

Senior Care Program Information Sheet:

Are you interested in any information on financial assistance with your utility bills? Y____ N____

If you answer yes, a Public Utilities representative will contact you to discuss aid and program options.

Sign: _____

Date: _____

By signing this you attest to the accuracy of the information provided.

Detach this Sheet and Mail to:
City of Richmond
Department of Public Utilities
Customer Service Division
730 E. Broad Street, 5th Floor
Richmond, VA 23219

Walk-in Office Locations:
East District Initiative (EDI)
701 North 25th Street

City Hall, Room 115

Phone: 804.644.3000

Web site:
www.ci.richmondgov.com/dpu

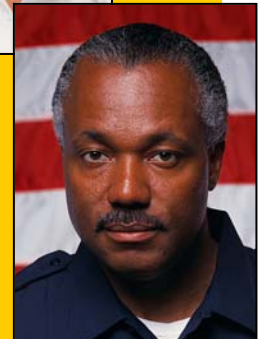
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**“We Touch People’s
Lives Every Day”**

Senior Care Program



CITY OF RICHMOND
DEPARTMENT OF PUBLIC UTILITIES



Welcome to the City of Richmond Department of Public Utilities (DPU). DPU is committed to providing superior utility service to each of our customers while creating exceptional value.

The Department of Public Utilities offers several programs specifically catered to address the heating bill assistance needs of its senior customer base located in the Richmond metropolitan community.



“We Touch People’s Lives Every Day”

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Winter Service Assurance suspends shut off orders between December 1 – March 31.

No Senior Late Fees Public Utilities customers whose accounts are marked with the distinction of senior citizenship will not incur any late fees.

Security Deposit Waiver Program In areas where deposits are normally required (i.e., transferring and restoring services, etc.) deposits for seniors will be waived.

Weatherization Kit Giveaway DPU coordinates a yearly event and distributes weatherization kits to senior customers. Kits may contain energy saving items such as insulating weather stripping, low flow shower head, and draft stopping outlet covers.

Third Party Notification allows a customer to designate a third party to receive a copy of every bill originated from the utility for review. If the customer has a past due balance or if any questions arise, the third party can inquire on behalf of the customer.

Watch utility bill inserts for information on all upcoming DPU activities.

Senior Care Program Information Sheet:

ATTENTION SENIORS:

If you are a senior, 65 years of age or older, and would like to take advantage of these programs that benefit account holders of the Department of Public Utilities, please fill out the following information. Your account will be identified accordingly.

Name: (first, MI, last) _____

Address: _____

City: _____

State: _____ Zip: _____

Home Tel. # _____

Public Utilities Account #: *(if known)* _____

Age: _____ Date of Birth: _____
mm/dd/yy

Are you a DPU customer?
Yes _____ OR No _____

Please Turn Sheet Over and Sign on Back.



CITY OF RICHMOND
DEPARTMENT OF PUBLIC UTILITIES

