

From: [Kronenberg, Grant \(VDH\)](#)
To: [Roadcap, Dwayne \(VDH\)](#); [Davis, Bailey \(VDH\)](#); [Edelman, Robert \(VDH\)](#); [Nunn, Jane \(VDH\)](#)
Subject: Fw: THANK YOU - from leaders and stakeholders
Date: Saturday, January 11, 2025 7:59:47 AM
Attachments: [Outlook-3ac4c532.png](#)

I'm sending this to this smaller group as it concerns funding and what we did not receive from our request. I didn't think I needed to put that out to the wider ODW group on the prior email.

I think the below is some important information as to funding needs on the infrastructure side and on the ODW operations costs side.

In 2022, the Virginia Section of the American Society of Civil Engineers gave Virginia's drinking water system infrastructure a grade of C+ and identified a \$9.4 billion total drinking water need.

It also notes that according to EPA's Drinking Water Needs Survey, drinking water infrastructure will require \$8.1 billion in additional funding over the next 20 years (not that there'd be a linear distribution, but using that figure comes out to an additional \$405 million a year).

Here is the report:

[Report-2022-VA-IRC-TRUE-REAL-FINAL-for-WEB.pdf](#)

I found the \$9.4 billion number on the following page when you move the mouse over the "Drinking Water" icon in the "Key Facts about Virginia's infrastructure" section of the webpage. [Virginia Infrastructure | ASCE's 2021 Infrastructure Report Card](#)

In terms of support for ODW operational expenses, including additional staff, the funding ask from ODW was \$5.51 million, and the additional funding in the budget bill is \$1.8 million - a difference of \$3.71 million (more than twice what is in the budget bill). If we received that additional funding, we could put it to use hiring more staff along the lines of what James mentioned, and addressing other operational resource needs responsive to recent crises.

-Grant

Grant E. Kronenberg

Director, Division of Compliance, Enforcement and Policy
Virginia Department of Health, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
(804) 629-0989
grant.kronenberg@vdh.virginia.gov

2.2-3705.7(2) Governor working papers and correspondence

Working papers and correspondence of
the Office of the Governor;
(2.2-3705.7(2) of the Code of Virginia).

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>

Sent: Friday, January 10, 2025 18:33

To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Talley, Jarrett (VDH) <Jarrett.Talley@vdh.virginia.gov>; Butler, Emma (VDH) <Emma.Butler@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Kronenberg, Grant (VDH) <Grant.Kronenberg@vdh.virginia.gov>; Edelman, Robert (VDH) <Robert.Edelman@vdh.virginia.gov>; Nunn, Jane (VDH) <Jane.Nunn@vdh.virginia.gov>; Crawford, Brookie (VDH) <Brookie.Crawford@vdh.virginia.gov>; Hull, Jeremy (VDH) <Jeremy.Hull@vdh.virginia.gov>

Cc: Dunkel, Stephanie (VDH) <Stephanie.Dunkel@vdh.virginia.gov>

Subject: Re: THANK YOU - from leaders and stakeholders

Dwayne,

One thing I would like to see come from this:

1. The importance of implementing and routinely practicing emergency management/contingency plans. Even if a scenario may seem highly unlikely, when it happens having an idea of what actions to do I think would be very valuable.
2. I don't know how to effect this- there needs to be investment in aging infrastructure. It's hard to operate a plant that is 100 years old without proper investment in keeping it updated. The operators are doing an immense and important job with what they have, but are hamstrung

by aging equipment and infrastructure.

3. Quicker more proactive notification to our office and consecutive systems when there are issues that may have large impacts. We could have possibly gotten the regional partners involved earlier to brainstorm how to maybe think of ways to attack an impending situation and minimize it as much as possible.

4. More ODW field staff to assist in times of crisis. Would love to see more operators in ODW to pull their expertise during these types of situations. Toby's experience was critical for ODW in the Richmond event. A wide array of experience would be highly valuable. In addition more ODW staff for emergency preparedness and response. Having one person for the whole state is unsustainable especially if there are multiple events occurring at once.

5. If there is any way to have an emergency response team of trades and engineering, quick responders on electrical, instrumentation, operation, plumbing. I have no idea how that would work, but to have something similar to emergency response would be great. The amount of trades and operation people that helped from the regional end of things was critical to getting Richmond up and running as quickly as possible.

I will keep thinking of other items, but that's my initial thoughts while still fresh in my mind.

James Reynolds, PE
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james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Friday, January 10, 2025 6:02:23 PM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Talley, Jarrett (VDH) <Jarrett.Talley@vdh.virginia.gov>; Butler, Emma (VDH) <Emma.Butler@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Kronenberg, Grant (VDH) <Grant.Kronenberg@vdh.virginia.gov>; Edelman, Robert (VDH) <Robert.Edelman@vdh.virginia.gov>; Nunn, Jane (VDH) <Jane.Nunn@vdh.virginia.gov>; Crawford, Brookie (VDH) <Brookie.Crawford@vdh.virginia.gov>; Hull, Jeremy (VDH) <Jeremy.Hull@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Cc: Dunkel, Stephanie (VDH) <Stephanie.Dunkel@vdh.virginia.gov>
Subject: THANK YOU - from leaders and stakeholders

Team,

Incredible work this week – thank you so much for all you have been doing! Dr. Shelton, Stephanie Dunkel, Secretary Kelly, and Christopher Lindsay have all observed and commented on how hard you are working and how we as an agency are blessed to have you

working with VDH and on the Richmond crisis specifically. Dr. Shelton shared that Governor Youngkin gave a nice recognition to our ODW team at a meeting earlier today. I spoke with Cris Pomeroy, lobbyist for the Virginia Municipal Drinking Water Association (VMDWA). He said that his members have been thinking about each of us this week and know how hard it has been. I've received numerous calls from customers in the Richmond area who have appreciated our hard work. Thank you!

Separately, Mr. Pomeroy thought that we might see possible bills in response to the Richmond water crisis. He asked for our thoughts on what Code of Virginia changes might help given our experiences from the South Hill warehouse fire, the Wilderness Water Treatment Plant event, and this week's events in Richmond. There are opportunities in communication/prompt notice and disclosure of significant events, emergency planning and preparation, education, and other areas.

Given your experiences, please feel free to share ideas and I will pass them along to Chris Pomeroy. Thanks again for your inspiring engagement, professionalism, and unprecedented work this week. Please call me anytime at (804) 338-0371.

Dwayne

Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

From: Davis, Bailey (VDH)
To: [Coughlin, Jessica \(VDH\)](#); [Reynolds, James \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#); [Butler, Emma \(VDH\)](#)
Cc: [Mccauley, Lyndsey \(VDH\)](#)
Subject: Re: 0430 and 0630 reports
Date: Thursday, January 9, 2025 9:30:54 PM
Attachments: [Outlook-chx2vmqn.png](#)

We had discussed letting the utility call the second sample result early if it was clear there was no reaction and they would be absent results. In reality that is moot because our "early" allowance would be in the middle of the night Friday night.

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Thursday, January 9, 2025 9:30:22 PM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Butler, Emma (VDH) <Emma.Butler@vdh.virginia.gov>
Cc: Mccauley, Lyndsey (VDH) <Lyndsey.Mccauley@vdh.virginia.gov>
Subject: Re: 0430 and 0630 reports

They are going to wait 24 hours for the second sample result. They will **collect** the second sample after 16 hours. Looking at however long it takes to collect the 7 am sample collection then 24 hours after that for definitive result.

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

[REDACTED]

[REDACTED] Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>

Sent: Thursday, January 9, 2025 8:32:18 PM

To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Butler, Emma (VDH) <Emma.Butler@vdh.virginia.gov>

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Subject: Re: 0430 and 0630 reports

Mayor Avula indicated Henrico will wait full 24 hours for second samples result so Richmond will also wait. No need to evaluate other time lines. Puts second results Saturday morning

James Reynolds, PE
Field Director- Richmond Field Office
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From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Thursday, January 9, 2025 6:14:01 PM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Butler, Emma (VDH) <Emma.Butler@vdh.virginia.gov>
Cc: Mccauley, Lyndsey (VDH) <Lyndsey.Mccauley@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: 0430 and 0630 reports

Very good news!

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Thursday, January 9, 2025 6:12:35 PM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Butler, Emma (VDH) <Emma.Butler@vdh.virginia.gov>
Cc: Mccauley, Lyndsey (VDH) <Lyndsey.Mccauley@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Subject: Re: 0430 and 0630 reports

Dominion is planning to stage a bucket truck at the plant to have quick response if power goes out.

UPS will be delivered tomorrow (battery backup)

Lots of activity from all staff, engineers, contractors this week have seen a lot of action on getting things repaired and ready to go.

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Cc: [Mccauley, Lyndsey \(VDH\)](#)
Subject: Re: 0430 and 0630 reports
Date: Thursday, January 9, 2025 10:30:20 PM
Attachments: [Outlook-chx2vmqn.png](#)

Hanover I believe first sample 1/10 around

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From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Thursday, January 9, 2025 10:29:37 PM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Butler, Emma (VDH) <Emma.Butler@vdh.virginia.gov>
Cc: Mccauley, Lyndsey (VDH) <Lyndsey.Mccauley@vdh.virginia.gov>
Subject: Re: 0430 and 0630 reports

0700 would be around 17 hours if counting my fingers is correct.

