

NATURAL GAS

WATER

WASTEWATER

ELECTRIC
STREET LIGHTING

STREET LIGHTING PROJECTS ENHANCE AND IMPROVE NEIGHBORHOODS



To provide greater visibility, security and comfort for citizens, as well as new lighting installations and upgrades to improve system operation and maintenance, the DPU Electric Utility team upgrades and enhances its streetlights, substations and electric distribution systems.

A major project completed in March was the installation of 22 ornamental streetlights and poles along Lombardy Street between Brook Road and Admiral Street in

the Virginia Union University area. This project was part of the City's Department of Public Works (DPW) streetscape improvements in conjunction with Virginia Union University's campus improvement masterplan. Work by DPU's Electric Utility included removing all overhead wiring, wooden poles and cobra-style light heads. The distribution system in this area was upgraded by installing a new transformer, 3,600 feet of new primary conduit and 10,000 feet of secondary wiring. A direct bore method of digging alongside the road was used, rather

than digging in the street and disrupting traffic flow. The end result provided an enhanced look to the area while achieving improvements to the operation and maintenance of the distribution system.

A similar installation project of 22 ornamental lights and improvements to underground cable and infrastructure was recently completed on 16th Street between Decatur and Everett streets. Additionally, the Electric Utility is actively involved in the downtown theater district development project on 5th, 6th, 7th and Broad streets between Grace and Marshall streets. This street lighting project is scheduled for completion in July.

The Utility continuously implements improvements to its systems and the next major project planned to begin this summer is to upgrade the substation that provides power to streetlights south of the river.



MARK YOUR CALENDARS AND JOIN US!

This year's annual MetroCare 5K Run/Walk will take place at 9:00 a.m. on Saturday, September 17 at Pony Pasture Rapids in the City of Richmond's James River Park System. This event helps raise money to heat the homes of those who are experiencing dire hardships and are unable to pay their heating bills. MetroCare is a DPU program

administered by United Way. All donations raised are used to assist eligible families and individuals residing in DPU's service area.

Participants in this event sign up as individuals or teams and then line up sponsors to pledge a donation.

The top three fastest times (men and women, each) will receive a prize, and additional prizes will be awarded based on donation amounts raised. Registration

must be done in advance of race day. For pledge cards, to register and more information, visit our web site at www.RichmondGov.com/DPU or call 646-3937.

If you are unable to participate in the event but would like to make a tax-deductible contribution, there are several ways you can help. You can sponsor one or more of the participants in the Run/Walk, you may select the option to support MetroCare on your monthly utility bill, or if you participate in a United Way campaign, you can specify MetroCare as your charity of choice.



MetroCare relies on the generosity of people like you, so please join us in this worthy cause and help warm the home of someone less fortunate than you.

Volunteers are needed on the day of the Run/Walk. If you're interested in helping, please call us at 646-3937.



"Warm Hearts Lead to Warm Homes"

"WE TOUCH PEOPLE'S LIVES EVERY DAY"

www.RichmondGov.com/DPU

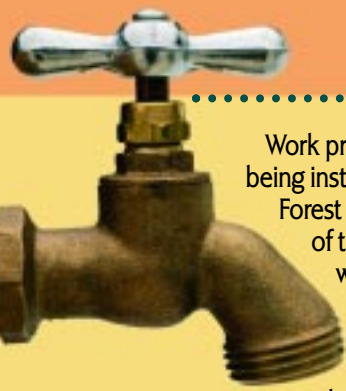


CITY OF RICHMOND

DEPARTMENT OF PUBLIC UTILITIES



NEW WATER MAIN PROJECT IS UNDER WAY

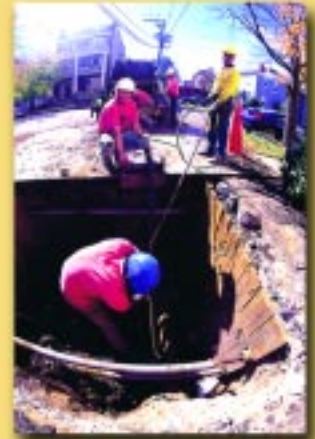


Work progresses on the new 16" water main that is being installed along Chippenham Parkway between Forest Hill Avenue and Huguenot Road. Benefits of the new main to the surrounding community will improve the water delivery, reliability and pressure, while helping to reduce pumping costs. Customers will not experience any disruption to water service in the work area during this project.

