2023 WATER QUALITY REPORT

City of Richmond

RICHMOND
EST. TEXAS 1837

Main System
PWS 0790023

Riverpark West
PWS 0790393

City Manager's Message

Dear Customers,

I am pleased to present this year's Water Quality Report, highlighting Richmond's steadfast commitment to high quality drinking water. The City of Richmond's priority is delivering a safe and quality water from our water facilities to your tap. We are proud that the City has met or exceeded all requirements of the Texas Commission on Environmental Quality (TCEQ). This is a testament to our dedicated team's tireless efforts and meticulous attention to maintaining the integrity of our water supply.

The City of Richmond provides water and wastewater services to the City's customers and several adjacent Municipal Utility Districts (MUD). The 2023 Consumer Confidence Report includes the water quality results for the City of Richmond's source water and distribution system that includes Fort Bend County Municipal Utility Districts 187 – Del Webb, 207 – George Foundation, 215 – Veranda, and Williams Ranch MUD 1. Specific distribution sample results are also listed for MUD's that the City provides water supply and operates but has a unique water system identification number – Fort Bend County MUD 121– Riverpark West.

The City has been very busy with infrastructure rehabilitation projects and planning for future developments. We continue to focus on upgrading our infrastructure and recently we replaced 7,000 feet of water lines in the downtown area. This year we will continue with utility upgrade projects in North Richmond and along HWY 90A. With the potential for another long hot summer, we would like for you to familiarize yourself with our Water Conservation and Drought Contingency Plan, and water conserving tips that are available for you to view on the City's website at https://www.richmondtx.gov/departments/public-works/water-department.

If you have any questions with regards to the Water Quality Report, please contact our Public Works Department at (281)342-0559.

Sincerely,

Terri Vela

Terri Vela
City Manager
City of Richmond

The City of Richmond has been awarded the Texas Commission on Environmental Quality Outstanding Public Drinking Water System Award for 2023. This is the eleventh year recognizing overall excellence in all aspects of operating a public water system.

Water & You

Water is Life. Our bodies rely on water and it helps our blood carry oxygen to cells, is essential to our immune system to fight off illness, helps us digest food, and keeps our temperature normal.

Water also keeps communities healthy, cities running and economies growing. Yet we often take it for granted. We turn on the tap, and like magic, water is available to us! This report is about that magic and where Richmond's drinking water comes from, how it gets to you, what it contains, and its excellent quality.

The City of Richmond is proud to produce this report for our customers every year. We hope that you'll read it and share the great news about Richmond's drinking water with your friends and family.

Este reporte incluye informacion importante sobre el agua para tomar. Para asistencia en Español, favor de llamar all telefono (281)342-0559.

All Drinking Water May Contain Contaminants

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPAs Safe Drinking Water Hotline at (800)426-4791.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Contaminants may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. For more information on taste, odor, or color of drinking water, please contact the Public Works Department at (281)342-0559.

Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as person with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at (800)426-4791.