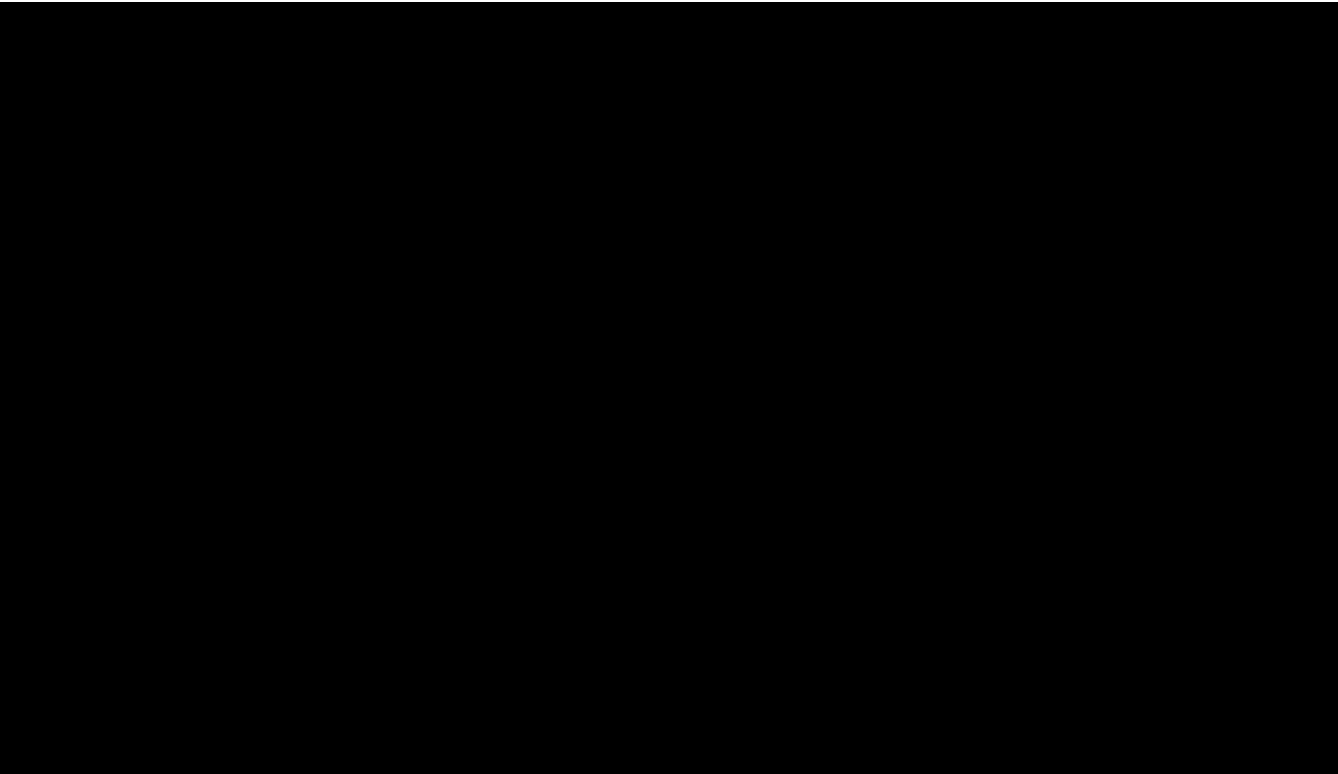
So 1/9 1440 first sample
1/10 0700 plan to take second sample
1/10 1440 first sample results
1/11 0700 second sample results

Henrico is at
1/9 around 1700 first sample
1/10 0900 can take second sample
1/10 1700 first sample results
1/11 0900 second sample results

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From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Sent: Thursday, January 9, 2025 9:30:22 PM

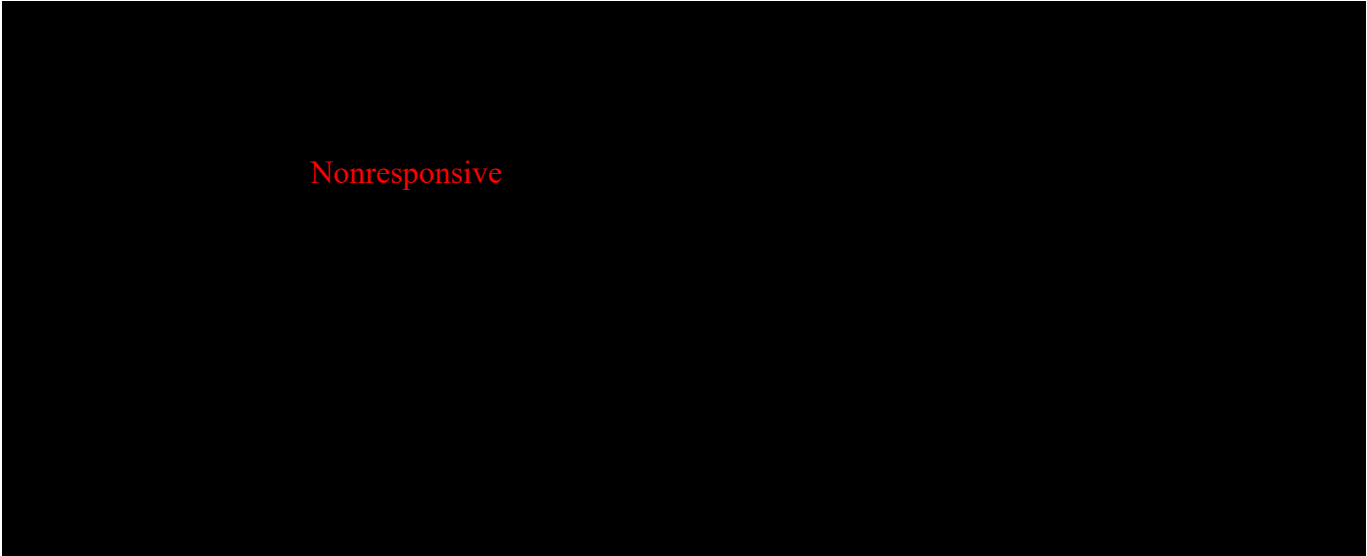
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Jarrett's work, provided an excellent sitrep.

Thank you!

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Cell: (804) 338-0371

[illegible]

From: [Reynolds, James \(VDH\)](#)
To: [Bryant, Toby \(VDH\)](#); [Talley, Jarrett \(VDH\)](#); [Davis, Bailey \(VDH\)](#)
Subject: Re: Richmond water production and distribution updates
Date: Wednesday, January 8, 2025 9:18:45 AM
Attachments: [Outlook-j35zxwhl.png](#)

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From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 9:04:58 AM
To: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Talley, Jarrett (VDH) <Jarrett.Talley@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: Richmond water production and distribution updates

No major updates since 0800. Reservoir level slowly building. One person from Henrico has arrived to provide assistance where needed. There are people out in the distribution system verifying communications and pressures at the tanks. Sending myself the scada photos, will send as soon as I get those.

James Reynolds, PE
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From: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 7:40:46 AM
To: Talley, Jarrett (VDH) <Jarrett.Talley@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Subject: Re: Richmond water production and distribution updates

0730 update- shift changes at 0700

Plant remains stable with filter production still ~ 45.5 mgd. Bypass pump is connected and pumping ~5 mgd

SCADA images attached. Please text me if you can't see the photos.
Toby

From: Talley, Jarrett (VDH) <Jarrett.Talley@vdh.virginia.gov>

Subject: Re: Richmond water production and distribution updates

Thanks,
Jarrett

From: [Reynolds, James \(VDH\)](#)
To: [Bryant, Toby \(VDH\)](#); [Talley, Jarrett \(VDH\)](#); [Davis, Bailey \(VDH\)](#)
Subject: Re: Richmond water production and distribution updates
Date: Wednesday, January 8, 2025 9:06:56 AM
Attachments: [Outlook-j35zxwhl.png](#)

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James Reynolds, PE
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Toby

From: Talley, Jarrett (VDH) <Jarrett.Talley@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 5:57:51 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Cc: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>
Subject: Re: Richmond water production and distribution updates

0530 brief

Operationally, not much has changed since 0330 brief. Pumps are still the limiting factor. Crews are working to bring the two temporary bypass pumps online. One is close to going in service.

1 additional filter was brought online bringing the total to 13, all running 3.5 MGD. TOTAL MGD 45.5

30 MGD going to Byrd res. 15.5 to Korah to continue maintaining plant operating pressure.

Byrd Res is at 4.6 feet and rising. Pressures are increasing in the distribution. Churchill and Northside are the only two zones still showing zero pressure.

Toby is taking over as the ODW on-site. Picture of 0530 tank levels and distribution attached.

Thanks,
Jarrett

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-
- | Relationship Duration | Percentage of Respondents |
|-----------------------|---------------------------|
| Less than 1 year | 15% |
| 1 to 2 years | 35% |
| 3 to 5 years | 30% |
| More than 5 years | 20% |

From: [Roadcap, Dwayne \(VDH\)](#)
To: [Davis, Bailey \(VDH\)](#)
Subject: Re: Richmond water production and distribution updates
Date: Wednesday, January 8, 2025 5:05:10 AM
Attachments: [Outlook-j35zxwhl.png](#)

Thanks. You are doing great job!

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 5:03:48 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Subject: Re: Richmond water production and distribution updates

Toby got that SCADA shot that Jess shared from the other operations dept not at the plant site. Toby is on his way to the plant and Jarrett will ask him where he got it and if they can get an update but they cannot reproduce that image at site.

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 4:58 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: Richmond water production and distribution updates

Secretary Kelly noticed 2.2 feet of head and she has no water pressure at her house. The question is how much head, height of water, at that tank for pumps to operate and deliver pressure to homes.

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From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 4:55:32 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Subject: Re: Richmond water production and distribution updates

Gotcha

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Sent: Wednesday, January 8, 2025 4:54 AM

To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: Richmond water production and distribution updates

It is the SCADA screenshot of tank levels, including a graph over time. Ypu told me they would all show a flat line yesterday.

Dwayne Roadcap
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109 Governor Street
Richmond, Virginia 23219
804-338-0371

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[REDACTED]

[REDACTED]

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Date: Wednesday, January 8, 2025 5:03:49 AM
Attachments: [Outlook-j35zxwhl.png](#)

Toby got that SCADA shot that Jess shared from the other operations dept not at the plant site. Toby is on his way to the plant and Jarrett will ask him where he got it and if they can get an update but they cannot reproduce that image at site.

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 4:58 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: Richmond water production and distribution updates

Secretary Kelly noticed 2.2 feet of head and she has no water pressure at her house. The question is how much head, height of water, at that tank for pumps to operate and deliver pressure to homes.

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 4:55:32 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Subject: Re: Richmond water production and distribution updates

Gotcha

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 4:54 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: Richmond water production and distribution updates

It is the SCADA screenshot of tank levels, including a graph over time. Ypu told me they would all show a flat line yesterday.

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

From: [Davis, Bailey \(VDH\)](#)
To: [Roadcap, Dwayne \(VDH\)](#)
Subject: Re: Richmond water production and distribution updates
Date: Wednesday, January 8, 2025 5:01:19 AM
Attachments: [Outlook-j35zxwhl.png](#)

2.2 feet is the reservoir level. Ginter tank shows 0 feet. The normal operating range is below each tank in the picture and the reservoir operates between 13 and 23 feet. Ginter tank 9 - 18 feet but water hasn't made it there yet.

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
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Richmond, Virginia 23219
804-338-0371

From: [Roadcap, Dwayne \(VDH\)](#)
To: [Davis, Bailey \(VDH\)](#)
Subject: Re: Richmond water production and distribution updates
Date: Wednesday, January 8, 2025 4:58:38 AM
Attachments: [Outlook-j35zxwhl.png](#)

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Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

[REDACTED]
[REDACTED]
Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]>;

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

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(2.2-3705.7(2) of the Code of Virginia).

