

From: [Catrow, Ross A. - OSC](#)
To: [Avula, Danny - Mayor](#); [Wijesooriya, Lawson - Mayor's Office](#)
Subject: Fw: Final Version
Date: Monday, April 28, 2025 5:19:37 PM
Attachments: [image001.png](#)

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Ross Catrow (he/him)
Office of Strategic Communications
Director
804.385.7169 (mobile)

cor-signature



From: Morris, Scott - DPU <Scott.Morris@rva.gov>
Sent: Monday, April 28, 2025 5:09 PM
To: Johnson, Rhonda L. - DPU <Rhonda.Johnson@rva.gov>
Cc: Catrow, Ross A. - OSC <Ross.Catrow@rva.gov>
Subject: FW: Final Version

Scott Morris, DBA, P.E.
Director, DPU
730 East Broad Street, 6th FL • Richmond, VA 23219
Phone: 804.646.5205 • Cell 804.278-7437



From: Chan, Bentley <cha70@henrico.gov>
Sent: Monday, April 28, 2025 5:08 PM

To: Morris, Scott - DPU <Scott.Morris@rva.gov>

Subject: FW: Final Version

CAUTION: This message is from an external sender - Do not open attachments or click links unless you recognize the sender's address and know the content is safe.

Hi Scott,

Here is Henrico's statement.

Thanks,
Bentley



BENTLEY CHAN, PE

Director

HENRICO WATER, Department of Public Utilities

Phone 804.501.4280 **Email** bentley.chan@henrico.gov
4305 East Parham Road, Henrico, Virginia 23228

From: Sheppard, Ben <she16@henrico.gov>

Sent: Monday, April 28, 2025 5:02 PM

To: Chan, Bentley <cha70@henrico.gov>

Cc: Vithoulikas, John <vit@henrico.gov>

Subject: Final Version

Statement from Henrico County on Richmond's water plant operations

Henrico County is discouraged by the repeated operational failures and communications breakdowns associated with Richmond's water treatment plant.

The latest incident, in which unknown amounts of additional fluoride were introduced to the city's drinking water last Wednesday, was not promptly communicated to Henrico or other municipal customers.

Henrico officials first learned of the issue late Sunday night when they were contacted by two state agencies – the Virginia Department of Emergency Management at 9:38 p.m. and the Virginia Department of Health at 9:43 p.m. The first interaction from the city's Department of Public Utilities came about 10:30 p.m.

Henrico and its Department of Public Utilities are working closely with

state agencies, the city and other localities to more fully understand what occurred and how water customers throughout the region may have been impacted. The Department of Health will issue a notice about the incident and its implications for public health.

Henrico water customers are encouraged to call Public Utilities at 804-501-4516 if they have any questions or concerns. The department is expanding its water-testing protocols beyond the current 150 testing locations to include daily sampling at points of entry from the city's water system to ensure quality standards are maintained throughout the system. Water samples tested today by Henrico Public Utilities showed a fluoride level of 1.19 parts per million (ppm) at a point of entry from the city's system. That level is higher than the recommended 0.7 ppm and lower than the 4.0 ppm that requires notice to regulatory agencies. The department will continue to monitor fluoride levels and may consider flushing lines to help restore the system to normal.

This episode, which comes on the heels of the city's water service disruptions of January, shows once again that the region's localities need to play a more prominent role in the delivery of drinking water to their customers. Henrico stands ready to partner with the city as well as Chesterfield and Hanover counties to ensure that the entire community has access to drinking water that's reliable, safe and of the highest quality.

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From: [Larus, Kelsey - Mayor's Office](#)
To: [Signer, Mira E. - Mayor's Office](#); [Catrow, Ross A. - OSC](#); [Wijesooriya, Lawson - Mayor's Office](#); [Avula, Danny - Mayor](#)
Subject: FW: Water issues?
Date: Monday, April 28, 2025 6:01:13 PM
Attachments: [Outlook-cosqae0.pnq](#)

From: Madison McNamee <Madison.McNamee@12onyourside.com>
Sent: Monday, April 28, 2025 6:00 PM
To: Larus, Kelsey - Mayor's Office <Kelsey.Larus@rva.gov>
Subject: Water issues?

CAUTION: This message is from an external sender - Do not open attachments or click links unless you recognize the sender's address and know the content is safe.