Construction began in early May and is expected to take up to four months to complete. The right hand northbound lane of Chippenham Parkway may be closed to traffic from 9:00 a.m. to 4:00 p.m. on weekdays

during the course of this project. Construction will affect the grassed median at the intersection of Forest Hill and Chippenham and vegetation will be replaced at the completion of the work.

For more information about this 16" water main project, including a list of frequently asked questions, please visit our web site at www.RichmondGov.com/DPU and click on "Construction Projects."



Did You KNOW?

Summertime is the season for barbecues, and natural gas outdoor grills make cooking easy and convenient. There's no waiting time with instant heat-up, no messy charcoal or lighter fluid and no filling propane tanks. Call a professional plumber to ensure the safe and proper connection of your grill directly to your home gas line. For more information, contact DPU at 646-5250.

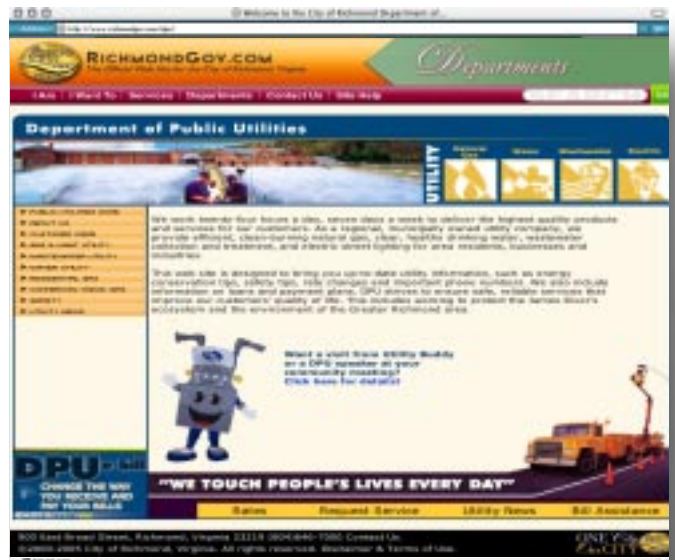


A NEW LOOK FOR UTILITIES' WEB SITE

WWW.RichmondGov.com/DPU

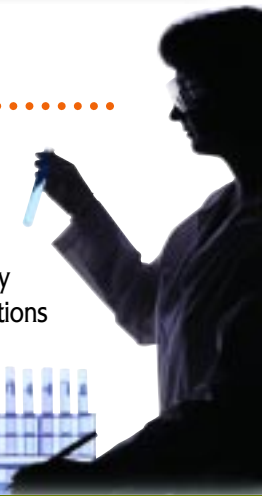
The City of Richmond's web site has been redesigned recently, and as an integral part of that site, DPU's web site was also redesigned. We invite you to go online at www.RichmondGov.com/DPU and check out our new eye-catching format. In addition to a new look with improved navigation, the site features DPU's new vision, mission and strategic goals statements, free informative brochures for viewers and more information of value to DPU customers, such as utility construction projects under way around the city or available topics that participants in Speaker's Bureau can present to local community groups. Additionally, the site for DPU's Energy Services division was merged with the newly designed DPU site to provide greater efficiency and continuity for customers.

Future expansions to the site include more information about the City's Combined Sewer Overflow (CSO) program and a page for developers and contractors that will provide relative and helpful information about securing utilities services for new construction.



CITY WATER 100% COMPLIANT WITH REGULATIONS

The City of Richmond's annual Water Quality Report for 2004 is being sent this summer to all active water customers. This federal and state mandated report provides information on source water and health-related information regarding the treatment and testing of City drinking water. DPU is proud to report that, once again, our drinking water has no violations and is 100% compliant with all regulations. Report copies are also available on DPU's web site at www.RichmondGov.com/DPU.



Important PHONE NUMBERS

CUSTOMER SERVICE 644-3000 ■ **TDD** 1-800-855-1155
STREETLIGHT OUTAGES & GAS, WATER & SEWER EMERGENCIES 644-3000 ■ **TDD** 1-800-855-1155
"MISS UTILITY" (Before You Dig) 1-800-552-7001



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