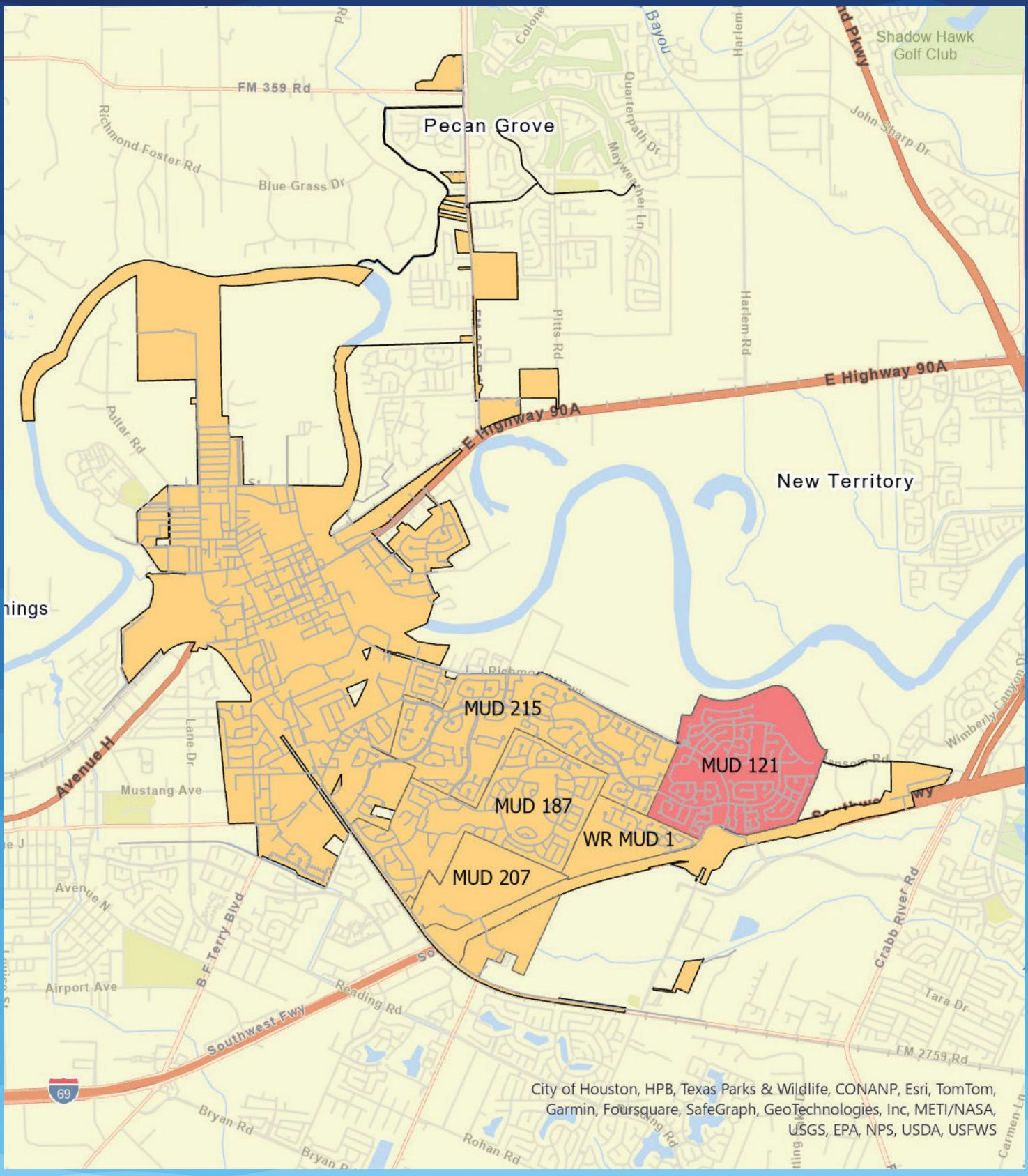
Surface Water Treatment Plant Microfiltration Membranes

This report is intended to provide you with important information about your drinking water and the efforts made by the water system to provide safe drinking water.

Source Water Assessment Reports

TCEQ completed a Source Water Susceptibility for all drinking water systems that own their sources. This report describes the susceptibility and types of constituents that may come into contact with the drinking water source based on human activities and natural conditions. The system(s) that purchase our water received the assessment report. For more information on source water assessments and protection efforts at our system, contact the Public Works Department at (281)342-0559.

Service Area Map



City of Richmond (Main System)

MUD 121 - Riverpark West

Definitions and Abbreviations

The following tables contain scientific terms and measures, some of which may require explanation.

ACTION LEVEL: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

ACTION LEVEL GOAL (ALG): The level of a contaminant in drinking water below which there is no known or expected risk to health. ALGs allow for a margin of safety.

AVG: Regulatory compliance with some MCLs are based on running annual average of monthly samples.

LEVEL 1 ASSESSMENT: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

LEVEL 2 ASSESSMENT: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

MAXIMUM CONTAMINANT LEVEL OR MCL: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MAXIMUM CONTAMINANT LEVEL GOAL OR MCLG: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MAXIMUM RESIDUAL DISINFECTANT LEVEL OR MRDL: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MAXIMUM RESIDUAL DISINFECTANT LEVEL GOAL OR MRDLG: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

MFL: Million fibers per liter (a measure of asbestos).

MREM: Millirems per year (a measure of radiation absorbed by the body).

