

# Organizational Development

Water Treatment Plant, Consent Order Progress, and DPU Enhancements

**Scott Morris, DBA, P.E.**  
Director, DPU



DEPARTMENT OF  
**PUBLIC  
UTILITIES**

# Consent Order - Overview

- Effective date of Consent Order June 28, 2025
- Acknowledges the corrective actions taken to date (155)
- Civil Charge of \$6,817.00
- Resolves alleged violations identified in Section B of the Consent Order

# Consent Order – Appendix A Requirements

- Quarterly progress reports on Sanitary Survey Report items  
(Due 10th day after last day of quarter being reported on)
  - Progress: **On track**
- Within 120 days provide list of current and updated standard operating procedures
  - Progress: 52 SOPs submitted to Virginia Department of Health (considered **complete**)
- Within 120 days provide schedule for periodic testing of emergency backup systems
  - Progress: **On track**

# Consent Order – Appendix A Requirements

- Within 120 days provide VDH Richmond Field Office the following items:
  - Capital Improvement plan (CIP)
  - Updated organizational charts
  - Water Asst Management Plan (AMP) or equivalent documents
  - Approved budget
  - Output from most recent rate model run
  - List of Active contracts for water related services

Progress: **On track**

# Consent Order – Appendix A Requirements

- Within 120 days provide a comprehensive list of all recommendation from the following:
  - Sanitary Survey Report
  - EPA's 2022 Inspection Report
  - VDH April 2025 Inspection Report
  - HNTB Report
  - SEH Report
- Due 10th day after last day of quarter being reported after submittal of comprehensive list

Progress: 230 total recommendations (82% have been resolved)

- Upon completion of all items, submit a final report to VDH

# DPU Enhancements – Electrical Provider Rate Schedule

- Previous Rate Schedule: VE-120 at \$0.12/kWh
- New Rate Schedule: VE-130 at \$0.10kWh

Eliminates cost savings received from operating in “Winter Mode”, savings will be incorporated as part of normal operations.

## DPU Enhancements – Convenience Fee

- Removed convenience fee charges for all customers effective June 30, 2025
- Increased threshold for charges from \$500 to \$1,000

# DPU Enhancements – Billing Exceptions

- Current State: 2,875 exceptions for June 2025
- Previous State: 10,640 exceptions for June 2024 - May 2025
- Improvements
  - Weekly Report
- Continuous Improvements
  - Assign exceptions automatically to exceptions team



# DPU Enhancements – Meter Reading

- Current State:
  - 41,000 meters at or past their expected life (currently replacing)
  - Completed handheld upgrades
  - Priced and scheduled upgrade to truck units
  - GPS installed on vehicles
- Future State:
  - Replace approximately 7% of meters annually
  - Upgrade truck units
  - Internal Advanced Meter Reading (AMR) portal for incremental reads (December 2025)
  - External AMR portal for customers (early 2026)