Service: Shows dates the billing covers. Rate/YR: Your rate is based on "impervious square footage". Small properties showing up to 1,000 sq. ft = $25.00, Medium 1,001 - 2,399 sq. ft = $45.00, or large is greater than 2,400 sq ft. = $70.00 Non-residential (Multi-Family, Commercial/Industrial, Non profits/churches) rates are billed @ $45.00 x per number of Equivalent Residential Unit (ERU). Class: Codes are as follows: Small (SFRS); Medium (SFRM) and large is (SFRL). Multi-Family Residential (MFR); Non-Profit & Churches (NP); Non-Residential (NR). Impervious area: Reflects the impervious surfaces, such as driveways, rooftops, parking lots, roads, sidewalks and streets that are owned by the property owner. ERU (Equivalent Residential Unit) = 1,425 square feet. If you are a non-residential organization with 14,250 sq. ft of impervious area, your annual stormwater fee would be $450 per year and billed to you monthly or quarterly. Here is the formula: 14,250 sq. ft/1,425 sq ft. = 10 ERU, 10 ERUs x $45 = $450, 10 ERUs x $45 = $450. Credit: All properties can be eligible for credits. Please visit our website at: www.rva.gov/public-utilities/stormwater-utility to read about eligibility for Stormwater Credits.

6 WATER HISTORICAL USAGE

Same Month Last Year	No. Days	Prior Month	No. Days	Current Month	No. Days
3 CCFs	28	4 CCFs	33	3 CCFs	28

7 GAS DETAILS

Meter No.	Prior Read	Current Read	Read Type	Dates of Service	Days of Service
00000707	5694	5750	A	May 30 Jun 27	28

Gas Residential 56 ccf@$0.745	$41.72
Gas Residential - Base Fee	$18.27
Purchased Gas Cost 56 ccf@$0.45	$25.20
Gas Tax Residential	$4.00
Current Charges	**$89.19**

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8 GAS HISTORICAL USAGE

Same Month Last Year	No. Days	Avg Temp	Prior Month	No. Days	Avg Temp	Current Month	No. Days	Avg Temp
50 CCFs	28	43	64 CCFs	33	44	56 CCFs	28	45

9 IMPORTANT CUSTOMER INFORMATION

REPORT ALL NATURAL GAS, WATER AND WASTEWATER EMERGENCIES TO 804-646-4646 (24 HOURS DAILY)

For more information, including payment options or affordability programs, feel free to contact us at:

804-646-4646

dpucustserv@rva.gov

www.rva.gov/public-utilities

Find us on social media at:

Richmond Va Department of Public Utilities

@RichmondDPU

@RichmondDPU
@DPUStreetWork

5. Water/Wastewater Details

This section includes information for current water and wastewater charges. Other City Services include solid waste charges assessed for trash pick-up and a charge for recycling. This section includes the meter number located at your premise, prior reading, current meter reading and Read Type, which can be "A" (actual) or "E" (estimated). An estimated read means the meter read could not be obtained and is estimated based on available historical consumption. This section also shows the dates of service and number of days billed in this cycle. This breakdown includes your water charge, number ccf units used and the applicable rate/wastewater treatment charge and any other applicable fees.

6. Water Historical Usage

Water usage details from last year, last month, and current usage including number of days for each billed period.

7. Gas Details

Gas usage details from last year, last month and current usage including number of days for each billed period. This section includes the meter number located at your premise, prior reading, current meter reading and Read Type, which can be "A" (actual) or "E" (estimated). An estimated read means the meter read could not be obtained and is estimated based on available historical consumption.This section also shows the dates of service and number of days billed in this cycle. This breakdown includes your gas charges, rates and any other applicable fees.

8. Gas Historical Usage

Water usage details from last year, last month, and current usage including number of days for each billed period.

9. Important Customer Information:

If there is space on the front, this section will start on the front and continue on the back and will include helpful information such as banking and contact information.