NA: Not applicable.

NTU: Nephelometric turbidity units (a measure of turbidity).

PCI/L: Picocuries per liter (a measure of radioactivity).

PPB: Micrograms per liter or parts per billion - or one ounce in 7,350,000 gallons of water.

PPM: Milligrams per liter or parts per million - or one ounce in 7,350 gallons of water.

PPQ: Parts per quadrillion, or picograms per liter (pg/L).

PPT: Parts per trillion, or nanograms per liter (ng/L).

TREATMENT TECHNIQUE OR TT: A required process intended to reduce the level of a contaminant in drinking water.

CITY OF RICHMOND

(INCLUDES MUD 187, MUD 207, MUD 215, AND WILLIAMS RANCH MUD 1)

2023 Water Quality Test Results

Lead and Copper

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	2023	1.3	1.3	0.08	0	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.
Lead	2023	0	15	1.6	1	ppb	N	Corrosion of household plumbing systems; Erosion of natural deposits.

Disinfection By-Products

Disinfection By-Products	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Chlorite	2023	0.461	0 - 0.461	0.8	1	ppm	N	By-product of drinking water disinfection.
Haloacetic Acids (HAA5)	2023	18.4	0 - 19.5	No goal for the total	60	ppb	N	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM)	2023	44.5	0 - 59	No goal for the total	80	ppb	N	By-product of drinking water disinfection.

** The value in the Highest Level or Average Detected column is the highest average of all HAA5 sample results collected at a location over a year.*
** The value in the Highest Level or Average Detected column is the highest average of all TTHM sample results collected at a location over a year.*

Inorganic Contaminants

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Arsenic	2023	3.1	0 - 3.1	0	10	ppb	N	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
Barium	2023	0.226	0.0751 - 0.226	2	2	ppm	N	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Cyanide	2023	100	0 - 100	200	200	ppb	N	Discharge from plastic and fertilizer factories; Discharge from steel/metal factories.
Fluoride	2023	0.32	0.16 - 0.32	4	4.0	ppm	N	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Nitrate [measured as Nitrogen]	2023	0.69	0 - 0.69	10	10	ppm	N	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.

Radioactive Contaminants

Radioactive Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Beta/Photon Emitters	2023	6.6	0 - 6.6	0	50	pCi/L*	N	Decay of natural and man-made deposits.
Gross alpha excluding radon and uranium	2023	8.9	2 - 8.9	0	15	pCi/L	N	Erosion of natural deposits.
Uranium	2023	5.7	2.3 - 5.7	0	30	ug/l	N	Erosion of natural deposits.

**EPA considers 50 pCi/L to be the level of concern for beta particles.*

CITY OF RICHMOND

(INCLUDES MUD 187, MUD 207, MUD 215, AND WILLIAMS RANCH MUD 1)

2023 Water Quality Test Results

Synthetic Organic Contaminants Including Pesticides and Herbicides

Disinfection By-Products	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Atrazine	2023	0.37	0 - 0.37	3	3	ppb	N	Runoff from herbicide used on row crops.
Di (2-ethylhexyl) phthalate	2023	0.6	0 - 0.6	0	6	ppb	N	Discharge from rubber and chemical factories.
Simazine	2023	0.1	0 - 0.1	4	4	ppb	N	Herbicide runoff.

Volatile Organic

Volatile Organic Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Xylenes	2023	0.0005	0 - 0.0005	10	10	ppm	N	Discharge from petroleum factories; Discharge from chemical factories.

Disinfectant Residual

Disinfectant Residual	Year	Average Level	Range of Levels Detected	MRDL	MRDLG	Unit of Measure	Violation (Y/N)	Source in Drinking Water
Chloramines (Chlorine Residual, Total)	2023	2.79	.7 - 4.2	4	4	ppm	N	Water additive used to control microbes.

Turbidity

Turbidity	Level Detected	Limit (Treatment Technique)	Violation	Likely Source of Contamination
Highest single measurement	0.3 NTU	1.0 NTU	N	Soil runoff.
Lowest monthly % meeting limit	100%	0.3 NTU	N	Soil runoff.

