

## Senior Care Program

Age Requirements

60+

Available 24/7

No

Other Eligibility Criteria

Senior citizens at 65 and older - call for other eligibility requirements

Intake Process

Call for more information; visit the website; complete application

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

City of Richmond Department of Public Utilities

<https://www.rva.gov/public-utilities>

[https://rva.gov/sites/default/files/2020-](https://rva.gov/sites/default/files/2020-08/Senior%20Care%20Program%20Brochure...)

[08/Senior%20Care%20Program%20Brochure ...](https://rva.gov/sites/default/files/2020-08/Senior%20Care%20Program%20Brochure...)

<https://www.facebook.com/RichmondDPU/>

Main

(804) 646-4646

730 E Broad Street, 5th Floor

23219 VA

United States

Monday: 8:30 am-5:00 pm

Tuesday: 8:30 am-5:00 pm

Wednesday: 8:30 am-5:00 pm

Thursday: 8:30 am-5:00 pm

Friday: 8:30 am-5:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

## Languages Spoken

English

Senior Care is a program of the City of Richmond Department of Public Utilities (DPU) designed for senior customers aged 65 and older. Benefits of the program are:

- Winter Service Assurance suspends shut-off orders between December 1 – March 31.
- No Senior Late Fees Public Utility 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 showerheads, and draft-stopping outlet covers.
- Third-Party Notification allows a customer to designate a third party to receive a copy of every bill originating 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

Call (804) 646-4646 to confirm information or for more information, and to inquire if there are other programs for seniors. The Customer Service Division is located at 730 E Broad Street, 5th Floor, Richmond VA 23219.

## Service Area(s)

Richmond City