DPU Rates

Presented to Richmond City Council by: April Bingham, DPU Director July 27, 2022





Value of Utility Services





Rate Setting Process

- The Department of Public Utilities funds are Enterprise Funds, therefore each utility must be self-supported with user fees.
- User fees are aligned with pricing objectives and cost of providing services.
- Rates are set to provide sufficient revenues to cover O&M, debt service, PILOT payments, dividend payments, and pay as you go capital contributions over the forecast period.



Why are Costs Increasing?

Increasingly Stringent Regulations

- Regulated by the U.S. EPA and Virginia Dept. of Health
- Monitors 10 microbial contaminants and substances, along with disinfectants, turbidity, lead, copper, etc.
- As regulations become more stringent, costs rise

Aging Infrastructure

- Parts of Richmond's utility system are almost 100 years old
- Historical Cost
 - Natural Gas -\$690.4M
 - Water \$606.3M
 - Wastewater \$796.7M
 - Stormwater -
 - \$47.2M
- Over \$2B in assets will require repair and replacement

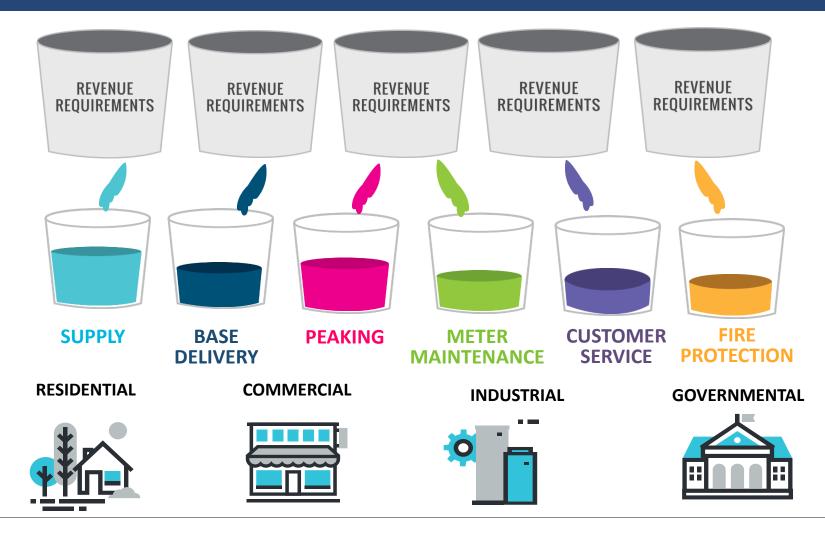
Declining Per Capita Consumption

- Annual decrease in water and natural gas consumption per customer
- Forecasting indicates continued decline in water and modest increase in gas due to increasing customer base
- Majority of DPU's costs are fixed, therefore the cost per unit will likely increase



How We Allocate Cost (Water Example)

Costs are allocated to customers in proportion to how they <u>use</u> the utility system.





Wholesale Contracts

- DPU has wholesale contracts to supply water to Chesterfield, Hanover and Henrico, which are calculated with a cost of service model.
 - Each contract determines how the cost is to be calculated.
 - Model designed to recuperate the cost of delivering water to the counties' system or receiving wastewater into DPU's system.

