

HENRICO WATER



Department of PUBLIC UTILITIES



OVERVIEW

Henrico County's Department of Public Utilities (DPU) provides water service to approximately 100,500 customers, sewer services to approximately 97,600 customers, and solid waste services through two public use areas, one refuse transfer station and several recycling sites.

DPU operates as an Enterprise Fund for water and sewer services and as a Special Revenue Fund for solid waste services. Funding for water and sewer operational expenses and capital improvement projects comes from water and sewer customer payments. There are no general fund tax dollars utilized for these services.

Funding for most solid waste programs comes from fees paid by refuse customers, while some programs are supported by the county's general fund.

DPU consists of seven divisions: Business, Design, Operations, Construction, Solid Waste, Water Reclamation and Water Treatment. These divisions work together to bring the highest level of drinking water, wastewater, refuse and recycling services to our customers.

CONSTRUCTION DIVISION

The Construction Division is responsible for inspecting development construction projects and administering all DPU water, sewer, and solid waste capital improvement projects.

The division inspects all water and sewer infrastructure for public and private development projects to ensure those utilities are constructed properly before they are donated to DPU.

In addition, the division manages and administers DPU's annual construction and service/maintenance contracts.

DESIGN DIVISION

The Design Division is responsible for planning, budgeting, scheduling, designing, permitting and bidding projects for water, sewer and solid waste facilities. The Water and Sewer Master Plan identifies the enhancements needed to provide water and sewer service to all parts of Henrico County.

The Design Division prepares the capital improvement budget and schedule. Plans are designed and advertised for bidding construction of water and sewer lines, water and sewer pumping stations, water tanks, Water Treatment Facility and Water Reclamation Facility projects.

The Design Division is responsible for the public information counter to handle customer requests, review building permits and accept connection fees for new services. DPU engineers also design short sewer and water extensions for homeowners and administer the sanitary district streetlight program.

OPERATIONS DIVISION

The Operations Division maintains 1,640 miles of water distribution piping, 39,442 valves and 14,240 fire hydrants as well as 1,522 miles of wastewater collection piping.

The division performs water and sewer repairs, including emergency repairs, 24 hours per day, seven days per week.

The division also is responsible for operating and maintaining water and sewer pumping stations and water storage facilities, as well as bimonthly reading and maintenance of 100,000 water meters.



SOLID WASTE DIVISION

The Solid Waste Division operates two public use areas for residents to drop off trash, recyclable materials and yard debris, and maintains the Springfield Road refuse transfer station for residential customers. The division offers curbside household trash collection to limited areas of the county.

The division provides free bagged-leaf collection from November to March each year and operates a neighborhood/community cleanup program.

In addition, the division maintains drop-off recycling centers throughout the county and provides curbside household recycling for all areas of the county.

Recycling, bagged leaf, and neighborhood cleanup programs are paid for with general fund tax dollars.



BUSINESS DIVISION

The Business Division consists of the Accounting and Customer Service Sections.

The Accounting section's responsibilities include preparing the budget, forecasting revenue and expenses, and managing all day-to-day accounting needs of the department.

The Customer Service section is further divided into two groups, the Call Center and the Billing Center. The Customer Service section receives and responds to calls from our customers. Staff establish new accounts and assist customers with questions regarding their existing accounts. Staff also prepare and distribute bills for water, sewer and solid waste services.

WATER RECLAMATION FACILITY

The Water Reclamation Facility (WRF) is permitted to treat 75 million gallons per day of wastewater discharges from residential, commercial, and industrial customers throughout the county. The facility is designed to expand to meet the needs of Henrico County as it grows.

The WRF is an advanced wastewater treatment facility utilizing enhanced nutrient removal technology to comply with pollutant limits. An average of 40 million gallons of wastewater is treated to a very high standard and returned to the James River every day. The facility's goal is to treat wastewater to meet or exceed all federal and state standards for the protection of human health and the environment.

The WRF is also home to the Henrico County Central Environmental Laboratory. This lab analyzes wastewater samples taken at the WRF as well as drinking water samples taken throughout our water distribution system each month.

The WRF also administers the Industrial Waste Pretreatment Program and the Strong Waste Program. The Industrial Waste Pretreatment Program monitors industrial discharges into the public wastewater system to ensure compliance with federal regulations.

The Strong Waste Program monitors discharges by food establishments into the public wastewater system to ensure compliance with county regulations.



WATER TREATMENT FACILITY

The Water Treatment Facility (WTF) is permitted to treat 80 million gallons of drinking water per day (MGD). The facility is designed to expand to meet the needs of Henrico County as it grows.

Henrico County obtains raw water from the James River. This water is pumped through two 54-inch diameter pipelines connecting the Raw Water Pumping Station to the WTF.

When it reaches the WTF, water undergoes three stages of treatment before it is ready for drinking. The first stage settles out any particles in the water as it proceeds through several basins. The second stage disinfects the water using ozone as the primary disinfectant. The third stage uses filters to remove any suspended particles, odors, and tastes from the water. Fluoride and chlorine are added to the water after this final stage. An average of 23 MGD of drinking water is produced by this facility.

The WTF uses seven 800-horsepower finished water pumps to push the water out of the facility and into the distribution system.



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Produced September 2021