



The city of Richmond Department of Public Utilities (DPU) is committed to providing exceptional value and superior utility service to our customers.

All seniors registered in the Department of Public Utilities Senior Care Program are eligible for the following benefits, which apply to the primary residence in which the the senior account holder resides:

Winter Service Assurance

Any shut-off orders between Dec. 1 and March 31 are suspended.

No Senior Late Fees

Customers whose accounts are marked as seniors will not incur any late fees.

Security Deposit Waiver Program

Deposits are waived for transferring and restoring services for seniors.

Weatherization Kit Giveaway

Kits containing energy saving items such as weather stripping and window covers are made available each fall.

Third Party Notification

Seniors can designate a third party to receive a copy of their utility bill or to inquire about past due balances on their behalf.

For more information, call 804-646-4646.



CITY OF RICHMOND
DEPARTMENT OF PUBLIC UTILITIES



Attention Seniors!

If you are a senior, 65 years of age or older, and a Department of Public Utilities customer, you can take advantage of these programs by filling out the following information. Your account will be identified accordingly.

Name: _____
first middle init.

last

Address: _____

City: _____

State: _____ Zip: _____

Telephone: _____

Public Utilities Account #: (if known)

Age: _____ Date of Birth: _____
mm/dd/yy

Are you a DPU customer?

Yes: _____ No: _____

see reverse side for more

Would you like information on financial assistance paying your utility bills? Yes: ____ No: ____

If yes, a Public Utilities representative will contact you to discuss aid and program options.

Sign: _____

Date: _____

By signing this you attest to the accuracy of the information provided.

Detach this sheet and mail to:

City of Richmond
Department of Public Utilities
Customer Service Division
730 E. Broad Street, 5th Floor
Richmond, VA 23219

Drop off location:

East District Initiative (EDI)
701 North 25th Street
City Hall, Room 115

Phone: 646-4646 or 311

Fax: 646-4477

www.richmondgov.com/dpu



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Department of Public Utilities
Customer Service Division
730 E. Broad Street, 5th Floor
Richmond, VA 23219

Phone: 804.646.4646 or 3-1-1
Fax: 804.646.4477

Website:
www.richmondgov.com/dpu

DPU is Here for You!



CITY OF RICHMOND
DEPARTMENT OF PUBLIC UTILITIES



senior care
program 
city of richmond dpu

Opportunities for
Richmond
Metropolitan
residents 65 years
and older