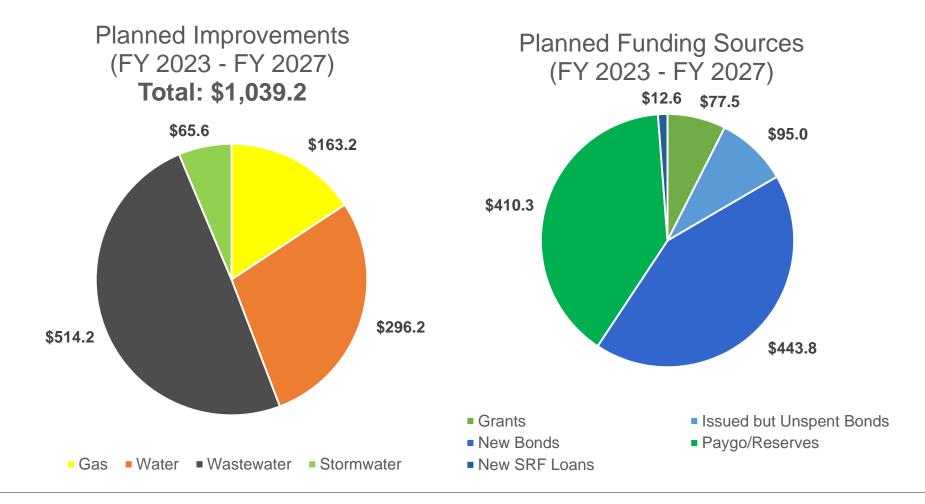


Stormwater Utility Goals

- Protect residential, commercial, industrial and public properties within the City of Richmond.
- Protect public health.
- Improve economic opportunities with better drainage.
- Improve and protect public safety and mobility



Capital Improvements Plan (\$ Millions)





FY23 Rate Increase Request

Utility	Estimated Incremental Revenue in Millions	Increase to Typical Residential Customer Monthly Bill
Gas (Excluding PGC)	\$3.7	\$2.25
Water	\$2.2	\$1.30
Wastewater	\$4.4	\$3.38
Stormwater	\$1.1	\$.39
Total	\$11.4	\$7.32



Sample Utility Bill

0000001234567



JSTOMER CUSTOMER	Page 1 of 2
Account Number	59106-0123456
Bill Date	Aug 10 2022
Next Read Date	Sep 02 2022
Next Bill Date	Sep 08 2022
Payment Due Date	Sep 07 2022

BILL SUMMARY	
Previous Balance	\$230.75
Payments Received (-)	\$230.75
Balance Forward (=)	\$0.00
Current Charges (+)	\$238.07
Total Charges Due	\$238.07

PLEASE	READ	IMPORTAN	T MESSAGES

SERVICE ADDRESS: 2906 DOUGLASDALE RD

Dates of Ser	vice Rate/	R Class	Impervious	MSF	Credit
24100 01 001	ridito,	ences	1563	2.00	0%
JULOS AU	g 10 \$58.20	D SFR2	1563	2.00	0%
tormwater Tier 2					\$4.8
urrent Charges					\$4.8
		WATER/WASTE	WATER DETAILS		
Meter No.	Prior Read	Current Read	Read Type	Dates of Service	Days of Servic
0123456	1126	1132	E	Jul 03 Aug 10	38
Vater Single Fam 4 ccf@\$2.85 2 ccf@\$5.63	=\$11.40				\$22.6
	ily Res Base Fee				\$16.0
Vastewater Resid	ential 6 ccf@\$7.985				\$47.9
Vastewater Resid	lential - Base Fee				\$19.9
Vastewater Resid	RVICES				
OTHER CITY SEP Solid Waste Charg	RVICES				\$21.4
OTHER CITY SER Solid Waste Charge Recycling Charge	RVICES				\$21.4 \$2.9
OTHER CITY SER Solid Waste Charge Recycling Charge	RVICES				\$19.5 \$21.4 \$2.9 \$130. 4
OTHER CITY SER Solid Waste Charge Recycling Charge	RVICES	WATER HISTO	RICAL USAGE		\$21.4 \$2.9
OTHER CITY SER Solid Waste Charge Recycling Charge	RVICES	WATER HISTO	RICAL USAGE No. Days	Current Month	\$21.4 \$2.9
OTHER CITY SEF Solid Waste Charg Recycling Charge Current Charges	RVICES			Current Month 6 CCFs	\$21.4 \$2.6 \$130. 4
OTHER CITY SEF Solid Waste Charge Recycling Charge Current Charges Same Month Las	RVICES ge st Year No. Days	Prior Month	No. Days 32		\$21.4 \$2.§ \$130.4 No. Days
OTHER CITY SEF Solid Waste Charge Recycling Charge Current Charges Same Month Las	RVICES ge st Year No. Days	Prior Month 4 CCFs	No. Days 32		\$21.4 \$2.5 \$130.4 No. Days 38
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Sample Utility Bill – Stormwater Charges

