



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

Shockoe Bottom Next Stop for Art Project

Artwork for RVAH2O's 5th Annual Storm Drain Art Project is coming to Shockoe Bottom this April.

Four painted storm drains will feature imagery and messages sharing the importance of keeping litter, leaves and other pollutants out of drains.

The RVA Clean Water Plan, a five-year road map to reduce pollutant discharges into the James River, has hosted the art projects in past years, decorating 20 drains in Richmond's



Tredegar, Carytown, Northside and Scott's Addition neighborhoods.

MetroCare Heat Golf Classic is Coming!

Richmond Gas Works' annual MetroCare Heat Golf Classic benefit tournament is coming in May!

The MetroCare Heat program assists eligible families and individuals residing in the Richmond Gas Works service area with paying their heating bills during the winter months.

So join us at the Providence Golf Course, 1160 S. Providence Road, for the shotgun tee-off and prepare for fun! The \$80 entry fee includes green fees, cart, prizes and an awards ceremony with a prepared meal afterward.

A portion of the entry fee goes directly to MetroCare Heat to help eligible families. In addition to donations from sponsors and players, individuals and businesses are welcome to make tax-deductible contributions that will go directly to the MetroCare Heat program.

For more information, to register for this year's event, or for donation information, email

dpuc@richmondgov.com.

Keep Litter Out of Drains

April showers bring May flowers -- as well as flooded streets when storm drains are too full of leaves, road debris and litter to move rainfall.

Anything thrown out of car windows or dropped into gutters and sidewalks eventually finds its way to the nearest storm drain, carried by rain. Once it goes down the drain, it piles up and prevents storm water from properly draining. The result is a flooded street.

Carry disposal bags in your vehicles for trash and empty it into trash cans, not out the window!



Interested in where the Department of Public Utilities' (DPU) crews are working? Follow DPU's Street Closing Twitter feed @DPUSStreetNews. Information about closed streets, and water main breaks that impact the public - are all there.



www.RichmondGov.com

Follow us on Twitter @RichmondDPU and at @DPUSStreetNews for information on all utility work, read the latest news at www.cordpu.blogspot.com, and join DPU on Facebook at www.facebook.com/rvadpu

IMPORTANT PHONE NUMBERS

Customer Service: 646-4646 Streetlight Outages, Gas, Water and Sewer
Emergencies: 646-4646
TTY: 711 to 646--4646
Miss Utility: (Call Before You Dig): 811



CITY OF RICHMOND
DRINKING WATER



Win a \$25 bill credit!

The Department of Public Utilities and Richmond Gas Works would like to see photos of *you* conserving water, picking up after your dog, pouring grease in a can, using natural gas -- anything that is 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 win a \$25 credit on your gas or utility bill!



Fix those leaks and save

Leaks can run, but they can't hide! Now is the time to fix those household leaks that cost homeowners 10,000 gallons of water a year. Fix a Leak Week is March 16-22, 2020. Doing it yourself doesn't have to be difficult. Common types of leaks found in the home are worn out toilet flappers, dripping faucets, and other leaking valves. These are easily fixed, requiring few tools and inexpensive new hardware. Fixing them pays for itself in savings!

Here's how to get started:

- Track your water usage during a cold month when you're not watering the lawn. If a family of four exceeds 12,000 gallons per month, you may have a serious leak.



- Check your water meter before and after at least a two-hour period when no water was used. If the meter changed at all, you probably have a leak.

- Identify toilet leaks by placing a drop of food coloring in the toilet tank. Don't flush yet! If any color shows up in the bowl after 15 minutes, you have a leak. (Now flush it! We don't want you to stain your tank or bowl.) The most common cause of toilet leaks are old or worn out flappers (also known as valve seals). Flappers are inexpensive and easy to replace. You can find videos on YouTube showing

how to do it, or ask for a pamphlet at your local hardware store. Bring the old flapper to the hardware store to ensure you buy the correct size.

- Examine faucet gaskets and pipe fittings for any water on the outside of the pipe to check for surface leaks. Look in the cabinets under sinks for dampness

- Twist faucet valves and tighten pipe connections. Twisting an aerator onto each bathroom faucet can save more than 500 gallons each year without a noticeable difference in water flow. That's the same as the water used in 180 showers!

- Check your garden hose for leaks at its connection to the spigot. You might need a new hose with a tighter connector.

Call 811 Before You Dig

Many utility lines are buried underground. Hitting a line while digging or excavating can cause a lot of damage. Before digging, call Miss Utility at 811. It's that easy.

This one call will notify the owners of all underground cables and pipelines in the area, so that they can mark the location of their lines prior to your excavation. This includes underground natural gas, water, sewer, telephone, cable TV, electric and others.

Excavators are required to allow time for utilities to mark their lines and are required to take certain precautions when working in the immediate area of underground lines. The use of mechanized equipment is prohibited within two feet of either side of any utility.

The one-call Miss Utility center can provide the specific details of what is required. Failure to comply with this law can jeopardize public safety, and can result in costly damages and substantial fines.

How to Get More Information:

Call (Virginia) 811 or 800-552-7001 before you dig, or visit <http://www.VA811.com>.



**Know what's below.
Call before you dig.**