From: [Davis, Bailey \(VDH\)](#)
To: [Roadcap, Dwayne \(VDH\)](#)
Subject: Re: Richmond water production and distribution updates
Date: Wednesday, January 8, 2025 4:55:33 AM
Attachments: [Outlook-j35zxwhl.png](#)

Gotcha

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 4:54 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: Richmond water production and distribution updates

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109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

From: [Roadcap, Dwayne \(VDH\)](#)
To: [Davis, Bailey \(VDH\)](#)
Subject: Re: Richmond water production and distribution updates
Date: Wednesday, January 8, 2025 4:55:06 AM
Attachments: [Outlook-j35zxwhl.png](#)

It is the SCADA screenshot of tank levels, including a graph over time. Ypu told me they would all show a flat line yesterday.

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

From: [Roadcap, Dwayne \(VDH\)](#)
To: [Davis, Bailey \(VDH\)](#)
Subject: Re: Richmond water production and distribution updates
Date: Wednesday, January 8, 2025 4:17:55 AM
Attachments: [Outlook-j35zxwhl.png](#)

Directionally positive - thank you.

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

From: [Roadcap, Dwayne \(VDH\)](#)
To: [Davis, Bailey \(VDH\)](#)
Subject: Re: Richmond water production and distribution updates
Date: Tuesday, January 7, 2025 6:01:15 PM
Attachments: [Outlook-j35zxwhl.png](#)

Nice job and good timing. I was literally getting texts from Dr. Shelton and Stephanie as your email came out.

Thank you!

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

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Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

From: [Roadcap, Dwayne \(VDH\)](#)
To: [Reynolds, James \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#); [Davis, Bailey \(VDH\)](#)
Subject: RE: Richmond
Date: Monday, January 6, 2025 5:26:53 PM
Attachments: [image002.png](#)
[image003.png](#)

Thank you!

Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Monday, January 6, 2025 5:26 PM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: Richmond

Toby is going to stop by Trafford Road pump station at the Byrd Park reservoir to talk to the operators stationed out there. They are probably more knowledgeable on distribution system status. Then he will stop by the plant to get background on status there. Hope to get a brief from him sometime in the next 2 hours after he gets out of both locations.

James Reynolds, PE

Field Director

[Richmond Field Office](#)

[Office of Drinking Water](#)

Phone: (757)406-1252
Emergency 24/7: (866) 531-3068

[Facebook](#) | [Twitter](#) | [YouTube](#) | [LinkedIn](#)

109 Governor Street, 6th Floor
Richmond, Virginia 23219



From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Sent: Monday, January 6, 2025 5:14 PM

To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>

Subject: RE: Richmond

James is going to see whether his team can visit the water plant for an inspection this evening. There is disjointed pressures in the system. James reports water pressure at the Madison building even though VCU is without water pressure.

Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

Nonresponsive

From: [Roadcap, Dwayne \(VDH\)](#)
To: [Coughlin, Jessica \(VDH\)](#); [Davis, Bailey \(VDH\)](#); [Reynolds, James \(VDH\)](#)
Subject: RE: Richmond
Date: Monday, January 6, 2025 5:14:24 PM
Attachments: [image001.png](#)

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Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

Nonresponsive

From: [Reynolds, James \(VDH\)](#)
To: [Roadcap, Dwayne \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#); [Davis, Bailey \(VDH\)](#)
Subject: Re: Richmond
Date: Monday, January 6, 2025 5:38:53 PM
Attachments: [image002.png](#)
[image003.png](#)
[Outlook-iamhj0wl.png](#)

I just got off the phone with Matt Longshore with Hanover- they can hold out 12 hours at minimum and highly probable up to 24 hours (no irrigation going on right now so that is helping) before needing water from Richmond. So sometime tomorrow they will need to turn the water connection back on. Hope that there will be some water in Byrd Park Reservoir to be able to send that out sometime tomorrow.

James Reynolds, PE

Field Director

[Richmond Field Office](#)
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109 Governor Street, 6th Floor
Richmond, Virginia 23219



From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Monday, January 6, 2025 5:26 PM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: RE: Richmond

Thank you!

Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Monday, January 6, 2025 5:26 PM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH)

<Jessica.Coughlin@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: Richmond

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Sent: Monday, January 6, 2025 5:14 PM

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Subject: RE: Richmond

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Dwayne Roadcap

Director, Office of Drinking Water

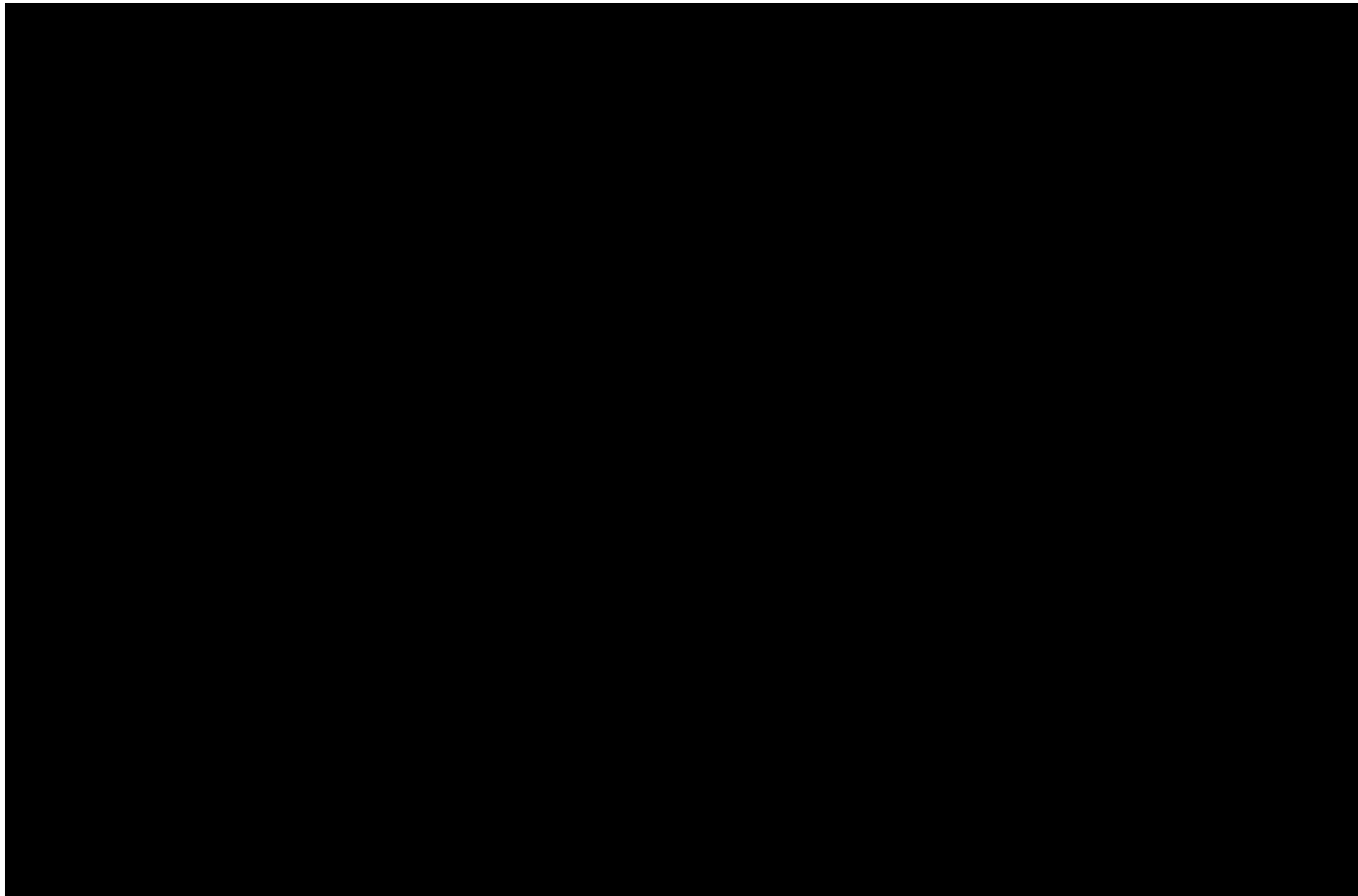
Virginia Department of Health

109 Governor Street

Richmond, Virginia 23219

Cell: (804) 338-0371

Nonresponsive



From: [Reynolds, James \(VDH\)](#)
To: [Roadcap, Dwayne \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#); [Davis, Bailey \(VDH\)](#)
Subject: Re: Richmond
Date: Monday, January 6, 2025 5:25:48 PM
Attachments: [image001.png](#)
[Outlook-aytu0ofb.png](#)

Toby is going to stop by Trafford Road pump station at the Byrd Park reservoir to talk to the operators stationed out there. They are probably more knowledgeable on distribution system status. Then he will stop by the plant to get background on status there. Hope to get a brief from him sometime in the next 2 hours after he gets out of both locations.

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109 Governor Street, 6th Floor
Richmond, Virginia 23219



From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Monday, January 6, 2025 5:14 PM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Subject: RE: Richmond

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Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371



Nonresponsive

From: [Roadcap, Dwayne \(VDH\)](#)
To: [Davis, Bailey \(VDH\)](#)
Subject: RE: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 8:12:02 AM
Attachments: [image001.png](#)

Generally speaking, as soon as that messaging goes out, everyone starts filling bath tubs. You get the exact opposite result of what was requested. Nevertheless, some people will do the right thing.....

Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 7:56 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Is there any water conservation messaging going out from Hanover? That should probably be included in media messaging, especially if there are significant closures in the city.

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 7:47:38 AM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Talked to Matt longshore with Hanover, they are trying to hold on. Their plant is operating

at max capacity but seeing increased demands this morning which is drawing down the tanks. System operating at lower pressures to conserve water- in the 30s in some areas of the system.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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Nonresponsive

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 7:22:38 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Per Doug Towne with city of Richmond -

All tanks are low and only two are supplying gravity feed to parts of the system.

They are still working on trying to get the plant up to 12 mgd. It is my current understanding that they are running into some issues with getting the filters up and running, plant has not been refilled yet so no water is going to the system yet as of 0715.

Hope to get more clarity once on site.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 6:30:30 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: RE: RVA Water Situation Notes

James,

If you can get an update on tank elevations, then that would be appreciated. My understanding is that the plant has 4 filters operational, 25% capacity, and won't be 100% for a few more hours.

Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 5:01 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

I'll try to get one last update before 6 and then catch a quick nap between 6-7/715 and then get myself together for the 830 meeting and commute to the wtp with target ETA of 1030.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 4:57:13 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Thanks!

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 4:20:59 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Operator is on track to be producing between 8 and 16 mgd by 6 am. That should increase slowly as more filters are brought online. With that projection, any reduction in demand will be helpful to fill reservoir and tanks.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 3:44:11 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Awaiting response from operator at 0330. Will provide update as soon as possible.

That being said, I think any opportunity to reduce demand to allow for filling of tanks would be helpful. With the current goal to get 4 filters up and running at 0600, there would still be some time before water would be going out to distribution and would be at reduced flow (around 20% design capacity with 4 filters or around 25 mgd) until more filters can be put online. Once 10 or 12 filters get online, I think that would have one side of the plant at full flow and would have a little better feeling that things are improving in a significant fashion. Getting water in the tanks to get pressure to the hospitals and to get water to Hanover would possibly be faster with less demand from workers from Henrico, Chesterfield, etc coming downtown.

Me and Toby should be on site around 1030 to observe progress and see what assistance we can provide.

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 3:03:34 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

There is a question at 6:30 AM about whether state offices in Richmond should remain closed to reduce water demand downtown to help VCU water pressure.

At some point, and separately, we will need a timeline of events to issue NOAV and get Richmond's planned actions to prevent this from happening again.

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 2:37:11 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Cadence was around every hour update until about 1200, cadence is now every 1.5-2 hours so they can work on getting filters online.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 2:33:48 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

I will be checking in with operator again around 330. Last update was hoping to get 4 filters online by 6 am, getting house pressure at the plant re-established and then bring one filter online every hour or so.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 2:29:23 AM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

I will call James around 5 AM and get best available information from lead operator. If you think something sooner is needed, then we can follow up.

I have Mayor Avula's number if we need something else from Richmond.

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

Nonresponsive

[REDACTED]

[REDACTED]

Nonresponsive

[REDACTED]

[REDACTED]

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

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From: Dwayne.Roadcap@vdh.virginia.gov
To: [Davis, Bailey \(VDH\)](#)
Subject: RE: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 8:11:35 AM
Attachments: [image001.png](#)

Generally speaking, as soon as that messaging goes out, everyone starts filling bath tubs. You get the exact opposite result

Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 7:56 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Is there any water conservation messaging going out from Hanover? That should probably be included in media messaging, especially if there are significant closures in the city.

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 7:47:38 AM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Talked to Matt longshore with Hanover, they are trying to hold on. Their plant is operating at max capacity but seeing increased demands this morning which is drawing down the

tanks. System operating at lower pressures to conserve water- in the 30s in some areas of the system.

James Reynolds, PE
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james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Nonresponsive [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

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[REDACTED]

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Subject: Re: RVA Water Situation Notes

Per Doug Towne with city of Richmond -

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Hope to get more clarity once on site.

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Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
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James,

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Cell: (804) 338-0371

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 5:01 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

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Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
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Thanks!

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Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

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Awaiting response from operator at 0330. Will provide update as soon as possible.

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At some point, and separately, we will need a timeline of events to issue NOAV and get Richmond's planned actions to prevent this from happening again.

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Subject: Re: RVA Water Situation Notes

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From: [Roadcap, Dwayne \(VDH\)](#)
To: [Coughlin, Jessica \(VDH\)](#); [Reynolds, James \(VDH\)](#)
Cc: [Davis, Bailey \(VDH\)](#)
Subject: RE: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 7:40:20 AM
Attachments: [image001.png](#)

James, et. al.,

I will reach out to the utilities director at Richmond to discuss how best to get hourly updates, unless you prefer a different approach. While you are driving, Jessica and I can contact the lead operator if you would like – just send us the name and phone number.

Thanks!

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Virginia Department of Health
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Cell: (804) 338-0371

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Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Thank you, James. I just got off the phone with the secretary and they are asking for hour by hour information and if the city is not meeting their benchmarks, they want that information as soon as possible. The information demand is extremely high because they're making decisions based off of this information like state closures and general assembly and other critical infrastructure so it's not good that they haven't started producing water, but that's the information I need to push to them on a hourly basis at least for today.

Jess

Jessica Coughlin, CEM
Office of Drinking Water
Virginia Department of Health
Cell: (804) 340-9759

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 7:22:38 AM

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[REDACTED]
[REDACTED] Nonresponsive [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 2:10:59 AM

To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>

Subject: Re: RVA Water Situation Notes

Thanks. Do you need me to work on anything so you can take break?

Dwayne Roadcap
Director, Office of Drinking Water
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To: [Reynolds, James \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#)
Cc: [Davis, Bailey \(VDH\)](#)
Subject: RE: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 6:34:39 AM
Attachments: [image001.png](#)

James,

If you can get an update on tank elevations, then that would be appreciated. My understanding is that the plant has 4 filters operational, 25% capacity, and won't be 100% for a few more hours.

Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 5:01 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

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To: [Davis, Bailey \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#)
Cc: [Bryant, Toby \(VDH\)](#); [Neth, Sam \(VDH\)](#); [Morrisette, Randall \(VDH\)](#)
Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 8:49:34 AM
Attachments: [image001.png](#)

Per Sam call with City around 0830

As per 8:34 AM phone conversation with Doug Town, finished water basin at plant 1 is being filled. It will about 2 hrs to be complete. After that, he will continue working on filters at plant 2

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Sent: Tuesday, January 7, 2025 8:19:15 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Chesterfield doing fine, no issues to report. The 27 letters to the customers directly on the city system were delivered before midnight and making plans to deliver cases of water to them today.

They are good supplying customers just from ARWA with these winter demands, but they have a contractor working over night to get piping back together to get Addison Evans plant back online. work is complete and they started filling basins today and could have plant online tonight or tomorrow.

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Sent: Tuesday, January 7, 2025 8:10:50 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Cc: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Hanover indicated they put out press releases and social media last night discussing water conservation.

Hanover government complex is a stand alone well system, so any government buildings in that area are not impacted by the Richmond issue.

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Sent: Tuesday, January 7, 2025 7:56:04 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
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Subject: Re: RVA Water Situation Notes

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Subject: Re: RVA Water Situation Notes

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To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Thank you, James. I just got off the phone with the secretary and they are asking for hour by hour information and if the city is not meeting their benchmarks, they want that information as soon as possible. The information demand is extremely high because they're making decisions based off of this information like state closures and general assembly and other critical infrastructure so it's not good that they haven't started producing water, but that's the information I need to push to them on a hourly basis at least for today.

Jess

Jessica Coughlin, CEM
Office of Drinking Water
Virginia Department of Health
Cell: (804) 340-9759

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 7:22:38 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Per Doug Towne with city of Richmond -

All tanks are low and only two are supplying gravity feed to parts of the system.

They are still working on trying to get the plant up to 12 mgd. It is my current understanding that they are running into some issues with getting the filters up and running, plant has not been refilled yet so no water is going to the system yet as of 0715.

Hope to get more clarity once on site.

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Sent: Tuesday, January 7, 2025 6:30:30 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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To: [Roadcap, Dwayne \(VDH\)](#)
Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 8:22:00 AM
Attachments: [image001.png](#)

Yeah, good point. Just concerned about the shifting restoration timelines and potential for more extended outage. Once the bathtubs are filled, hopefully it would reduce demand.

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Sent: Tuesday, January 7, 2025 8:11 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: RE: RVA Water Situation Notes

Generally speaking, as soon as that messaging goes out, everyone starts filling bath tubs. You get the exact opposite result of what was requested. Nevertheless, some people will do the right thing.....

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(757)406-1252 (cell phone)

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From: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 7:33:22 AM

To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: RVA Water Situation Notes

Thank you, James. I just got off the phone with the secretary and they are asking for hour by hour information and if the city is not meeting their benchmarks, they want that information as soon as possible. The information demand is extremely high because they're making decisions based off of this information like state closures and general assembly and other critical infrastructure so it's not good that they haven't started producing water, but that's the information I need to push to them on a hourly basis at least for today.

Jess

Jessica Coughlin, CEM
Office of Drinking Water
Virginia Department of Health
Cell: (804) 340-9759

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Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: RVA Water Situation Notes

Per Doug Towne with city of Richmond -

All tanks are low and only two are supplying gravity feed to parts of the system.

They are still working on trying to get the plant up to 12 mgd. It is my current understanding that they are running into some issues with getting the filters up and running, plant has not been refilled yet so no water is going to the system yet as of 0715.

Hope to get more clarity once on site.

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Sent: Tuesday, January 7, 2025 6:30:30 AM

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Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: RE: RVA Water Situation Notes

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Dwayne Roadcap

Director, Office of Drinking Water

Virginia Department of Health

109 Governor Street

Richmond, Virginia 23219
Cell: (804) 338-0371

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 5:01 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

I'll try to get one last update before 6 and then catch a quick nap between 6-7/715 and then get myself together for the 830 meeting and commute to the wtp with target ETA of 1030.

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Thanks!

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 4:20:59 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH)

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Me and Toby should be on site around 1030 to observe progress and see what assistance we can provide.

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Sent: Tuesday, January 7, 2025 3:03:34 AM

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Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

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Subject: Re: RVA Water Situation Notes

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Cc: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: RVA Water Situation Notes

I will call James around 5 AM and get best available information from lead operator. If you think something sooner is needed, then we can follow up.

I have Mayor Avula's number if we need something else from Richmond.