CONTRACTOR DEPARTMENT OF PUBLIC UTILITIES	00000012	34567 CUST	OMER CUSTOMER Account Number Bill Date Next Read Date Next Bill Date	Page 1 of 2 59106-0123456 Aug 10 2022 Sep 02 2022 Sep 08 2022
BILL SUMMARY			Next Bill Bate	060 00 2022
BILL SUMMART			Payment Due Date	Sep 07 2022
Previous Balance Payments Received (-) Balance Forward (=) Current Charges (+) Total Charges Due	\$230.75 \$230.75 \$0.00 \$238.07 \$238.07		PLEASE READ IMPOR	TANT MESSAGES

SERVICE	ADDRESS:	2906	DOUG	LASDALE	RD

		STORMWAT	ER DETAILS		
Dates of Serv Jul 08 Aug		e/YR Class 20 SFR2	Impervious 1563	MSF 2.00	Credit 0%
Stormwater Tier 2- [.] Current Charges	1001 - 2000 SF				\$4.85 \$4.85
		WATER/WASTE	WATER DETAILS		
Meter No.	Prior Read	Current Read	Read Type	Dates of Service	Days of Service
0123456	1126	1132	E	Jul 03 Aug 10	38
Vater Single Famil 4 ccf@\$2.85= 2 ccf@\$5.63=	\$11.40				\$22.66
	ly Res Base Fee				\$16.06
Vastewater Reside	ential 6 ccf@\$7.985				\$47.91
Vastewater Reside	ential - Base Fee				\$19.93
Vastewater Reside	ential - Base Fee VICES				\$19.93
Vastewater Reside DTHER CITY SER Solid Waste Charge	ential - Base Fee VICES				\$19.93 \$21.45
Vastewater Reside	ential - Base Fee VICES				\$19.93
Wastewater Reside DTHER CITY SER Solid Waste Charge Recycling Charge	ential - Base Fee VICES		PRICAL USAGE		\$19.93 \$21.45 \$2.99
Wastewater Reside DTHER CITY SER Solid Waste Charge Recycling Charge	ential - Base Fee VICES e	WATER HISTO	RICAL USAGE No. Days	Current Month	\$19.93 \$21.45 \$2.99
Vastewater Reside DTHER CITY SER Solid Waste Charge Recycling Charge Current Charges	ential - Base Fee VICES e	WATER HISTO		Current Month 6 CCFs	\$19.93 \$21.45 \$2.95 \$130.4 0
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Vastewater Reside DTHER CITY SER Solid Waste Charge Recycling Charge Current Charges Same Month Last	ential - Base Fee VICES e t Year No. Days	WATER HISTO Prior Month 4 CCFs	No. Days 32		\$19.93 \$21.45 \$2.95 \$130.40 No. Days
Vastewater Reside DTHER CITY SER Solid Waste Charge Recycling Charge Current Charges Same Month Last 6 CCFs	ential - Base Fee VICES e : Year No. Days 34	WATER HISTO Prior Month 4 CCFs GAS D	No. Days 32 ETAILS	6 CCFs	\$19.93 \$21.44 \$2.95 \$130.40 No. Days 38
Vastewater Reside DTHER CITY SER Solid Waste Charge Recycling Charge Current Charges Same Month Last 6 CCFs Meter No.	e VICES e Year No. Days 34 Prior Read 4046	WATER HISTO Prior Month 4 CCFs GAS D Current Read	No. Days 32 ETAILS Read Type	6 CCFs Dates of Service	\$19.93 \$21.44 \$2.95 \$130.44 No. Days 38 Days of Service
Vastewater Reside DTHER CITY SER Colid Waste Charge Recycling Charge Current Charges Same Month Last 6 CCFs Meter No. 9876543 Sas Residential 70 Sas Residential - E	i Year No. Days 34 Prior Read 4046 0 ccf@\$0.63 3ase Fee	WATER HISTO Prior Month 4 CCFs GAS D Current Read	No. Days 32 ETAILS Read Type	6 CCFs Dates of Service	\$19.93 \$21.44 \$2.99 \$130.40 No. Days 38 Days of Service 31 \$44.10 \$14.82
Vastewater Reside DTHER CITY SER Solid Waste Charge Current Charges Same Month Last 6 CCFs Meter No. 9876543 Gas Residential 70	ential - Base Fee VICES e Year No. Days 34 Prior Read 4046 ccf@\$0.63 Base Fee st 70 ccf@\$0.57	WATER HISTO Prior Month 4 CCFs GAS D Current Read	No. Days 32 ETAILS Read Type	6 CCFs Dates of Service	\$19.93 \$21.44 \$2.95 \$130.40 No. Days 38 Days of Service 31 \$44.10