Turbidity is a measurement of the cloudiness of the water caused by suspended particles. We monitor it because it is a good indicator of water quality and the effectiveness of our filtration system and disinfectants.

Total Organic Carbon

The percentage of Total Organic Carbon (TOC) removal was measured each month and the system met all TOC removal requirements set, unless a TOC violation is noted in the violations section.

Water Accountability The City of Richmond is required to submit a Water Audit Report to the Texas Water Development Board annually. In 2023, the City of Richmond pumped 1,391,518,000 gallons with 94.9% accountability.

FORT BEND COUNTY MUD 121

2023 Water Quality Test Results

Coliform Bacteria

Maximum Contaminant Level Goal	Total Coliform Maximum Contaminant Level	Highest No. of Positive	Fecal Coliform or E. Coli Maximum Contaminant Level	Total No. of Positive E. Coli or Fecal Coliform Samples	Violation	Likely Source of Contamination
0	1 positive monthly sample.	1		0	N	Naturally present in the environment.

Lead and Copper

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	09/07/2022	1.3	1.3	0.28	0	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.
Lead	09/07/2022	0	15	0.6	0	ppb	N	Corrosion of household plumbing systems; Erosion of natural deposits.

Disinfectant Residual

Disinfectant Residual	Year	Average Level	Range of Levels Detected	MRDL	MRDLG	Unit of Measure	Violation (Y/N)	Source in Drinking Water
Chloramines (Chlorine Residual, Total)	2023	2.33	0.8 - 3.6	4	4	ppm	N	Water additive used to control microbes.

Unregulated Contaminants

Unregulated Contaminants	Collection Date	Average Level (ug/L)	Range of Levels Detected (ug/L)	Health-Based Reference Concentration (ug/L)	Health Information Summary
Lithium	2023	16.7	16.7 - 17.1	10	This data is part of the UCMR5 results in relation to minimum reporting levels and available non-regulatory health-based reference concentration.

Water Accountability Fort Bend MUD 121 is required to submit a Water Audit Report to the Texas Water Development Board annually. In 2023, the City of Richmond pumped 148,022,600 gallons to MUD 121 with 94.9% accountability.

Our top priority is to ensure our water continues to be safe and satisfying to drink.

Stay Informed About Your Water

Monthly Commission Meetings

There are many opportunities for public input and participation on issues and topics related to water quality. Attend a City of Richmond Commission meeting to learn more. Meeting agendas, dates and times can be found by visiting https://www.richmondtx.gov/departments/city-secretary/meetings-calendar.

Social Media

Follow Richmond on Facebook (richmondtxgov) and Instagram (richmondtxgov) to learn about water quality, infrastructure updates, and conservation tips.

Infrastructure Investments

To strengthen the water distribution system, proactively replace water lines and reduce the risk of infiltration by contaminants, Richmond continues to make strategic investments in infrastructure improvements.

Frequently Asked Questions

How hard is my water?

The City of Richmond water hardness is 118 mg/l, or 6.90 grains per gallon. This would mean the water is measured at moderately hard. Hard water may cause soaps to perform poorly, resulting in a scum which floats on the surface of the water but does not foam. The use of hard water requires the use of more soap or detergent to clean your hands, hair or laundry. The presence of hard water can also contribute to the formation of scaling on your fixtures due to naturally occurring minerals. While hardness can be a nuisance, it is not hazardous to health.

Why is the fire hydrant running?

The City of Richmond is "flushing" the water lines in the area when you see a fire hydrant flowing water. The purpose of this process is to move water through the pipelines at a very rapid rate in order to clean and clear stagnant water, as well as to ensure that the water delivered to your home is of the highest possible quality. Despite the perception that flushing wastes water, the City only flushes the lines when necessary.

Pressure concerns?

Fluctuations in water pressure are normal especially during peak demands. If you are experiencing noticeable decrease in pressure, call the Public Works Department at (281)342-0559.

Contaminants that may be present in source water include:

MICROBIAL CONTAMINANTS such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

INORGANIC CONTAMINANTS such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

PESTICIDES AND HERBICIDES which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.

ORGANIC CHEMICAL CONTAMINANTS including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.