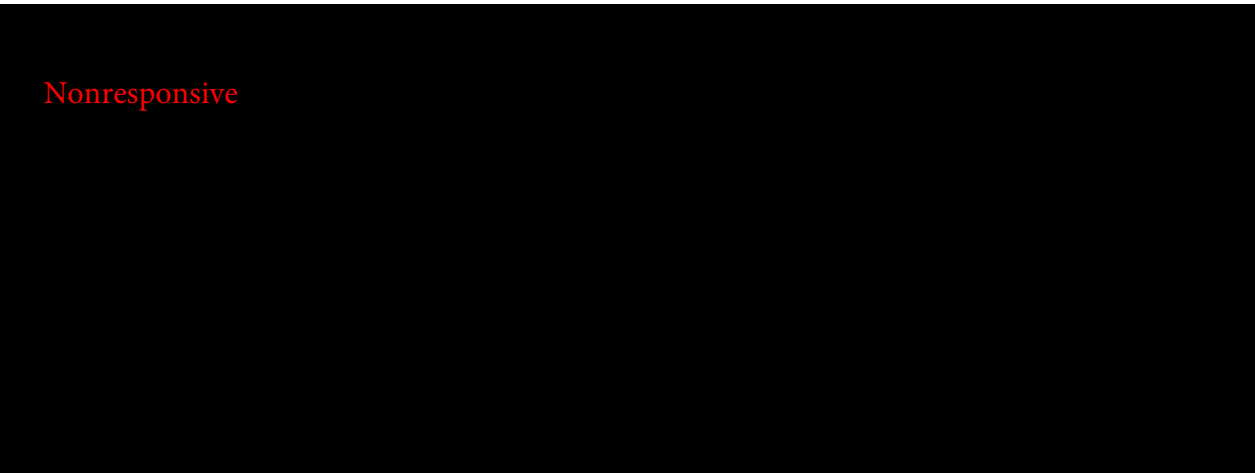
Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

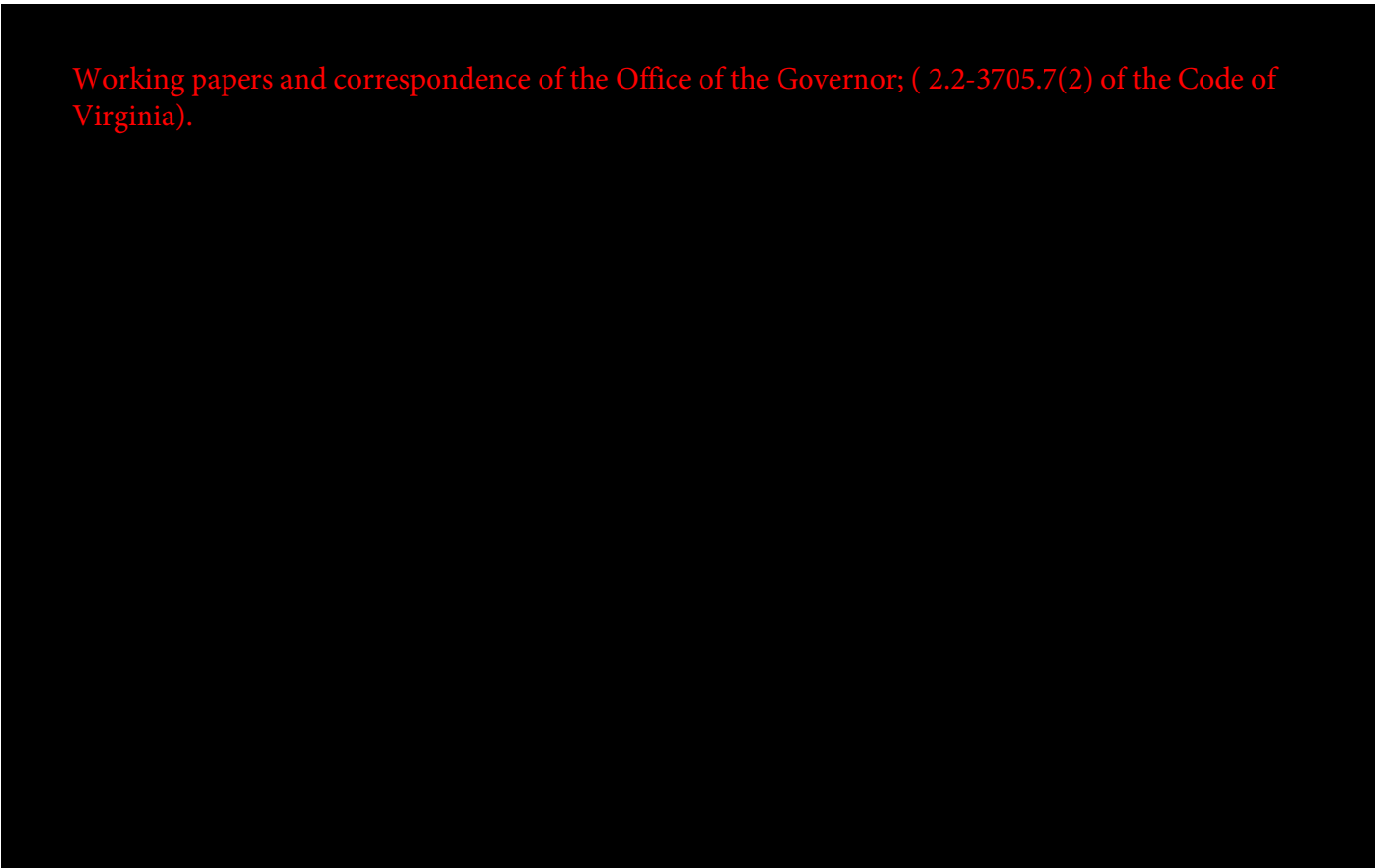
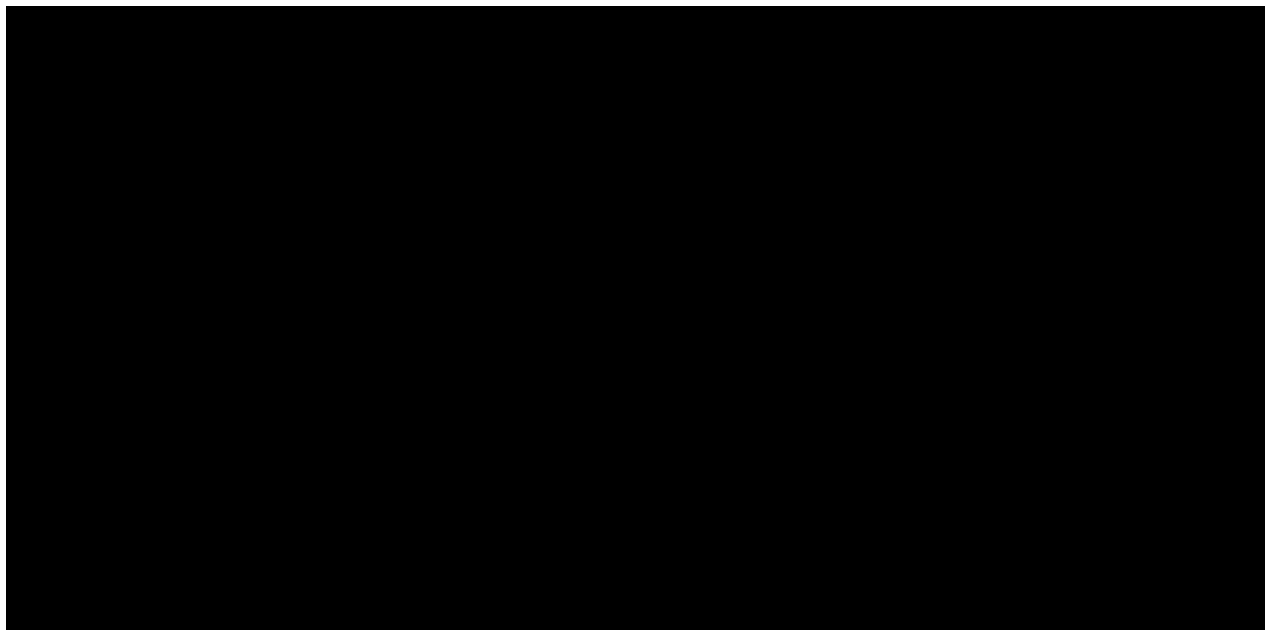
[REDACTED]

[REDACTED]

Nonresponsive



Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).



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From: [Reynolds, James \(VDH\)](#)
To: [Davis, Bailey \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#)
Cc: [Bryant, Toby \(VDH\)](#); [Neth, Sam \(VDH\)](#); [Morrissette, Randall \(VDH\)](#)
Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 8:19:26 AM
Attachments: [image001.png](#)

Chesterfield doing fine, no issues to report. The 27 letters to the customers directly on the city system were delivered before midnight and making plans to deliver cases of water to them today.

They are good supplying customers just from ARWA with these winter demands, but they have a contractor working over night to get piping back together to get Addison Evans plant back online. work is complete and they started filling basins today and could have plant online tonight or tomorrow.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 8:10:50 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrissette, Randall (VDH) <Randall.Morrissette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Hanover indicated they put out press releases and social media last night discussing water conservation.

Hanover government complex is a stand alone well system, so any government buildings in that area are not impacted by the Richmond issue.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
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From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 7:56:04 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Cc: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Is there any water conservation messaging going out from Hanover? That should probably be included in media messaging, especially if there are significant closures in the city.

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 7:47:38 AM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Talked to Matt Longshore with Hanover, they are trying to hold on. Their plant is operating at max capacity but seeing increased demands this morning which is drawing down the tanks. System operating at lower pressures to conserve water- in the 30s in some areas of the system.

James Reynolds, PE
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Virginia Department of Health, Office of Drinking Water
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Sent: Tuesday, January 7, 2025 6:30:30 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
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Virginia Department of Health

109 Governor Street
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From: Davis, Bailey (VDH)
To: [Roadcap, Dwayne \(VDH\)](#)
Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 8:17:08 AM
Attachments: [image001.png](#)

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 8:11 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: RE: RVA Water Situation Notes

Generally speaking, as soon as that messaging goes out, everyone starts filling bath tubs. You get the exact opposite result of what was requested. Nevertheless, some people will do the right thing.....

