

Water Reclamation Facility

The Water Reclamation Facility (WRF) provides treatment of wastewater discharges from residential, commercial and industrial customers throughout the county. 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 an advanced wastewater treatment facility utilizing enhanced nutrient removal technology to comply with pollutant limits. An average of 45 million gallons of wastewater is treated to a very high standard and returned to the James River every day.

The WRF Division 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 from industries 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 state-of-the-art Water Treatment Facility (WTF) is permitted to treat 55 million gallons of 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; Henrico uses ozone to enhance disinfection. The third stage uses filters to remove any suspended particles from the water. Fluoride and chlorine is added to the water during this final stage.

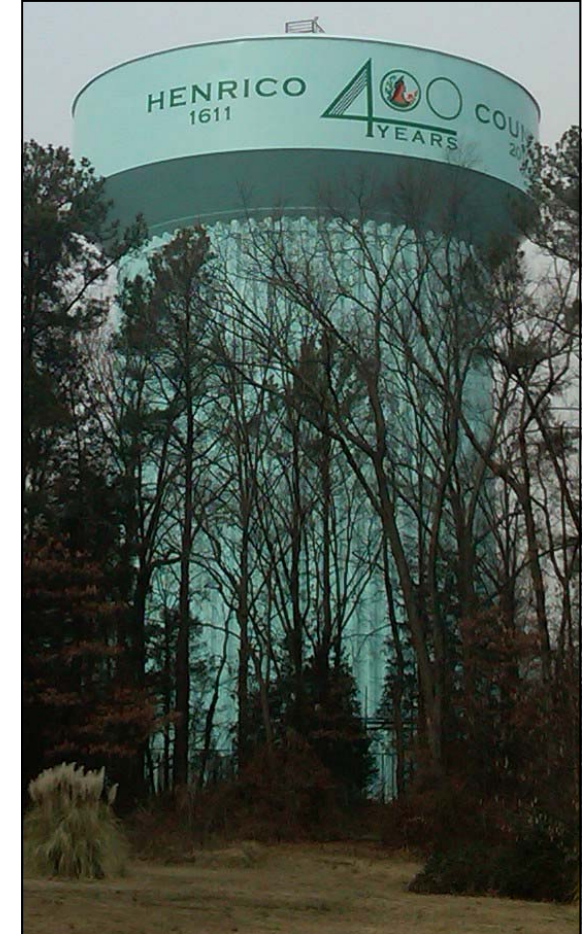
After the water completes this rigorous process, the WTF uses five 800-horsepower finished-water pumps to push the water out of the facility and into the distribution system.



County of Henrico Department of Public Utilities



This informational brochure is designed to give a brief description of the divisions that make up Public Utilities.



Henrico County Department of Public Utilities
4301 E. Parham Road, Henrico, VA 23228

Phone: (804) 501-4275
Email: utilities@co.henrico.va.us
www.co.henrico.va.us/utility

Mail to: PO Box 90775, Henrico, VA 23273-0775

Overview of DPU

Henrico County's Department of Public Utilities (DPU) provides water and sewer services to approximately 93,000 customers and provides solid waste services through two public use areas, one sanitary landfill 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 our water and sewer operational expenses and our capital improvement projects comes from the payments we receive from our water and sewer customers. There are no general fund tax dollars utilized for these services.

Funding for solid waste programs comes from fees paid by refuse customers. It also is 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 service to our customers.

Construction Division

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

The division inspects all water and sewer infrastructure for private and commercial development projects to ensure those utilities are constructed properly.

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.

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 street light program.

Operations Division

The Operations Division maintains 1550 miles of water-distribution piping, valves and hydrants as well as 1450 miles of wastewater-collection piping.

The division performs water and sewer repairs, including emergency repairs, on a 24 hour-per-day, seven day-per-week basis.

The division also is responsible for operating and maintaining water and sewer pumping stations and water storage facilities

Business Division

The Business Division consists of the Accounting, Metering, Customer Service and Information Technology sections.

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

The Metering section is responsible for reading all 93,000 water meters bi-monthly.

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.

The Information Technology section manages all software and hardware.

Solid Waste Division

The Solid Waste Division provides a range of services for our customers.

The division offers curbside household trash collection in many areas of the county. It operates two public use areas for residents to drop off trash, recyclable materials and yard debris, and it maintains the Springfield Road Landfill for residential and commercial customers.

The division provides free bagged-leaf collection from November to March each year in many areas of the county. It also offers curbside bulky waste pickup to residents and operates a neighborhood 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.