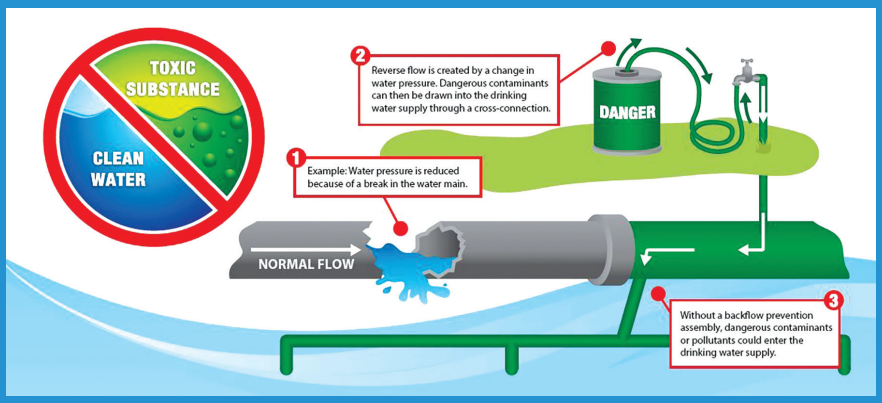
RADIOACTIVE CONTAMINANTS which can be naturally-occurring or be the result of oil and gas production and mining activities.

Cross Connection Information

A cross-connection is any temporary or permanent connection between a potable (drinking) water source and a non-potable source. Non-potable water or other sources can contaminate your drinking water if backflow occurs.

Sources could include:

- Garden hoses
- Swimming pools
- Irrigation systems
- Residential fire protection systems



Your Role as a Water Customer

By taking steps to control cross connections and prevent the possibility of backflow at your home, you will help to protect the public water supply and ensure that your family continues to enjoy safe drinking water. Garden hoses and irrigation systems are common concerns, but there are other common residential sources of cross connections, too.

In addition to maintaining a rigorous cross-connection control (CCC) program for system monitoring, the Richmond Utilities Department recommends that residents install backflow prevention devices for outside and inside hose connections to protect your home's water as well as your drinking water supply. For more information on cross connections, please call the Public Works Department at (281)342-0559.

SAVE Money, Water, and the Environment

Every Drop Counts

In spite of the fact that water is essential to life, only a fraction of Earth's water is available for use drinking. Water in oceans is too salty, two-thirds of the planet's fresh water is frozen in glaciers and ice caps, and available fresh water is diminishing due to pollution and population.

Water conservation is important. It is not only financially beneficial to conserve water, but it also contributes to the economy, environment, and community. It is imperative that this vital resource is protected and conserved for future generations. Together, we can make a great difference by making simple changes.