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Impervious Area is the amount of land that is covered by water resistant materials such as asphalt, concrete, brick, stone and rooftops. The stormwater charge is based on the amount of impervious area on a property. A typical residential customer has between 1,000 and 2,000 square feet of impervious

Sample Utility Bill – Water Charges

DEPARTMENT OF PUBLIC UTILITIES	000001234567	CUSTOMER CUSTOMER Account Number Bill Date Next Read Date Next Bill Date	Page 1 of 2 59106-0123456 Aug 10 2022 Sep 02 2022 Sep 08 2022
BILL SUMMARY		Payment Due Date	Sep 07 2022
Previous Balance	\$230.75		
Payments Received (-)	\$230.75		
Balance Forward (=)	\$0.00	PLEASE READ IMP	ORTANT MESSAGES
Current Charges (+)	\$238.07		
Total Charges Due	\$238.07		

SERVICE ADDRESS: 2906 DOUGLASDALE RD

		STORWWAT	ER DETAILS		
Dates of Servi	ice Rate/Y	'R Class	Impervious	MSF	Credit
Jul 08 Aug	10 \$58.20) SFR2	1563	2.00	0%
Stormwater Tier 2-1	1001 - 2000 SF				\$4.85 \$4.85
		WATER/WASTE	WATER DETAILS		
Meter No.	Prior Read	Current Read	Read Type	Dates of Service	Days of Service
0123456	1126	1132	E	Jul 03 Aug 10	38
Vater Single Family 4 ccf@\$2.85= 2 ccf@\$5.63=	\$11.40				\$22.66
Vater Single Family					\$16.06
	ntial 6 cct@\$7.985				\$47.91
Vastewater Reside					\$19.93
OTHER CITY SER	VICES				
OTHER CITY SERV Solid Waste Charge	VICES				\$21.45
OTHER CITY SER	VICES				
OTHER CITY SERV Solid Waste Charge Recycling Charge	VICES	WATER HISTO	RICAL USAGE		\$21.45 \$2.99
OTHER CITY SERV Solid Waste Charge Recycling Charge	VICES	WATER HISTO		Current Month	\$21.45 \$2.99 \$130.4 0
OTHER CITY SERV Solid Waste Charge Recycling Charge Current Charges	VICES		RICAL USAGE No. Days 32	Current Month 6 CCFs	\$21.45 \$2.99
Solid Waste Charge Recycling Charge Current Charges	VICES	Prior Month 4 CCFs	No. Days		\$21.45 \$2.99 \$130.40 No. Days
Solid Waste Charge Recycling Charge Current Charges Same Month Last	VICES	Prior Month 4 CCFs	No. Days 32		\$21.45 \$2.99 \$130.40 No. Days
DTHER CITY SERV Solid Waste Charge Recycling Charge Surrent Charges Same Month Last 6 CCFs	YICES	Prior Month 4 CCFs GAS D	No. Days 32 ETAILS	6 CCFs	\$21.45 \$2.95 \$130.40 No. Days 38
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DTHER CITY SERV Solid Waste Charge Recycling Charge Current Charges Same Month Last 6 CCFs Meter No. 9876543 Gas Residential 70	YICES Year No. Days 34 Prior Read 4046 ccf@\$0.63	Prior Month 4 CCFs GAS D Current Read	No. Days 32 ETAILS Read Type	6 CCFs Dates of Service	\$21.45 \$2.95 \$130.40 No. Days 38 Days of Service 31 \$44.10
DTHER CITY SERV Solid Waste Charge Recycling Charge Current Charge Same Month Last 6 CCFs Meter No.	Year No. Days 34 Prior Read 4046 ccf@\$0.63 ase Fee	Prior Month 4 CCFs GAS D Current Read	No. Days 32 ETAILS Read Type	6 CCFs Dates of Service	\$21.44 \$2.99 \$130.40 No. Days 38 Days of Service 31

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Water Volumetric Charge: DPU measures water usage with a meter at each location served. Monthly readings are collected to calculate the customer's consumption for the month. This charge recovers a portion of the water utility's fixed cost, but is also driven by cost of producing water (power, chemicals, water plant operating personnel). The typical residential customer uses 6 CCFs of water, and the first 4 CCFs of consumption are at a lower rate, which is what we call the Lifeline Rate.

