



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

## There's Easily Available Help for Seniors

The Department of Public Utilities offers a variety of services to assist seniors. Here's what you need to know:

### SeniorCare Program

This program is designed for the unique needs of seniors 65 years of age and older in the Richmond metropolitan community.

Benefits of the program for the primary residence in which the senior account holder resides include Winter Service Assurance that your heat will not be disconnected during cold weather, no late fees, no security deposits, annual weatherization kit give-aways, and third party notification where you can pick some-



one to be notified if you lose track of your bill payments.

For more information, call 804-646-4646. Any time you speak with a DPU agent, let them know you are a senior citizen.

### Weatherization Kits

These free kits include a variety of

items to help seniors reduce their home energy costs. Watch for information about distribution events usually held in the fall.

### Office of Aging and Disability Services

For those 55 and older who need help accessing city services and programs, call the hotline at 646-1082.

For seniors and any DPU customers with financial needs, we also offer:

### MetroCare Programs

Both the heat and water programs provide funds to eligible families and individuals experiencing difficulties paying their primary utility bills due to financial concerns.

- For water assistance, complete the application process for up to \$500 per applicant if approved.
- For heating assistance, residents within the Richmond Gas Works' service territory may also apply for funds beginning Dec. 15 each year.

For more information about either program or how to apply, call 804-646-4646.

### Moratorium on Disconnections

Non-disconnection of utility services remains in effect until further notice.

*Continued on Page 2*

## August 11 is National 811 Day

Aug. 11 is a convenient way to remind professional excavators and homeowners of the importance of always calling 811 before digging to have your underground utility lines marked. Virginia 811 is the "one call" communications center for those planning any kind of excavation work. They locate and mark your underground facilities in advance to prevent possible damage to underground utility lines, injury, property damage and service outages. And all for free!

The C.A.R.E. in Dig with C.A.R.E. stands for:

- Call Miss Utility at 811 before you dig
- Allow required time for marking
- Respect the marks
- Excavate carefully



[www.rva.gov](http://www.rva.gov)

Follow us on Twitter @RichmondDPU, read the latest news at

[www.cordpu.blogspot.com](http://www.cordpu.blogspot.com), and join DPU on Facebook at [www.facebook.com/rvadpu](http://www.facebook.com/rvadpu)

### IMPORTANT PHONE NUMBERS

Customer Service: 646-4646

Emergencies: 646-4646 - Smell Gas? Get out fast and call 911.

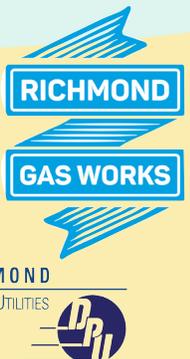
TTY: 711 to 646-4646

Miss Utility: (Call Before You Dig): 811



CITY OF RICHMOND  
DEPARTMENT OF PUBLIC UTILITIES

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## Top Water Wasters and What You Can Do

- Check your home plumbing for leaks. A leaky faucet or toilet can waste thousands of gallons a year.
- Install water-saving showerheads and faucet aerators, available at your hardware store. The shower can use up to seven gallons of water per minute. Don't wait long for shower to warm up.
- Sweep or use a leaf blower on sidewalks and driveways instead of a hose and save 3-5 gallons of water per minute.
- Water lawns every other day in the early morning hours to minimize evaporation and increase water penetration.
- When you have to replace a water-using appliance, look for EPA Water-Sense labeled products.
- Landscape with plants that require little water and put down

- mulch to conserve moisture.
- Turn off the tap while brushing your teeth. You only need water in three short bursts -- to rinse the toothbrush initially, rinse after use, and to rinse your mouth.
- Flush only when needed. Don't use the toilet as a wastebasket.
- Install a shut-off nozzle at the end of your hose so the water doesn't keep running when not in use.
- Only use dishwashers and washing machines when you have a full load. EPA Water-Sense labeled washers will automatically adjust the washer's water level based on the amount of clothes loaded.

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Bonus tip! Keep a container of drinking water in the refrigerator to save running the tap to cool water.

## Making You Aware, Keeping You Safe

According to the U.S. Department of Transportation, natural gas transmission and distribution systems have the best safety record of any type of transportation system in the country. Like all forms of energy, however, it must be handled properly. Damage to an underground pipeline can cause natural gas to escape, which could cause a hazard. We work diligently to ensure pipeline safety through a variety of measures, including:

- One-call (Miss Utility) and Dig Safe programs (VA 811)
- Inspection programs
- Design and construction practices
- Workforce qualification programs
- Public education programs
- Industry safety practices and government oversight
- Pipeline markers and facility mapping
- Natural gas leak surveys
- Patrol of critical natural gas facilities
- Natural gas pressure monitoring
- Natural gas odorization
- Liaison with city, county and municipal agencies
- Security measures

August 11 is National 811 Day. Remember to call 811 before you do any underground digging. It's free! And it's the law.



## The Annual Water Quality Report is Out

Read about Richmond's award-winning water in the 2020 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:

<https://www.rva.gov/public-utilities/water-utility>

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](mailto:dpuc@richmondgov.com) with your name and address. If you live in Henrico County, their report is at <https://henrico.us/public-data/water-quality-report-2020>.

# There's Help Available

Continued from Page 1

### Extended Payment Arrangements

DPU is here to assist customers with managing their finances through the COVID-19 pandemic. If you are a residential or commercial customer with more than 90 days in arrears, we can help with extended payment options. Don't delay, give us a call today.

### CARES Act Funding

The new application period for customers who have fallen behind on their utility bills as a result of an economic hardship due to COVID-19 begins June 1 through July 31, 2021, or until funds are exhausted.

Watch for detailed information during June from DPU.

## How to Get Additional Information

Richmond Gas Works

804-646-4656

Web—[richmondgasworks.com](http://richmondgasworks.com)

Call Before You Dig

(Virginia)—811 or 800-552-7001

Web—[www.va811.com](http://www.va811.com)

Office of Pipeline Safety—[www.ops.dot.gov](http://www.ops.dot.gov)