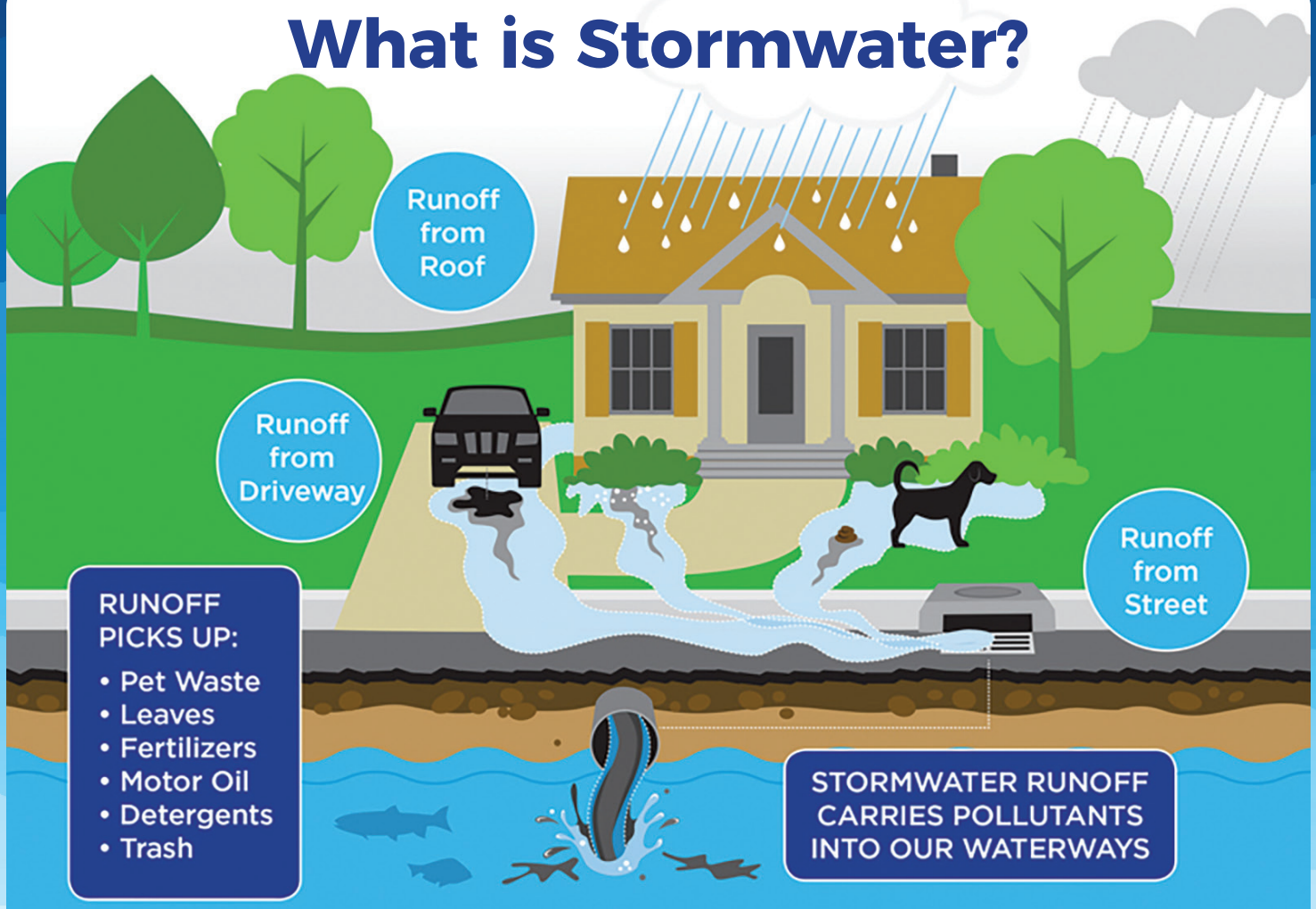
EVERY DROP COUNTS

WaterSense Meets EPA Criteria

Here are some ideas for how you can save water:

- Find and fix leaks right away
- Turn the water off when you brush your teeth
- Upgrade to a WaterSense labeled showerhead
- Wait to wash clothes and dishes until you have a full load

What is Stormwater?



Be a part of the solution by keeping our storm drain and ditches clean. Only rainwater should drain into the storm drain. Stormwater eventually flows into our lakes and rivers and can contaminate the water supply for someone downstream.

Some helpful tips to follow include:

- **Compost bag grass clippings and leaf litter**
- **Dispose of chemicals, oils, and paint at your local waste facility**
- **Do not litter, not even cigarette butts**
- **Pick up animal waste**
- **Dechlorinated pool water and run it over the grass when draining**

Report Water Leaks

Water distribution systems are responsible for delivering water to homes, businesses, schools, fire hydrants, and numerous other locations. Due to the fact that the distribution system is located primarily underground, it is virtually hidden from view. If you notice a leak, please contact the Public Works Department at (281)342-0559 as we are available 24 hours a day, 7 days a week.

Lead in Homes

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. City of Richmond is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components.

When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using the water for drinking or cooking.

If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/safewater/lead.

HOW TO MINIMIZE YOUR EXPOSURE TO LEAD:
If you have a water service line or interior plumbing that contains lead, you can take the following actions to reduce your household's risk of exposure.

Flush: If water has not been used in the property for a few hours, such as first thing in the morning or when coming home from work, run cold water from the kitchen or any bathroom faucet for five minutes. You can also run the dishwasher, take a shower or do a load of laundry to help flush water in your home's internal plumbing before drinking, cooking or preparing infant formula.

Replace Old Fixtures: Replace faucets and indoor plumbing with "lead-free" components. Faucets and fixtures installed prior to 2014 do not meet today's requirements for "lead-free" fixtures.