Water Base Fee: This charge recovers a portion of the water utility's fixed costs associated with running a water utility. They include primarily costs for customer service, billing, meter reading, and debt service related to infrastructure investment.

Sample Utility Bill – Wastewater Charges

DEPARTMENT OF PUBLIC UTILITIES	0000001234567	CUSTOMER CUSTOMER Account Number Bill Date Next Read Date Next Bill Date	Page 1 of 59106-012345 Aug 10 20 Sep 02 202 Sep 08 202
BILL SUMMARY		Payment Due Date	Sep 07 202
Previous Balance	\$230.75	-	
Payments Received (-)	\$230.75		
Balance Forward (=)	\$0.00	PLEASE READ IMPC	DRIANT MESSAGES
Current Charges (+)	\$238.07		
Total Charges Due	\$238.07		

SERVICE ADDRESS: 2906 DOUGLASDALE RD

		STORMWAT	ER DETAILS		
Dates of Ser	vice Rate	/YR Class	Impervious	MSF	Credit
Jul 08 Au	g 10 \$58.2	20 SFR2	1563	2.00	0%
Stormwater Tier 2	-1001 - 2000 SF				\$4.85
Current Charges					\$4.85
		WATER/WASTE	WATER DETAILS		
Meter No.	Prior Read	Current Read	Read Type	Dates of Service	Days of Service
0123456	1126	1132	E	Jul 03 Aug 10	38
Vater Single Fam 4 ccf@\$2.85 2 ccf@\$5.63	=\$11.40				\$22.66
Mater Olingia For	Dee Dees Fee				\$10.0 (
	lential 6 ccf@\$7.985				\$47.9
	lential - Base Fee				\$19.93
JTHER CITY SEP	RVICES				
Solid Waste Char					\$21.45
Solid Waste Charg					\$21.45 \$2.99
Recycling Charge		WATER HISTO	PRICAL USAGE		\$2.99
Recycling Charge	ge	WATER HISTO	No. Days	Current Month	\$2.99
Recycling Charge Current Charges	ge			Current Month 6 CCFs	\$2.99 \$130.4 0
Recycling Charges Current Charges Same Month Las	ge st Year No. Days	Prior Month 4 CCFs	No. Days		\$2.99 \$130.4 0 No. Days
Recycling Charges Current Charges Same Month Las	ge st Year No. Days	Prior Month 4 CCFs	No. Days 32		\$2.99 \$130.4 0 No. Days
Recycling Charge Current Charges Same Month Las 6 CCFs	ge st Year No. Days 34	Prior Month 4 CCFs GAS D	No. Days 32 ETAILS	6 CCFs	\$2.96 \$130.44 No. Days 38
Recycling Charge Current Charges Same Month Las 6 CCFs Meter No. 9876543	ge it Year No. Days 34 Prior Read 4046	Prior Month 4 CCFs GAS D Current Read	No. Days 32 ETAILS Read Type	6 CCFs	\$2.96 \$130.40 No. Days 38 Days of Service
Recycling Charge Current Charges Same Month Las 6 CCFs Meter No.	ge st Year No. Days 34 Prior Read 4046 0 ccf@\$0.63	Prior Month 4 CCFs GAS D Current Read	No. Days 32 ETAILS Read Type	6 CCFs	\$2.96 \$130.40 No. Days 38 Days of Service 31 \$44.10
Recycling Charge Current Charges Same Month Las 6 CCFs Meter No. 9876543 Sas Residential 7 Sas Residential -	ge st Year No. Days 34 Prior Read 4046 0 ccf@\$0.63	Prior Month 4 CCFs GAS D Current Read	No. Days 32 ETAILS Read Type	6 CCFs	\$2.96 \$130.40 No. Days 38 Days of Service 31

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Wastewater Volumetric Charge: DPU uses a customer's water consumption to approximate a customer's usage of the wastewater system. This charge recovers a portion of the wastewater utility's fixed costs but is also driven by the cost of treating wastewater (power, chemicals, wastewater plant operating personnel).

