



# UTILITY TALK

May 2024

Providing safe and reliable water and gas services.

Serving Richmond, Henrico and North Chesterfield

## City of Richmond DPU Celebrates Drinking Water Week

The City of Richmond Department of Public Utilities (DPU) and other water utilities across the country will observe Drinking Water Week, a decades-long tradition led by the American Water Works Association. Taking place May 5 - 11, Drinking Water Week is a celebration recognizing the vital role water plays.

DPU is marking Drinking Water Week by engaging the community in understanding the vital role of clean, safe water in daily life, including its importance for public health and environmental protection. Drinking Water Week also acknowledges and celebrates the essential water professionals whose expertise and commitment ensure the delivery of high-quality tap water every day.



City of Richmond Water Treatment Plant

This year's celebration also coincides with a historic milestone – the 50th anniversary of the Safe Drinking Water Act (SDWA) in the United States, a landmark law designed to safeguard the public by setting high drinking water quality standards. The SDWA provides a scientific framework to identify potential risks to drinking water and address them in partnership with states and water utilities. DPU proudly supports and adheres to these standards.

Join us in celebrating Drinking Water Week! For more details on how you can get involved, visit our News page at [rva.gov/public-utilities](http://rva.gov/public-utilities) or follow us @RichmondDPU on X and Facebook

## New eBill Option Available To DPU Customers

MyHQ is a new eBill option available for enrollment. All customers are encouraged to take advantage of this free, easy and paperless electronic billing and payment option to ensure safer delivery of utility bills and payments. With MyHQ, you can choose from multiple notification types, when and where to access your account, automatic or manual payments, and much more. It's the most convenient and easy way to view and pay your bill. Other features of MyHQ include:

View up to 36 months of bills and payment history.



Pay without extra fees.



Set up AutoPay.



Configure Notifications.



Create your easy to use wallet.



Visit [rva.gov/public-utilities/billing](http://rva.gov/public-utilities/billing) for more information on MyHQ.

## DID YOU KNOW?

From March to November, when you may use water for watering lawns and gardens and for washing vehicles, your wastewater bills are adjusted because this water does not go through the Wastewater Treatment Plant. We base your wastewater bill on whichever is less: the actual water used from March to November or the average monthly water usage billed during the preceding months of December to February.

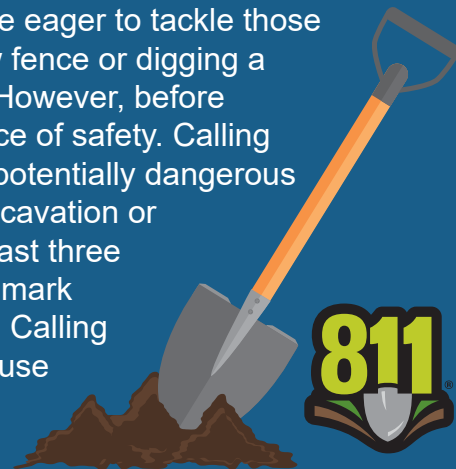
## Only Rain Should Go Down The Drain

April showers bring May flowers as well as flooded streets when storm drains are already filled with leaves, road debris and litter. Anything thrown out of car windows or dropped into gutters and sidewalks eventually finds its way to the nearest storm drain. Once it goes into the storm drain, it piles up and prevents stormwater from properly draining away. The result is a flooded street. To avoid this, keep disposal bags on hand for trash and empty them into proper trash cans instead of throwing them on the ground or in storm drains.



## Call 811 Before You Dig

As summer approaches and the warmer weather comes along, many of us are eager to tackle those long-awaited outdoor projects. Whether it's planting a garden, installing a new fence or digging a swimming pool, there's no shortage of ways to enhance our outdoor spaces. However, before grabbing a shovel and breaking ground, it's crucial to remember the importance of safety. Calling 8-1-1 before you dig is not just a suggestion; it's a necessary step to prevent potentially dangerous accidents. Virginia 811 is a free communication center for anyone planning excavation or digging work no matter how small the project is. By notifying Virginia 811 at least three business days in advance, that will give more than enough time to locate and mark underground gas, water, electric, sewer lines and telecommunications cables. Calling 8-1-1 before you dig helps prevent damage to these utility lines, which can cause injury, property damage and service outages. It can also help you avoid fines that come with damaging utility lines. Requests can also be submitted online at [va811.com](http://va811.com).



## Are You Ready for Mosquito Season?

What do you get when you mix warm weather with heavy rains? Mosquitoes! As we transition into a new season, not only can we expect beautiful flowers and trips to the pool, but also standing water which makes a nice home for mosquito larvae. Although common and normally causing minor itching and irritation, bites from mosquitos can pack a mean punch as these tiny insects can carry and transmit diseases. In Virginia the major risks are West Nile and a few strands of encephalitis with a 1 in 300 chance of contraction.

Keep these tips in mind as you prepare for mosquito season:

1. Get rid of standing water! As the rain falls during this season, make sure you are not allowing standing water to build up in items around your yard. Trash can lids, tires, plastic sheeting or tarps, birdbaths and kiddie pools and other containers are all items that can hold water and attract mosquitoes. This is also the perfect time to check and fix any water spigots on the outside of your home as any water standing for more than a week is the perfect breeding ground for mosquitoes.
2. Clear your gutters and drains! A deep pool of water is not necessary for mosquitoes to breed. Eggs can be laid in as little as a tablespoon of water. Leaves, pine straw and other debris can clog drains and gutters, leading to standing water all around your home. This is the perfect formula for a mosquito nursery! Regularly clean out your gutters so that rainfall can flow freely to the ground.
3. Maintain your yard! Don't allow any items that could potentially collect water to sit in your yard. If you have a pond or fountain, consider installing bubblers to reduce stagnancy in the water or introducing fish to your water feature to naturally feed on the mosquito larvae. Whatever you do, don't allow water to sit still for more than a day.

## Connect With Us

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