Hey Kelsey!

Sorry to bug you-- didn't have the information for the mayor's new comms team... Wondering if there is any chance Mayor Avula is available tonight to chat about potential water issues at the plant last week/this weekend? We're looking to hear the city's end of the things since we just got some lengthy emails from Henrico and Hanover about fluoride in water?

Seems as both counties are upset about the communication around the issue. Are you all free to chat about this tonight?

If not today is there a time tomorrow? Just LMK and keep me posted if you all are releasing anything too.

Thanks! Looking forward to learning more.

Best,
Maddie

Madison McNamee

12 On Your Side
Reporter/Anchor
804-393-9712



From: [DPU - Communications](#)
To: [DPU - Communications](#)
Subject: Installation of new pump led to increased fluoridation levels at Richmond Water Treatment Plant, water remains safe to drink
Date: Monday, April 28, 2025 6:21:28 PM
Attachments: [image001.png](#)



RVA.gov

CITY OF RICHMOND

MEDIA ADVISORY

April 28, 2025
Media Contact:
Rhonda Johnson
804-646-5463 office
804-627-3565 mobile
Rhonda.Johnson@RVA.gov

Installation of new pump led to increased fluoridation levels at Water Treatment Plant, water remains safe to drink

Richmond, VA — The City of Richmond's Water Treatment Plant experienced an issue on Wednesday, April 23 during installation of a new fluoride pump, which led to a temporary increase in the level of fluoride in the water system for a period of five hours. Prior to this event, the fluoride system was offline for repairs. **During this period, drinking water produced by the Water Treatment Plant remained safe for consumption.**

Fluoride levels detected at the Water Treatment Plant were 2.67 milligrams per liter (mg/L) which is below the Maximum Contaminant Level (MCL) of 4.0 mg/L, the highest level that is allowed in drinking water by the U.S. Environmental Protection Agency (EPA). The optimal target level of fluoride is 0.7 mg/L.

The fluoride levels detected today at the Hanover point of entry was 1.6 mg/L; the level at Henrico was 1.19 mg/L; the highest level at Chesterfield was 1.21 mg/L. Current levels of fluoride range from 0.4 mg/L to 0.7 mg/L at the City of Richmond's Water Treatment Plant. **At no point did samples collected in the distribution system indicate the fluoridation level exceeded the MCL of 4.0 mg/L within the region.**

Although the Department of Public Utilities is currently in the process of creating new standard operating procedures for the Water Treatment Plant, plant staff did not notify the Virginia Department of Health within the required 24-hour period.

“I’m disappointed with our failure to communicate. This incident damages the work we’re doing to rebuild trust — not only with the residents of Richmond, but our communities, and our regional partners, including Henrico, Chesterfield, and Hanover. We must do better,” said **Mayor Danny Avula**.

While long-term exposure to elevated levels of fluoride can be unsafe, this incident is considered an acute exposure. See below for language from the EPA for chronic fluoride exposures. **Drinking water provided by the Water Treatment Plant remains safe to drink.**

When there is a secondary MCL greater than 2.0 mg/L, waterworks are required to provide a special notice to customers. This special notice about the City of Richmond’s drinking water serves to address the potential related to cosmetic dental problems that might affect children under nine years of age. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2 milligrams per liter (mg/L) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). The City of Richmond has tested the fluoride levels within the distribution system and confirmed that the level in the nine pressure zones for the distribution system are between 1.00 mg/L and 2.94 mg/L. The City is actively flushing the pressure zones where the fluoride mg/L is above 2.0.

Dental fluorosis, in its moderate or severe forms, may result in a brown staining and/or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Children under nine should be provided with alternative sources of drinking water or water that has been treated to remove the fluoride to avoid the possibility of staining and pitting of their permanent teeth. You may also want to contact your dentist about proper use by young children of fluoride-containing products. Older children and adults may safely drink the water.

Fluoride is an element that may be found naturally in sources of drinking water, such as ground water. Fluoride has been added to drinking water by drinking water systems to improve dental health.

For more information on fluoride and fluoridation levels, visit the Virginia Department of Health Office of Drinking Water: <https://www.vdh.virginia.gov/drinking-water/office-of-drinking-water/fluoridation/>.

For more information about fluoride and potential health effects, call the EPA’s Safe Drinking Water Hotline (1-800-426-4791).