Wastewater Base Fee: This charge recovers a portion of the wastewater utility's fixed costs associated with running a wastewater utility. They include primarily costs for customer service, billing, meter reading, and debt service related to infrastructure investment.

Sample Utility Bill – Gas Charges



BILL SUMMARY		
Previous Balance	\$230.75	
Payments Received (-)	\$230.75	
Balance Forward (=)	\$0.00	
Current Charges (+)	\$238.07	
Total Charges Due	\$238.07	

ccount Number	59106-0123456
ill Date	Aug 10 2022
lext Read Date	Sep 02 2022
lext Bill Date	Sep 08 2022
ayment Due Date	Sep 07 2022

PLEASE READ IMPORTANT MESSAGES

SERVICE ADDRESS: 2906 DOUGLASDALE RD

Dates of Sen	vice Rate	YR Class	Impervious	MSF	Credit
Jul 08 Aug	g 10 \$58.2	20 SFR2	1563	2.00	0%
Stormwater Tier 2-	-1001 - 2000 SF				\$4.85
Current Charges					\$4.85
		WATER/WASTE	WATER DETAILS		
Meter No.	Prior Read	Current Read	Read Type	Dates of Service	Days of Service
0123456	1126	1132	E	Jul 03 Aug 10	38
Water Single Fami 4 ccf@\$2.85= 2 ccf@\$5.63=	=\$11.40				\$22.66
Water Single Fami					\$16.06
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	ential 6 ccf@\$7.985				\$47.9
Wastewater Reside	ential 6 ccf@\$7.985 ential - Base Fee				
Wastewater Reside	ential 6 ccf@\$7.985 ential - Base Fee RVICES				\$47.9 \$19.93
Wastewater Reside DTHER CITY SER Solid Waste Charg	ential 6 ccf@\$7.985 ential - Base Fee RVICES				\$47.9 \$19.93 \$21.45
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Wastewater Resid DTHER CITY SER Solid Waste Charge Recycling Charges Current Charges Same Month Las	ential 6 ccf@\$7.985 ential - Base Fee XVICES je it Year No. Days	Prior Month 4 CCFs	No. Days		\$47.9 \$19.93 \$21.44 \$2.96 \$130.4 6 No. Days
Wastewater Resid DTHER CITY SER Solid Waste Charge Recycling Charges Current Charges Same Month Las	ential 6 ccf@\$7.985 ential - Base Fee XVICES je it Year No. Days	Prior Month 4 CCFs	No. Days 32		\$47.9 \$19.92 \$21.4 \$2.93 \$130.4 0 No. Days 38
Wastewater Resid DTHER CITY SER Solid Waste Charg Recycling Charge Current Charges Same Month Las 6 CCFs	ential 6 ccf@\$7.985 ential - Base Fee XVICES ge it Year No. Days 34	Prior Month 4 CCFs GAS D	No. Days 32 ETAILS	6 CCFs	\$47.9 \$19.92 \$21.4 \$2.93 \$130.4 0 No. Days 38
Wastewater Resid DTHER CITY SER Solid Waste Charg Recycling Charge Current Charges Same Month Las 6 CCFs Meter No. 9876543	ential 6 ccf@\$7.985 ential - Base Fee EVICES ge et Year No. Days 34 Prior Read 4046	Prior Month 4 CCFs GAS D Current Read	No. Days 32 ETAILS Read Type	6 CCFs Dates of Service	\$47.9 \$19.92 \$21.44 \$2.99 \$130.40 No. Days 38 Days of Service
Wastewater Resid DTHER CITY SER Solid Waste Charg Recycling Charge Current Charges Same Month Las 6 CCFs Meter No.	ential 6 ccf@\$7.985 ential - Base Fee EVICES je it Year No. Days 34 Prior Read 4046 0 ccf@\$0.63	Prior Month 4 CCFs GAS D Current Read	No. Days 32 ETAILS Read Type	6 CCFs Dates of Service	\$47.9 \$19.9 \$21.4 \$2.9 \$130.4 No. Days 38 Days of Service 31