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VDH Office of Drinking Water
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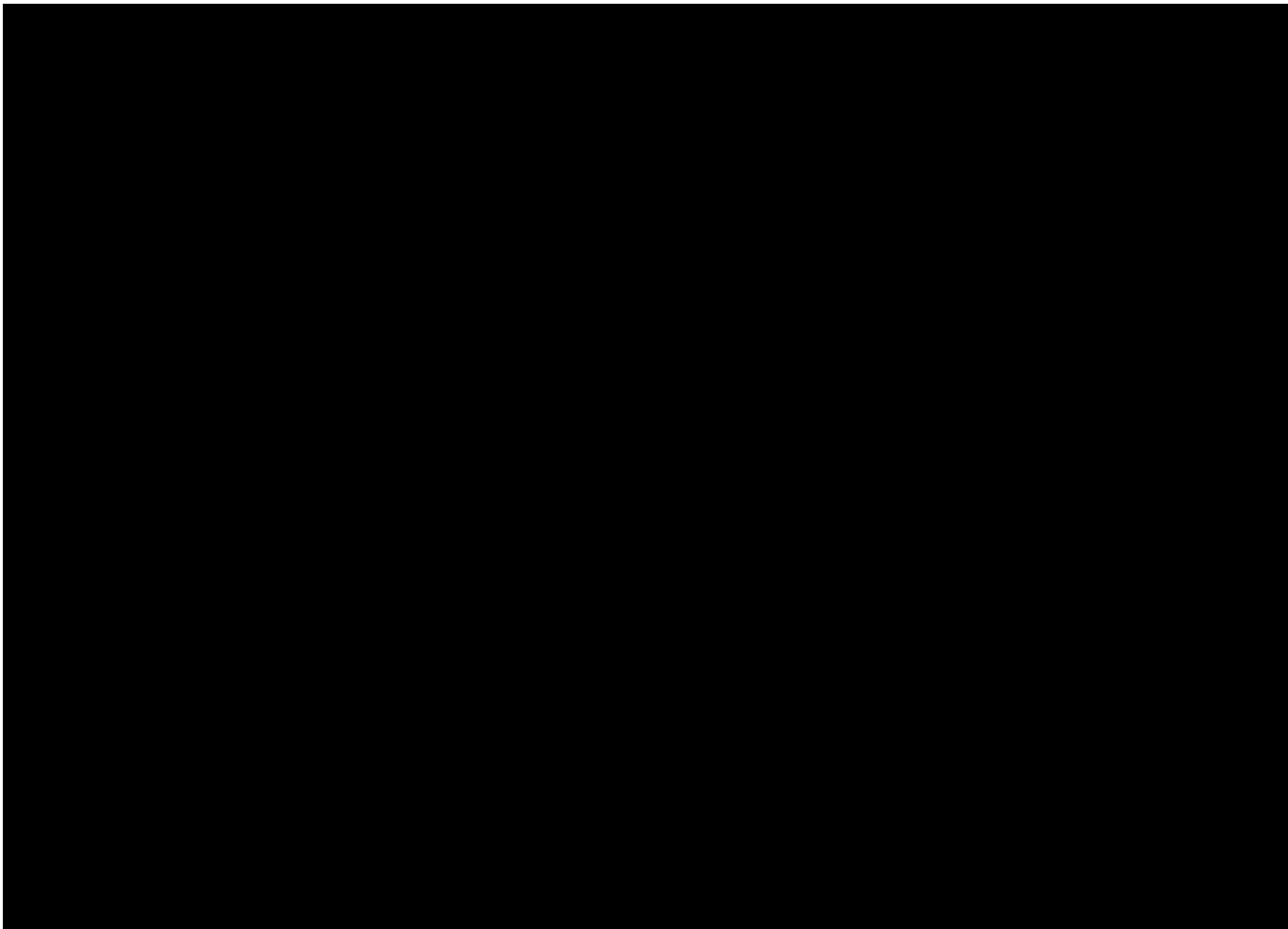
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From: Davis, Bailey (VDH)
To: [Roadcap, Dwayne \(VDH\)](#)
Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 8:13:10 AM
Attachments: [image001.png](#)

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 8:11 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: RE: RVA Water Situation Notes

Generally speaking, as soon as that messaging goes out, everyone starts filling bath tubs. You get the exact opposite result of what was requested. Nevertheless, some people will do the right thing.....

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Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

From: [Reynolds, James \(VDH\)](#)
To: [Davis, Bailey \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#)
Cc: [Bryant, Toby \(VDH\)](#); [Neth, Sam \(VDH\)](#); [Morrisette, Randall \(VDH\)](#)
Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 8:11:03 AM
Attachments: [image001.png](#)

Hanover indicated they put out press releases and social media last night discussing water conservation.

Hanover government complex is a stand alone well system, so any government buildings in that area are not impacted by the Richmond issue.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 7:56:04 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Is there any water conservation messaging going out from Hanover? That should probably be included in media messaging, especially if there are significant closures in the city.

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 7:47:38 AM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Talked to Matt longshore with Hanover, they are trying to hold on. Their plant is operating at max capacity but seeing increased demands this morning which is drawing down the tanks. System operating at lower pressures to conserve water- in the 30s in some areas of the system.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
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From: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 7:33:22 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Thank you, James. I just got off the phone with the secretary and they are asking for hour by hour information and if the city is not meeting their benchmarks, they want that information as soon as possible. The information demand is extremely high because they're making decisions based off of this information like state closures and general assembly and other critical infrastructure so it's not good that they haven't started producing water, but that's the information I need to push to them on a hourly basis at least for today.

Jess

Jessica Coughlin, CEM
Office of Drinking Water
Virginia Department of Health
Cell: [\(804\) 340-9759](#)

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Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Per Doug Towne with city of Richmond -

All tanks are low and only two are supplying gravity feed to parts of the system.

They are still working on trying to get the plant up to 12 mgd. It is my current understanding that they are running into some issues with getting the filters up and running, plant has not been refilled yet so no water is going to the system yet as of 0715.

Hope to get more clarity once on site.

James Reynolds, PE
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From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 6:30:30 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: RE: RVA Water Situation Notes

James,

If you can get an update on tank elevations, then that would be appreciated. My understanding is that the plant has 4 filters operational, 25% capacity, and won't be 100% for a few more hours.

Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 5:01 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

I'll try to get one last update before 6 and then catch a quick nap between 6-7/715 and then get myself together for the 830 meeting and commute to the wtp with target ETA of 1030.

James Reynolds, PE
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Sent: Tuesday, January 7, 2025 4:57:13 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Thanks!

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 4:20:59 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Operator is on track to be producing between 8 and 16 mgd by 6 am. That should increase slowly as more filters are brought online. With that projection, any reduction in demand will be helpful to fill reservoir and tanks.

James Reynolds, PE
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To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>

Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: RVA Water Situation Notes

Awaiting response from operator at 0330. Will provide update as soon as possible.

That being said, I think any opportunity to reduce demand to allow for filling of tanks would be helpful. With the current goal to get 4 filters up and running at 0600, there would still be some time before water would be going out to distribution and would be at reduced flow (around 20% design capacity with 4 filters or around 25 mgd) until more filters can be put online. Once 10 or 12 filters get online, I think that would have one side of the plant at full flow and would have a little better feeling that things are improving in a significant fashion. Getting water in the tanks to get pressure to the hospitals and to get water to Hanover would possibly be faster with less demand from workers from Henrico, Chesterfield, etc coming downtown.

Me and Toby should be on site around 1030 to observe progress and see what assistance we can provide.

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Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: RVA Water Situation Notes

There is a question at 6:30 AM about whether state offices in Richmond should remain closed to reduce water demand downtown to help VCU water pressure.

At some point, and separately, we will need a timeline of events to issue NOAV and get Richmond's planned actions to prevent this from happening again.

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To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Cadence was around every hour update until about 1200, cadence is now every 1.5-2 hours so they can work on getting filters online.

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Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

I will be checking in with operator again around 330. Last update was hoping to get 4 filters online by 6 am, getting house pressure at the plant re-established and then bring one filter online every hour or so.

James Reynolds, PE
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Cc: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: RVA Water Situation Notes

I will call James around 5 AM and get best available information from lead operator. If you think something sooner is needed, then we can follow up.

I have Mayor Avula's number if we need something else from Richmond.

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

Nonresponsive

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From: [Reynolds, James \(VDH\)](#)
To: [Roadcap, Dwayne \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#)
Cc: [Davis, Bailey \(VDH\)](#)
Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 7:52:44 AM
Attachments: [image001.png](#)

Thanks Dwayne,

Lead is Doug Towne his phone number is (804) 357-5503 and email is
Douglas.towne@rva.gov

I have asked Sam to make contact with Richmond between 0800-1100, that should give me
and Toby time to get to the plant

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
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Sent: Tuesday, January 7, 2025 7:40:20 AM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: RE: RVA Water Situation Notes

James, et. al.,

I will reach out to the utilities director at Richmond to discuss how best to get hourly updates,
unless you prefer a different approach. While you are driving, Jessica and I can contact the
lead operator if you would like – just send us the name and phone number.

Thanks!

Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

From: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
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Jess

Jessica Coughlin, CEM
Office of Drinking Water
Virginia Department of Health
Cell: (804) 340-9759

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Hope to get more clarity once on site.

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[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Nonresponsive [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

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[REDACTED]
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Sent: Tuesday, January 7, 2025 6:30:30 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: RE: RVA Water Situation Notes

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Cell: (804) 338-0371

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Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 7:22:47 AM
Attachments: [image001.png](#)

Per Doug Towne with city of Richmond -

All tanks are low and only two are supplying gravity feed to parts of the system.

They are still working on trying to get the plant up to 12 mgd. It is my current understanding that they are running into some issues with getting the filters up and running, plant has not been refilled yet so no water is going to the system yet as of 0715.

Hope to get more clarity once on site.