Clean Aerators: A faucet aerator is a small screen added to the end of a faucet to mix air with water to reduce the flow of water coming from the faucet. Remove and clean the aerators on your faucets, as they may have trapped particles from your old lead service line.

Maintain Filters: Follow the manufacturer's maintenance schedule for the filtration system you have, including water pitchers, faucet-mounted filters, under-sink filter or refrigerator filters. The results of your water quality test may help to determine if you still wish to continue using a filter. Boiling the water does not remove lead.

Richmond's Water Sources

The City of Richmond located in Fort Bend County operates five groundwater and one surface water plant. The system services and maintains 8,351 metered connections and supplies an additional 1,251 wholesale connections. The City's Main System is supplied from both groundwater and surface water. Groundwater is supplied from six wells at five separate groundwater plants. These wells, with depths ranging from 700 to 1,500 feet, pump water from the Chicot and Evangeline aquifers. Surface water from the Brazos River through the NRG canal system supplies roughly 43 percent of the Main System's water demand.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Please feel free to contact our Utilities Coordinator at (281)342-0559 if you have any questions or would like to request a meeting regarding your drinking water.

Information about your Drinking Water

Our Water Utilities Department collects water samples at strategic locations throughout the City to make sure Richmond meets state and federal drinking water standards, as well as to ensure the water is safe to drink. Water is flushed from the distribution system bringing in fresh, better water to replace it.

You may have witnessed our staff flushing water hydrants and felt the City was wasting water; however, the flushing of trunk lines and dead-end mains keep fresh chlorinated water in the system. During the winter months and in areas of lower usage, this may happen more often. Flushing is also necessary after repairs, when new lines are installed, and whenever water quality complaints are received about air or debris in lines, or color or other problems. Hydrants are maintained and serviced biannually by the Water Utilities Department. Not only are fire hydrants important for fire suppression, but also to ensure that high-quality, safe, and palatable drinking water is available to every home and business.

Keeping Fats, Oils, and Grease (FOG) out of the Sewer System

Why is it important to keep fats, oils, and grease out of the sewer system?

Fats, oils, and grease (FOG) comes from meat fats in food scraps, cooking oil, shortening, lard, butter and margarine, gravy, and food products such as mayonnaise, salad dressings, and sour cream. FOG poured down kitchen drains accumulates inside sewer pipes. As the FOG builds up, it restricts the flow in the pipe and can cause untreated wastewater to back up into homes and businesses, resulting in high costs for cleanup and restoration. Manholes can overflow into parks, yards, streets, and storm drains.

What can I do to keep fats, oils, and grease out of the sewer system?

Do not pour fats, oils, and grease down the drain. This is the most important thing you can do to prevent them from entering the sewer system, because the fats, oils, and grease poured down kitchen drains accumulate inside sewer pipes resulting in high costs for cleanup and restoration.

- Never pour fats, oils, or grease down the sink, garbage disposal, or toilet.
- Pour fats, oils, and grease (after it has cooled) into a container. Once the container is full, secure with a lid and place it in the trash.
- Before washing, scrape and dry wipe pots, pans, and dishes with paper towels and dispose of materials in the trash.
- Put baskets or strainers in sink drains to catch food scraps and other food solids and empty contents into the trash.
- Minimize use of garbage disposals.

By reducing FOG going down your sink prevents sewer problems. It is important to follow these tips in order to prevent expensive sewer backups, and plumbing emergencies, as well as to protect the quality of water in your neighborhood.

FOG "Fix-It" Myth

- Running Hot Tap Water
- Room Temperature Oils
- "Grease Dissolving" Soaps & Detergents
- Garbage Disposals