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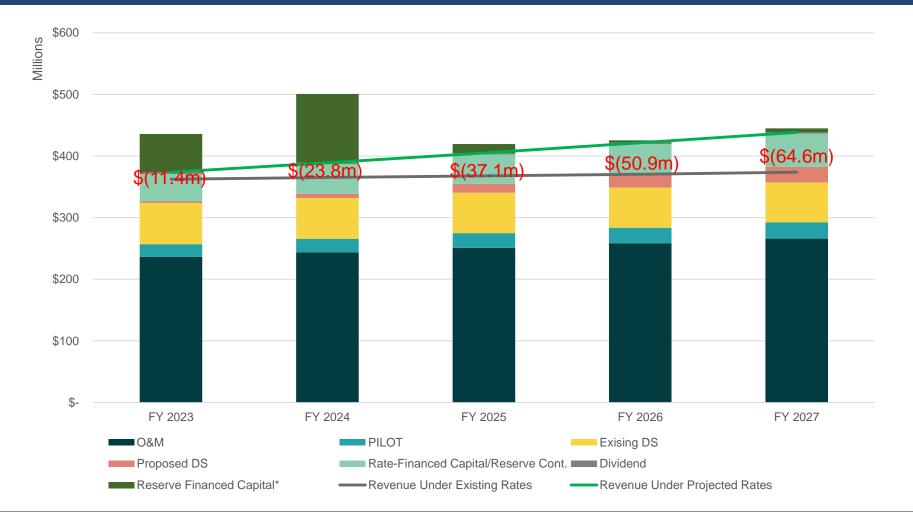


Gas Distribution Charge: DPU measures gas usage with a meter at each location served. Monthly readings are collected to calculate the customer's consumption for the month. This charge recovers a portion of the gas utility's fixed costs but is also driven by cost of distributing natural gas (gate stations, pressure control, chemicals, gas leak repairs). During a normal year, a typical residential customer will use an average of 70 CCFs per month.

Gas Base Fee: This charge recovers a portion of the gas utility's variable charges, but is primarily driven by fixed cost associated with running a gas utility. They include primarily costs for customer service, billing, meter reading, and debt service related to infrastructure investment.

Purchased Gas Cost: This charge recovers the actual cost of natural gas delivered to customers. DPU is required to pass the cost of natural gas to customers on a dollar for dollar basis, with no markup or loss.

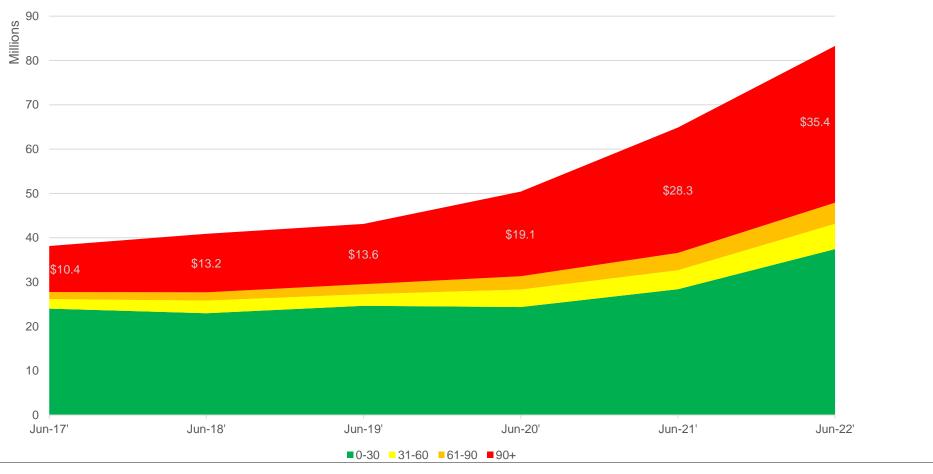
Impact of No Rate Increases





Impact of Pandemic on Customer Payments







Addressing Affordability

- Residential lifeline water rate instituted in FY19 for nondiscretionary consumption. This gives consumers greater control over their bill.
- DPU Ongoing Programs
 - MetroCare (heat and water/wastewater bill assistance, plumbing repairs and replacements)
 - Special payment agreements
 - Senior assistance