From: Anderson, Maggie A. - CAO <Maggie.Anderson@rva.gov>

Sent: Monday, April 28, 2025 6:59 PM

To: Councilmembers <CityCouncil@rva.gov>

Cc: Avula, Danny - Mayor <Danny.Avula@rva.gov>; Wijesooriya, Lawson - Mayor's Office <Lawson.Wijesooriya@rva.gov>; Joy-Hogg, Sabrina B. <Sabrina.Joy-Hogg@rva.gov>; Slaats, Matthew B. - Council Chief of Staff Office <Matthew.Slaats@rva.gov>; Morris, Scott - DPU <Scott.Morris@rva.gov>

Subject: Water Treatment Plant Replacement and Mitigation Costs

Dear Honorable Members of the Richmond City Council –

As a follow-up to the previously provided January 2025 Winter Storm Water Emergency Q&A document, please find attached the Department of Public Utility's estimated replacement and mitigation costs at the Water Treatment Plant.

Best,

Maggie

Maggie Anderson

Director of Intergovernmental Affairs

Office of the Chief Administrative Officer

900 East Broad Street

Richmond, VA

(804) 221-7189 (c)



SM

SJ



2 People >

Yesterday 6:54 AM

Good morning team- got a note from Henrico expressing some frustration. Says they were notified by VDH that we've had some issues with our fluoride tanks the last couple of days? Can we discuss this AM?

Sabrina Joy-Hogg

Yes. Scott and I found last night after 10 pm. Scott is talking with VDH this morning. The issue seems to have been resolved last night but he is getting more info. I was going to contact the counties this morning.

SJ

Scott Morris

At plant now, will give an update in a little bit when I find out more.

SM

Yesterday 10:12 AM

Scott Morris

VDH onsite, will call when finished.

SM

Yesterday 1:02 PM

Scott Morris

Press release drafted, coordinating with Ross. Do you want to see in advance?

SM

Yes please



iMessage





14 People >

Text Message • SMS

Yesterday 5:36 PM

Lawson Wijesooriya

Council members,
I am reaching out on behalf of Mayor Avula since he is in an important appointment until after 6. Late last night DPU Director was notified by VDH about some issues with our water treatment plant having put out higher levels of fluoride into the water system. Mayor Avula was told this morning. Ross will email you all the press release very soon so that you have the talking points. We failed to communicate these fluoride issues internally (meaning Scott was not told by his staff) and externally (we did not proactively reach out to county customers before they found out from VDH). Scott will make himself available for questions as he can, so feel free to reach out. The water is currently safe and Scott has a plan for corrective action, but this was a breach of the trust we need to be building back with the public and county partners.

LW



Text Message • SMS



12:05 



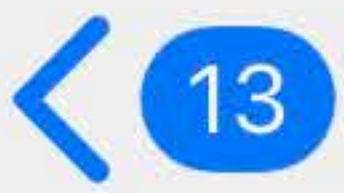
Sarah >



Yesterday 8:50 PM

Please let me know if/when you need fluoride messaging assistance. I also reached out to National colleagues to see if they have experience with short term too high exposure to get a sense of fallout or what messaging helped. I'll share if anything is useful.

I need ALL the assistance!!!!



John >



Sunday 10:43 PM

Danny -

I just got a call from Bentley Chan who received a call from VDH that you all had a problem on April 23-25 with your Flouride tanks.

I will know more in the morning but if there was a problem - please advise. Understand VDH will be at the plant in the morning.

We are your largest water customer Danny. If there was a problem with those tanks - we were not advised and if so - I don't understand.

I will reach out in the morning. I just don't get calls like this on a Sunday evening.

Have a good night.

John

I haven't heard anything about it, but will check in with Scott in the AM

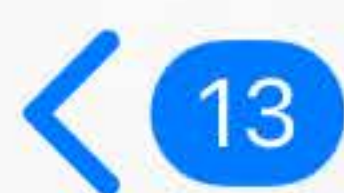
Yesterday 7:31 AM

Sounds like VDH alerted our folks last night after 10. Scott is at the plant now assessing the situation. He'll be in contact with Bentley



iMessage





John >



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Yesterday 7:31 AM

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Let's debrief on information flow after we know more

Delivered

Perfect. Thanks so much Danny.



iMessage