FOG Reality

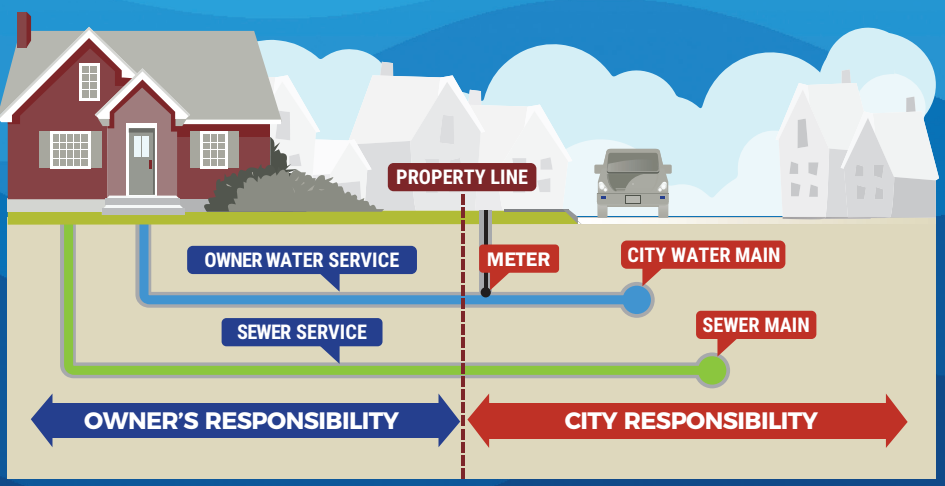
- Water cools, making grease solid again
- Harden in cold underground sewer pipes, creating FOG buildup
- Break up grease while washing, but dilute and do nothing to protect your pipes
- Shred leftover fats into smaller pieces, but don't get rid of fats or grease

Avoid Sanitary Sewer Back-ups

Every time you wash your hands, rinse a dish, run the washing machine, or flush the toilet, water flows from your sanitary sewer line to a city-wide sewer system. With that being said, a little clog could cause a big problem for every drain and toilet in your home. Sewer lines can become clogged by fat, oil, and grease among other items. To prevent sewer line stoppages, dispose of the following items in the trash, not in the sink drain, garbage disposal, or toilet.

- Flushable Wipes
- Oil and Grease
- Egg Shells
- Fruit and Vegetable Peels
- Hygiene Products
- Diapers

If you are experiencing a stoppage, please call the Public Works Department first at (281)342-0559. The technician will investigate the problem and determine whether the stoppage is in the homeowner's wastewater line or the City's collection system.



Customer Service is Our Number One Priority

We take pride in the water that is provided to our customers and we are continually striving to improve our service to you. To accomplish this goal, we need your help. Any time you find your water quality or service response is below your expectations, please contact us at (281)342-0559. We will respond promptly and professionally.

EN ESPAÑOL Este reporte incluye informacion importante sobre el agua para tomar. Para asistencia en español, favor de llamar al telefono (281)342-0559.

Public Works And Utility Staff

Customer Resources

Customer Service & Billing: Report urgent concerns, such as water leaks and outages, discolored water, stoppages, or hydrant leaks to Richmond's 24-hour Response Center: (281)342-0559.

Billing: Monday-Friday (7:30 am-5:00 pm): Call (281)342-5456 Opt. #2 or go to https://www.municipalonlinepayments.com/richmondtx/utilities.

Drinking Water Quality: Learn more about drinking water quality: https://www.richmondtx.gov/departments/public-works/water-department.

Ask questions about Richmond's water quality: (281)342-0559.

Ask general drinking water quality questions via the Environmental Protection Agency's Safe Drinking Water Hotline: (800)426-4791.

Learn more about Texas water regulations: https://www.tceq.texas.gov/agency/water_main.html.

Conservation: Explore tips to help you save water: https://www.twdb.texas.gov/conservation/ and https://takecareoftexas.org/water.

Learn how to find and fix leaks: https://www.epa.gov/watersense/fix-leak-week.

Emergency Alerts: Sign up to receive emergency alerts: https://public.alertsense.com/SignUp/?RegionId=1834.

RICHMOND
EST. TEXAS 1837

City of Richmond
402 Morton Street
Richmond, TX 77469

RICHMOND
is here for you!

ESSENTIAL
Service, Exceptional People

These are some of our unsung heroes, who perform tasks such as testing water, repairing equipment, and ensuring that the water we use is of the highest quality. We are fortunate to have systems experts working round the clock to ensure our water stays safe and keeps flowing to our residents in our City and ETJ. From system operators to water superintendents to utility maintenance workers, each member of our skilled staff plays an integral role in bringing you safe, abundant water.