Customer Pandemic Assistance

CARES Act Program

- In December 2020, the City was awarded federal CARES Municipal Utility Relief funds
- Distributed \$12.2M to 13,389 residential and commercial customers

ARPA Program

- In October 2021, the City was awarded federal COVID-19 ARPA SLFRF Municipal Utility Assistance Program funds
- Distributed \$7M to 13,261 residential customers



- March 12, 2020
 - DPU announced the suspension of water and wastewater service disconnections.
 - DPU reconnected service for past due customers to help avoid the spread of COVID-19.
 - DPU suspended late fees and collection notices.
- March 16, 2020
 - SCC Directs Electric, Natural Gas and Water Companies to Suspend Service Disconnections during COVID-19 State Emergency.
- June 1, 2020
 - DPU automatically created an estimated 12,363 installment plans [totaling \$11,772,281.96] for residential customers with balances greater than 90 days in arrears, allowing up to 12 months for repayment. 40% honored the payment plans. The remaining 60% fell further behind in their payment plan schedule or failed to satisfy any portion of their account balance. Friendly reminder notices were released for this population.
- December 2020 CARES Act Funds Awarded to COR (DPU distributed \$12.2M to residential and commercial customers).
- June 30, 2021, Virginia's state of emergency expired.
- August 29, 2021, the 2020 Appropriations Act that established the statewide moratorium on disconnections officially ended.
- October 2021 ARPA Funds Awarded to COR (DPU distributed \$7M to residential customers).
- November 1, 2021, DPU reinstates late fees.
- December 2021,
 - Installment Plans = 13,773 for \$12.5M with 54% compliance.
 - Installment Plans are protected from late fees.



Proposed Next Steps – Unpaid Utility Bills

- Unpaid Utility Bills Effective June 1 2022
 - Resume delinquency notices in the monthly utility bills.
 - Field disconnections for non-residential customers who have not complied with established payment arrangements since March 2020.
 - Field disconnections for any customer whose service was restored as a result of the pandemic where no payments have been received since March 2020.
 - Mass cancellation of non-compliant payment arrangements established as a result of the pandemic in July 2020. The mass cancellation will assess applicable late charges for non-payment.
- DPU Partners with PromisePay
 - The PromisePay COVID-19 Relief Portal helped to reach over 27,000 eligible customers to inform them of the available relief through CARES.
 - The PromisePay Payment Plan Portal creates flexibility by allowing customers to modify their payment plan and stay on track for repayment.
 - Recognizing economic realities (i.e. inability to pay vs. unwillingness to pay), payment plans can start with as little as \$5 down.



Communicating Rate Changes

Utility Rates Effective July 1, 2022

The City of Richmond Department of Public Utilities announces utility rate changes adopted by Richmond City Council, effective July 1, 2022. These rate increases are projected to cost the average utility customer approximately \$7.32 more per month which equates to a 4.50%

increase.

Utility	Rate Increase	Average Increase '
Natural Gas	4.00%	\$2.25
Water	3.50%	\$1.32
Wastewater	5.25%	\$3.38
Stormwater	8.75%	\$0.39

*Monthly average increase assumes natural gas usage of 70 Ccf; water/ and stormwater parcel categorized in Tier 2 (impervious surface betweer Cost of service increases are necessary to help protect the City's financial health and its ability to ensure the delivery of quality services. They also ensure the ability to maintain and replace aging infrastructure, complete capital projects, meet regulatory requirements and maintain the ability to leverage DPU's strong bond rating.

How we manage costs and affordability Rates affect everyone. That is why we work hard to keep our costs low, which keeps rates more affordable for everyone in our community.

- Asset and project management identifying, evaluating and prioritizing capital projects.
- Equitable cost distribution establishment of lifeline water rates, consumption-based rates and stormwater tiers.
- Payment assistance programs more offerings, greater flexibility, increased available funds.

How we address equity when planning rates We commit to achieving equity in our budget by ensuring:

- We provide equitable delivery of services to residents, including access to safe and clean water.
- We maximize the benefits of infrastructure investments.
- Our workforce reflects the community we serve.
- We engage in community outreach.

Visit www.rva.gov/public-utilities or call (804) 646-4646 for more information



QUESTIONS?

