



Natural Gas Water Wastewater Stormwater Streetlighting -- Serving Richmond, Henrico and North Chesterfield

News You Can Use for Customers of the Richmond Department of Public Utilities and Richmond Gas Works

Sign Up! Consider the Benefits of Natural Gas



Emergencies happen. We want to make sure you're alerted when they do. The CodeRED Emergency Notification System is used to send emergency notifications, including evacuation notices, missing child alerts and other notifications considered to be important.

Residents and businesses located within Richmond City are encouraged to sign up for CodeRED to be sure they receive timely emergency notifications when alerts are issued.

The CodeRED Emergency Notification System enables Richmond City to provide mass notifications in emergency situations. This system can also be used to notify residents and businesses of major utility and service impacts.

When signing up, be sure the "General Notification" box is checked to ensure you receive these alerts.

Visit:

<http://richmondgov.com/Fire/CodeRed.aspx>

for more information, to register and to download the mobile app.

Reliability. Natural gas systems are built underground, so storms and power outages do not interrupt the natural gas supply. This translates to heat, hot showers and cooking even when the power is out!

It is cost effective.

Heating your home with natural gas can be significantly cheaper than electric, propane or oil heat. On top of that, natural gas appliances are cheaper to operate than electric appliances.

Efficiency and warmth. Natural gas hot water heaters can heat water in about half the time. Natural gas furnaces

deliver warmer heat, faster and for longer periods of time. This is the year to look into natural gas products and equipment that can add value to your life. Whether it is a natural gas furnace, water heater, fireplace logs, range or even clothes dryers, you deserve the benefits that natural gas offers.

Other energy and heating sources just cannot stack up to natural gas. This season, enjoy all of the fun that fall has to offer while Richmond Gas Works takes care of the rest. Find out more information by calling 804-646-4646.



Your Drinking Water Report

Read about Richmonds's award-winning water in the 2019 water quality report.

The Safe Drinking Water Act of 1996 requires water utilities to provide consumers with a yearly report on the source and quality of the water they drink. You can view this

report online or print it out at:

www.richmondgov.com/PublicUtilities/documents/reportWaterQuality2019.pdf

To have a copy mailed to you, call 804-646-5224 during regular business hours and leave your name and address or email dpuc@richmondgov.com. If you live in Henrico County, their report is at <https://henrico.us/public-data/water-quality-report-2019>.



www.RichmondGov.com, <https://www.richmondgasworks.com>
Follow us on Twitter @RichmondDPU, or @DPUStreetNews for street closings, read the latest news at www.cordpu.blogspot.com, and join DPU on Facebook at www.facebook.com/rvadpu!

**IMPORTANT
PHONE NUMBERS**

Customer Care Center: 646-4646
TTY: 711 to 646-4646
Miss Utility: (Call Before You Dig): 811



CITY OF RICHMOND
DEPARTMENT OF PUBLIC UTILITIES



30901-I-0227

Our customers love helping to conserve!

The Department of Public Utilities would like to see photos of *you* doing anything related to our five utilities -- water, wastewater, stormwater, streetlighting or natural gas. We'd like to share them with the readers of *Utility Talk* and on our blog at www.cordpu.blogspot.com

Send a digital photo (1-3 MB) to dpuc@richmondgov.com. If your photo is selected for the next *Utility Talk*, you'll receive a \$25 credit on your utility bill! Entries may also appear on our social media outlets.



The family of Amourea, Bellia, and Junior Samedi practice (above left) recycling. Demas Boudreaux (above right) waters his flower baskets with collected rain water. Rick Johnston's backyard (right) has a dry bed to reduce water run-off from the patio, lawn and bank, as well as plants to prevent erosion and a drain to collect water from neighboring yards.



Debi Kuhn's husband, Tom, (top) adds a compost of kitchen scraps, grass clippings and leaves to their vegetable and flower gardens. Hope Richardson's son (bottom) fills his watering can from their new rain barrel.

Hazard Awareness and Prevention

The U.S. natural gas transmission and distribution system has the best safety record of any type of transportation system in the country. Natural gas is clean, convenient and efficient, which makes it the popular energy choice.

Like all forms of energy, however, it must be handled properly. A natural gas leak caused by damage to a pipeline may pose a hazard and has the potential to ignite. Richmond Gas Works works diligently to ensure pipeline safety through a variety of measures, including the one-call Miss Utility and Dig Safe programs, inspections, design and construction practices, workforce qualifications, public education, industry safety practices and government oversight, pipeline markers and facility mapping, natural gas leak surveys, and patrols of critical natural gas facilities.

Leak Response

A natural gas leak is usually recognized by the smell, sight, or sound.

Smell: Natural gas is colorless and odorless. We add a distinctive pungent odor -- a rotten eggs smell -- so you will recognize a leak quickly.

Sight: You may see a white cloud, mist, fog, or bubbles in standing water, or vegetation that appears to be dead or dying for no apparent reason.

Sound: You may hear an unusual noise like roaring, hissing or whistling.

What should you do if you suspect a leak? Protect life first. Go to a location where the smell is no longer present and call 911 or the City of Richmond Department of Public Utilities at 646-4646.

Do not strike a match, use telephones, switch on or off appliances, lights or even a flashlight in the area where you smell natural gas. Those actions could produce sparks that might ignite and cause an explosion.

How to Get Additional Information

City of Richmond Department of Public Utilities -- 804-646-4646

Web -- www.richmondgov.com/PublicUtilities/NaturalGasSafety.aspx

Call Before You Dig (Virginia) -- 811 or 800-552-7001

Web -- www.va811.com; Office of Pipeline Safety -- www.phmsa.dot.gov