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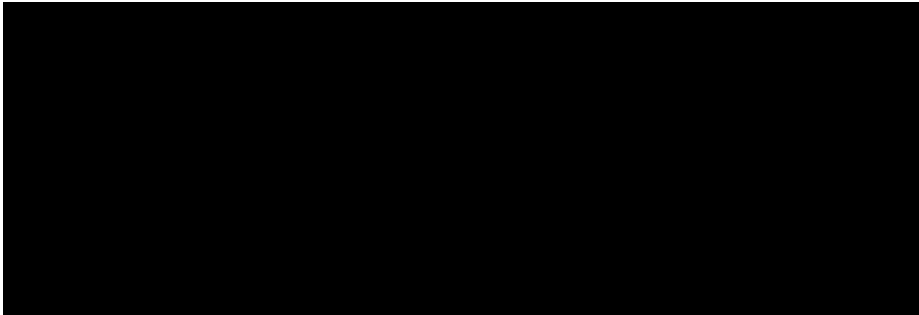
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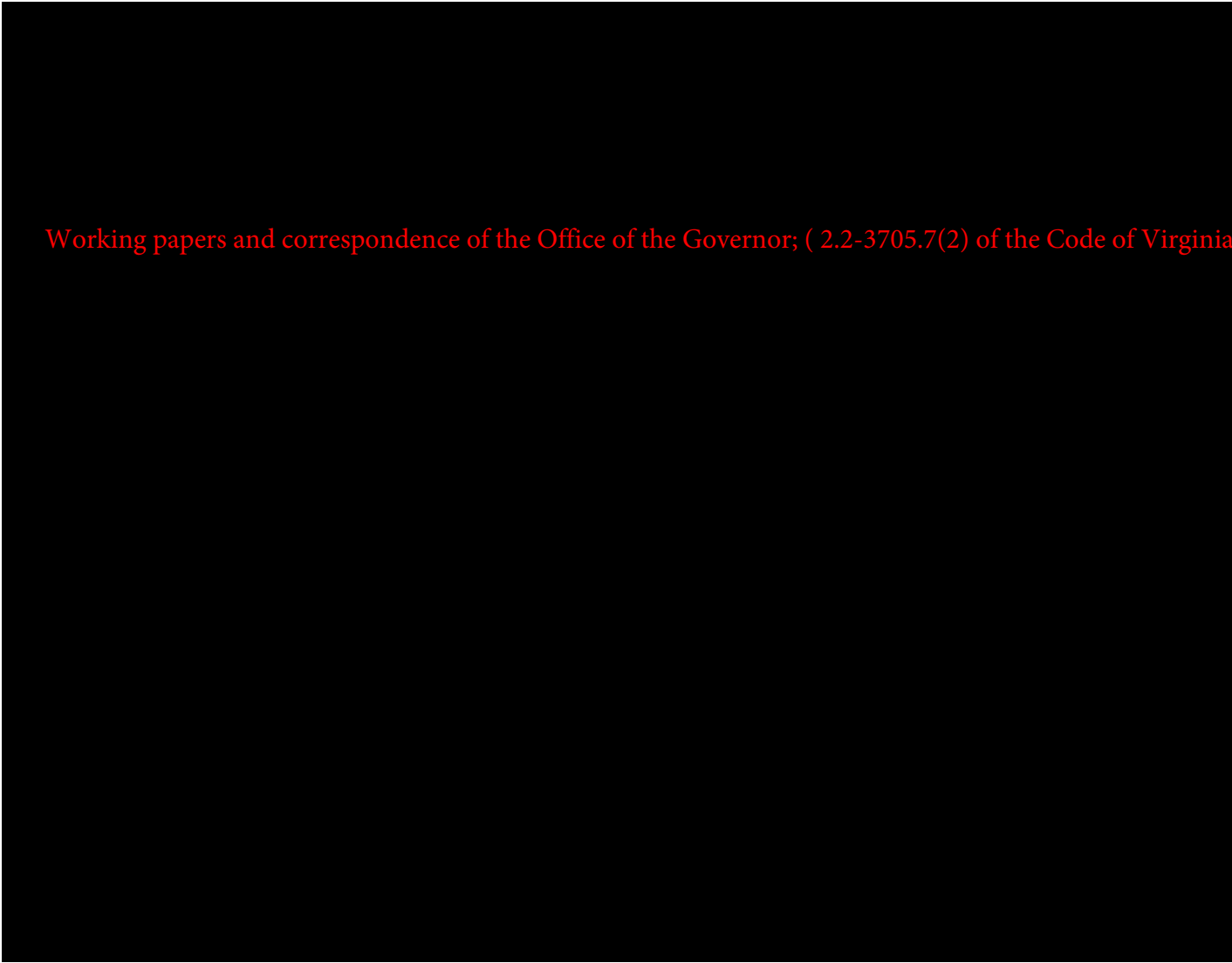
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Thanks. Do you need me to work on anything so you can take break?

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To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>

Subject: Re: RVA Water Situation Notes

Thanks. Do you need me to work on anything so you can take break?

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

[REDACTED]

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

[REDACTED]

[REDACTED]

[REDACTED]

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From: [Reynolds, James \(VDH\)](#)
To: [Roadcap, Dwayne \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#)
Cc: [Davis, Bailey \(VDH\)](#)
Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 6:38:03 AM
Attachments: [image001.png](#)

Will do

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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Sent: Tuesday, January 7, 2025 6:30:30 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: RE: RVA Water Situation Notes

James,

If you can get an update on tank elevations, then that would be appreciated. My understanding is that the plant has 4 filters operational, 25% capacity, and won't be 100% for a few more hours.

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109 Governor Street
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Cell: (804) 338-0371

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 5:01 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
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[REDACTED]

Nonresponsive [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

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Cc: [Davis, Bailey \(VDH\)](#)
Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 6:05:17 AM
Attachments: [Outlook-24clvslid.png](#)
[Outlook-cp4kceri.png](#)
[Outlook-2os4aaeh.png](#)

Awaiting response from operator, will provide update once received. I think he is down in the filter gallery without reception right now.

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Sent: Tuesday, January 7, 2025 5:48:50 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
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I just received an inquiry about breastfeeding mothers who ingested water prior to the advisory yesterday. She consumed water in the morning and used some ice.

I discussed the precautionary nature of the advisory and that chlorine levels in the system were in normal range prior to the water outage (Chesterfield was seeing 4.0 mg/L total chlorine at their connection) and how chloramine provides disinfection for the water. Also that at normal levels the chloramine typically inhibits bacteria growth in the system and that colder temps also help keep concentrations higher throughout the system compared to hotter months.

Recommended if experiencing symptoms to contact their physician.

Discussed how we will get bacti samples 16 hours apart to verify water quality once water service is restored and gave her my contact info if she has further questions.

Thinking there may be some other customers who have concerns about water drank prior to the advisory issuance, so might be something to develop so messaging about.

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Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 5:00:44 AM
Attachments: [Outlook-24clvsld.png](#)
[Outlook-cp4kceri.png](#)
[Outlook-2os4aaeh.png](#)

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Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

Nonresponsive

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

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To: [Reynolds, James \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#)
Cc: [Davis, Bailey \(VDH\)](#)
Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 4:57:25 AM
Attachments: [Outlook-24clvsl.d.png](#)
[Outlook-cp4kceri.png](#)
[Outlook-2os4aah.png](#)

Thanks!

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To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
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To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
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Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 4:21:12 AM
Attachments: [Outlook-24clvsld.png](#)
[Outlook-cp4kceri.png](#)
[Outlook-2os4aaeh.png](#)

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Date: Tuesday, January 7, 2025 3:44:24 AM
Attachments: [Outlook-24clvslid.png](#)
[Outlook-cp4kceri.png](#)
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[REDACTED]
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[REDACTED]

Nonresponsive

[REDACTED]

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[The following text is a placeholder for the main body of the document, which has been redacted with a large black box.]

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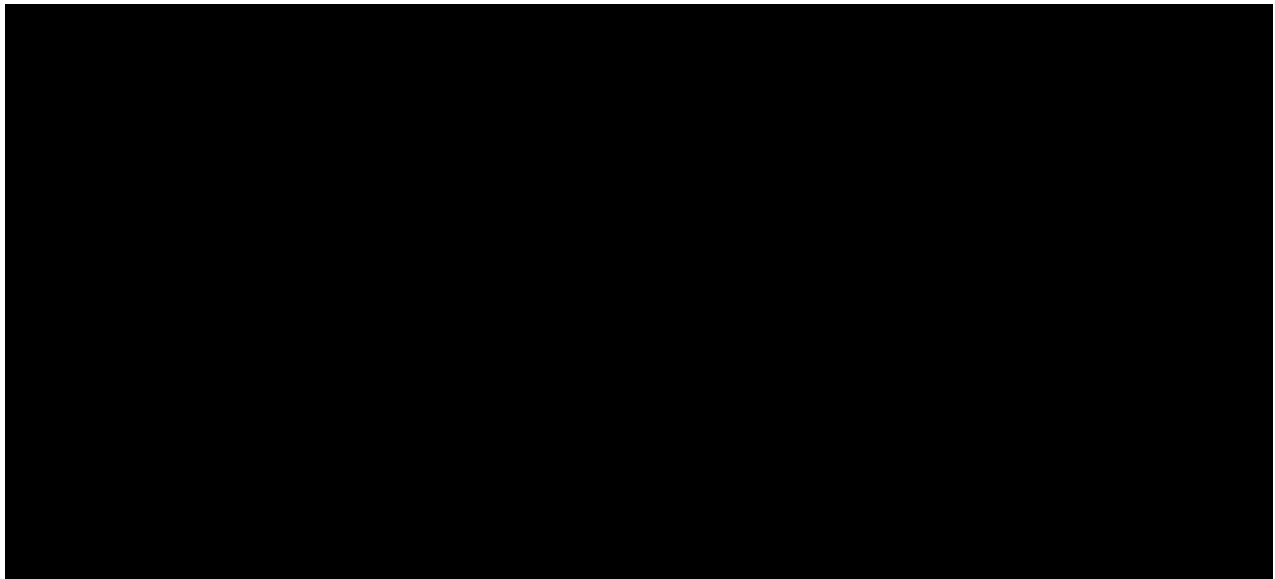
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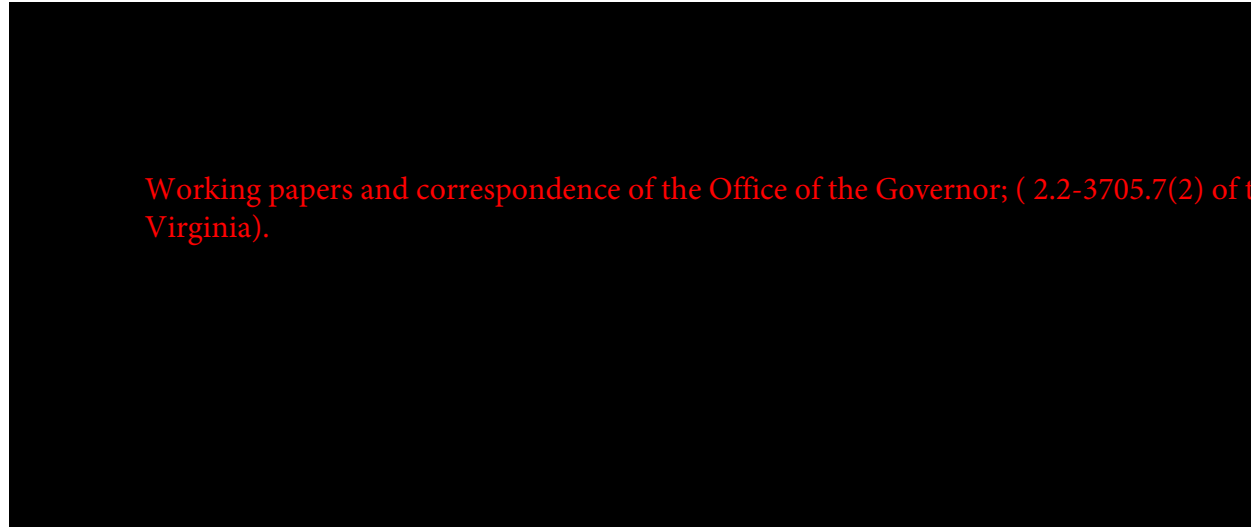
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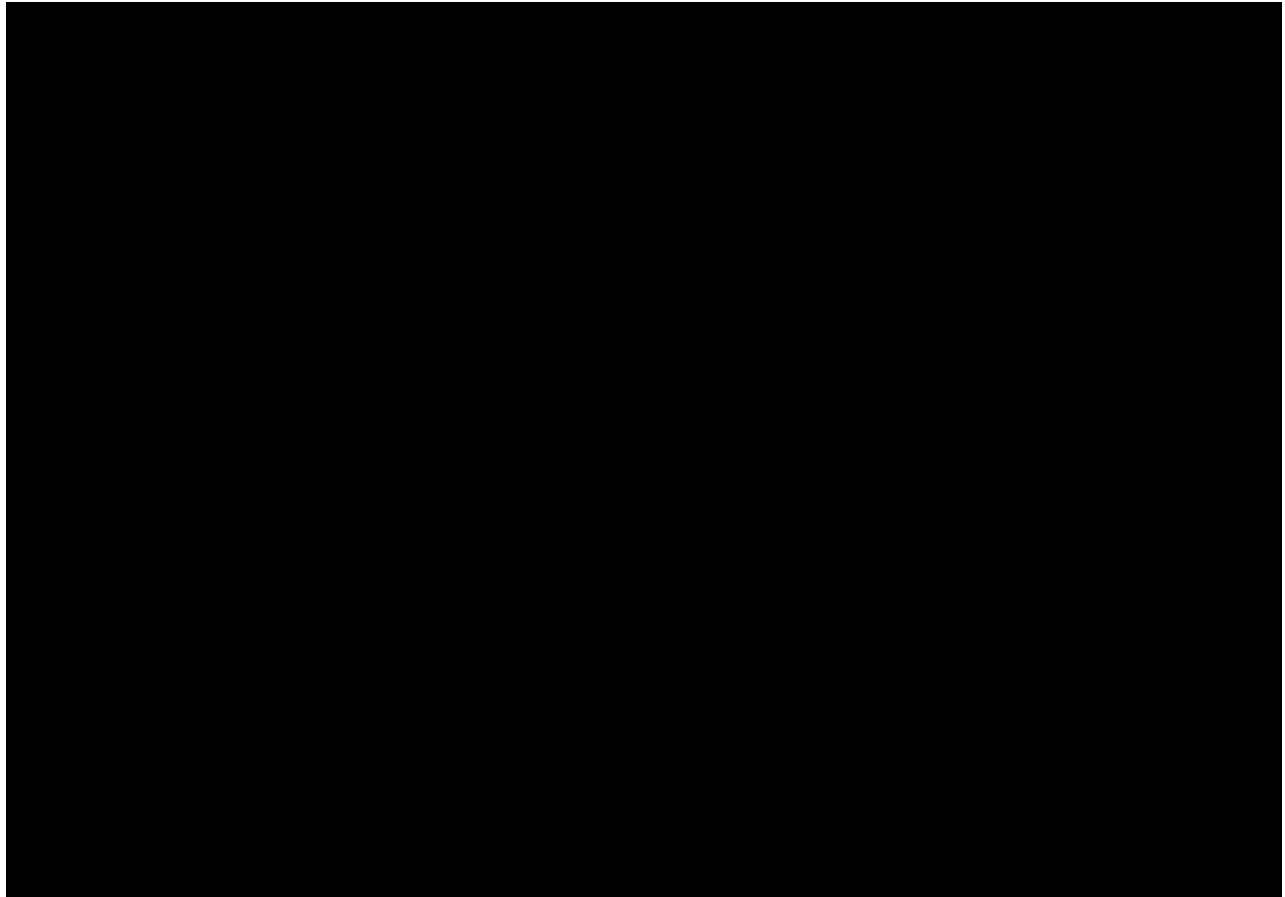
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Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

