

NATURAL GAS

WATER

WASTEWATER

STREET LIGHTING



Using Your Senses to Detect Natural Gas



When it comes to recognizing natural gas, most people think of the unpleasant smell that it has. And this is exactly what should come to mind. Because natural gas is odorless and colorless, the natural gas industry places an odorant in natural gas so that it can be easily detected. This substance, called mercaptan, has a smell similar to that of rotten eggs. It does get your attention.

In conjunction with other natural gas distributors across the country and in an effort to heighten the public's awareness about natural gas, the City of Richmond Department of Public Utilities is getting the word out about other ways to detect escaping natural gas. In addition to smell, persons may also detect natural gas by sight and sound. If you hear a blowing or hissing sound inside, or you are outside and you see dirt blowing into the air; persistent bubbling in standing water; or discolored or dead vegetation in an area where a natural gas line is buried, these are likely signs of escaping natural gas. Although, natural gas pipelines have a proven record of safety, pipeline failure can occur. Damage by outside force, often by someone digging into a pipeline, is the largest single cause of pipeline failure.

To avoid this, always call Miss Utility at 811 before any digging project.

For more information regarding natural gas safety, call the Department of Public Utilities at 804-644-3000.

Now is the Time to Prepare for Heating Season

Heating season is approaching. Don't wait until the cold weather is here. Make plans now to prepare your home for winter and trim your bills, in the process. The City of Richmond Department of Public Utilities offers these tips to help consumers save energy and money:

- Change disposable air filters in your furnace two or three times a year and have the furnace inspected by a professional at least once a year.
- Installing storm windows and caulking are the best ways to reduce the infiltration of cold air. Caulking is economical and easy to use.
- For doors, try weather stripping to keep cold air from entering the home. As much as 30 to 40 percent of a home's energy load is attributed to outside air penetrating the house.
- Set the thermostat a little lower. For each degree it is lowered, you can save 2 percent to 3 percent on heating costs. Programmable thermostats can help reduce heating costs by allowing better control of the settings.
- Adding insulation to attics and walls can be a significant energy-saver if your home was built many years ago when efficiency standards were lower.
- Close off areas of your home that are unoccupied or infrequently used. Close heating vents in those areas.
- On sunny days, use the sunlight to warm rooms. Close drapes and blinds at night to retain heat.
- Be sure the damper is closed when you're not using your fireplace.



439682-0094557

City of Richmond Introduces "River Alert"

The City of Richmond Department of Public Utilities (DPU) Director Chris Beschler recently announced an expanded public outreach to provide river users with more information about the safety of James River fishing, kayaking and swimming activities. "River Alert" is an electronic system which alerts subscribers when a CSO (Combined Sewer Overflow) event occurs; enabling river users to make informed decisions as they plan their activities and outings after significant rain events.

For more information about the City's CSO system, call the CSO information line at 646-6198. To register to become a subscriber, visit www.richmondgov.com/Departments/publicutilities/cso.aspx.



Say "NO" to high gas bills with EMPP!

The City of Richmond Department of Public Utilities Equal Monthly Payment Program (EMPP) helps customers avoid high bills during winter months and is available to all DPU customers. This program allows customers to spread their gas bill payments in equal monthly installments over a 12-month period.

Grilled Mustard-Dill Burgers

Utilizing your natural gas grill, this recipe can be prepared in 45 minutes or less.

Ingredients

- 3 tablespoons sour cream
- 3 tablespoons Dijon mustard
- 1 1/2 tablespoons chopped fresh dill
- 10 ounces lean ground beef
- 2 hamburger buns, split
- 2 tomato slices
- 2 Bibb lettuce leaves



Preparation:

Prepare barbecue (medium-high heat).

Mix first 3 ingredients in medium bowl. Transfer 3 tablespoons sauce to small bowl and reserve. Add meat to remaining sauce in medium bowl and mix gently. Divide meat mixture into 2 equal portions. Flatten each to 1/2-inch-thick patty; sprinkle with salt and pepper.

Grill cut side of buns until toasted, about 1 minute. Grill patties to desired doneness, about 4 minutes per side for medium. Spread bottom half of buns with reserved sauce. Top each with burger, tomato slice, lettuce and bun top.

Serves 2; can be doubled

Save \$25 on your Utility Bill!



Carefully reading the Utility Talk could be worth a \$25 credit on your utility bill! Two customer account numbers have been selected and hidden within this newsletter. If that account number is yours, you're a winner!

Customers who find their account numbers should call 804-646-3937 by the last business day of the following month to receive their credit.



DID YOU KNOW...?

- Nine out of ten professional chefs prefer cooking with natural gas because of the instant-on response; even heat; accurate temperature control; and no standing pilot lights.
- You can dry as many as two loads with a natural gas clothes dryer for the same cost as one load in an electric dryer.
- Water heaters are the second largest energy users in the home? Switching to a high-efficiency gas water heater gives you quick recovery and plenty of hot water for everyday uses, and that means no more cold showers.

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) 811 OR 1-800-552-7001



CITY OF RICHMOND
DEPARTMENT OF PUBLIC UTILITIES



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