I will be checking in with operator again around 330. Last update was hoping to get 4 filters online by 6 am, getting house pressure at the plant re-established and then bring one filter

online every hour or so.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 2:29:23 AM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

I will call James around 5 AM and get best available information from lead operator. If you think something sooner is needed, then we can follow up.

I have Mayor Avula's number if we need something else from Richmond.

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

[REDACTED]

Nonresponsive

[REDACTED]

[REDACTED]

[REDACTED]

From: [Reynolds, James \(VDH\)](#)
To: [Roadcap, Dwayne \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#)
Cc: [Davis, Bailey \(VDH\)](#)
Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 2:37:22 AM
Attachments: [Outlook-24clvsld.png](#)
[Outlook-cp4kceri.png](#)
[Outlook-2os4aah.png](#)

Cadence was around every hour update until about 1200, cadence is now every 1.5-2 hours so they can work on getting filters online.

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804-338-0371

Sent from my mobile phone- please excuse typos.

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

Response	Count	Percentage
Nonresponsive	1	1.0%
Unusable	1	1.0%
Useful	98	98.0%

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]

Response	Percentage
Yes, the current administration is responsible	85%
No, the current administration is not responsible	15%

From: [Reynolds, James \(VDH\)](#)
To: [Roadcap, Dwayne \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#)
Cc: [Davis, Bailey \(VDH\)](#)
Subject: Re: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 2:34:01 AM
Attachments: [Outlook-24clvsld.png](#)
[Outlook-cp4kceri.png](#)
[Outlook-2os4aaeh.png](#)

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Sent from my mobile phone- please excuse typos.

[REDACTED]

Nonresponsive

[REDACTED]

[REDACTED] Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

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Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

From: [Roadcap, Dwayne \(VDH\)](#)
To: [Davis, Bailey \(VDH\)](#); [Reynolds, James \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#)
Cc: [Bryant, Toby \(VDH\)](#); [Neth, Sam \(VDH\)](#); [Morrisette, Randall \(VDH\)](#); [Talley, Jarrett \(VDH\)](#); [Matthews, Barry \(VDH\)](#)
Subject: RE: RVA Water Situation Notes
Date: Tuesday, January 7, 2025 10:31:26 AM
Attachments: [image001.png](#)

Barry Matthews states that the TCDO team is available if you want to lean in for additional support.

Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 10:14 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

I spoke to Bentley about Eastern Henrico situation and he said after getting the service established to Eastern Henrico they have identified a Water Main break near Rolling View Drive in Highland Springs which is contributing to low pressures in the Sandston/White Oak/ Eastern Henrico sector. He said they have been reduced pressure but had not identified areas of full outage (15 psi in some areas). I talked to James and he is going to coordinate follow up response from RFO. Bentley anticipated isolation of break and return to pressure in the system by early afternoon. Bentley is POC for Henrico (804) 501-4280.

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 8:49 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Per Sam call with City around 0830

As per 8:34 AM phone conversation with Doug Town, finished water basin at plant 1 is being filled. It will about 2 hrs to be complete. After that, he will continue working on filters at plant 2

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Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
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(757)406-1252 (cell phone)

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From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 8:19:15 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Chesterfield doing fine, no issues to report. The 27 letters to the customers directly on the city system were delivered before midnight and making plans to deliver cases of water to them today.

They are good supplying customers just from ARWA with these winter demands, but they have a contractor working over night to get piping back together to get Addison Evans plant back online. work is complete and they started filling basins today and could have plant online tonight or tomorrow.

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From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 8:10:50 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Cc: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Hanover indicated they put out press releases and social media last night discussing water conservation.

Hanover government complex is a stand alone well system, so any government buildings in that area are not impacted by the Richmond issue.

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From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 7:56:04 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Is there any water conservation messaging going out from Hanover? That should probably be included in media messaging, especially if there are significant closures in the city.

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 7:47:38 AM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>

Subject: Re: RVA Water Situation Notes

Talked to Matt Longshore with Hanover, they are trying to hold on. Their plant is operating at max capacity but seeing increased demands this morning which is drawing down the tanks. System operating at lower pressures to conserve water- in the 30s in some areas of the system.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 7:22:38 AM

To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>

Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: RVA Water Situation Notes

Per Doug Towne with city of Richmond -

All tanks are low and only two are supplying gravity feed to parts of the system.

They are still working on trying to get the plant up to 12 mgd. It is my current understanding that they are running into some issues with getting the filters up and running, plant has not been refilled yet so no water is going to the system yet as of 0715.

Hope to get more clarity once on site.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 6:30:30 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: RE: RVA Water Situation Notes

James,

If you can get an update on tank elevations, then that would be appreciated. My understanding is that the plant has 4 filters operational, 25% capacity, and won't be 100% for a few more hours.

Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 5:01 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH)

<Jessica.Coughlin@vdh.virginia.gov>

Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: RVA Water Situation Notes

I'll try to get one last update before 6 and then catch a quick nap between 6-7/715 and then get myself together for the 830 meeting and commute to the wtp with target ETA of 1030.

James Reynolds, PE

Field Director- Richmond Field Office

Virginia Department of Health, Office of Drinking Water

james.reynolds@vdh.virginia.gov

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From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 4:57:13 AM

To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>

Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: RVA Water Situation Notes

Thanks!

Dwayne Roadcap

Director, Office of Drinking Water

109 Governor Street

Richmond, Virginia 23219

804-338-0371

Sent from my mobile phone- please excuse typos.

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 4:20:59 AM

To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>

Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: RVA Water Situation Notes

Operator is on track to be producing between 8 and 16 mgd by 6 am. That should increase slowly as more filters are brought online. With that projection, any reduction in

demand will be helpful to fill reservoir and tanks.

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From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 3:44:11 AM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

Awaiting response from operator at 0330. Will provide update as soon as possible.

That being said, I think any opportunity to reduce demand to allow for filling of tanks would be helpful. With the current goal to get 4 filters up and running at 0600, there would still be some time before water would be going out to distribution and would be at reduced flow (around 20% design capacity with 4 filters or around 25 mgd) until more filters can be put online. Once 10 or 12 filters get online, I think that would have one side of the plant at full flow and would have a little better feeling that things are improving in a significant fashion. Getting water in the tanks to get pressure to the hospitals and to get water to Hanover would possibly be faster with less demand from workers from Henrico, Chesterfield, etc coming downtown.

Me and Toby should be on site around 1030 to observe progress and see what assistance we can provide.

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 3:03:34 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: RVA Water Situation Notes

There is a question at 6:30 AM about whether state offices in Richmond should remain closed to reduce water demand downtown to help VCU water pressure.

At some point, and separately, we will need a timeline of events to issue NOAV and get Richmond's planned actions to prevent this from happening again.

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Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
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Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

[REDACTED]

Nonresponsive [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Working papers and correspondence of the Office of the Governor; (2.2-3705.7(2) of the Code of Virginia).

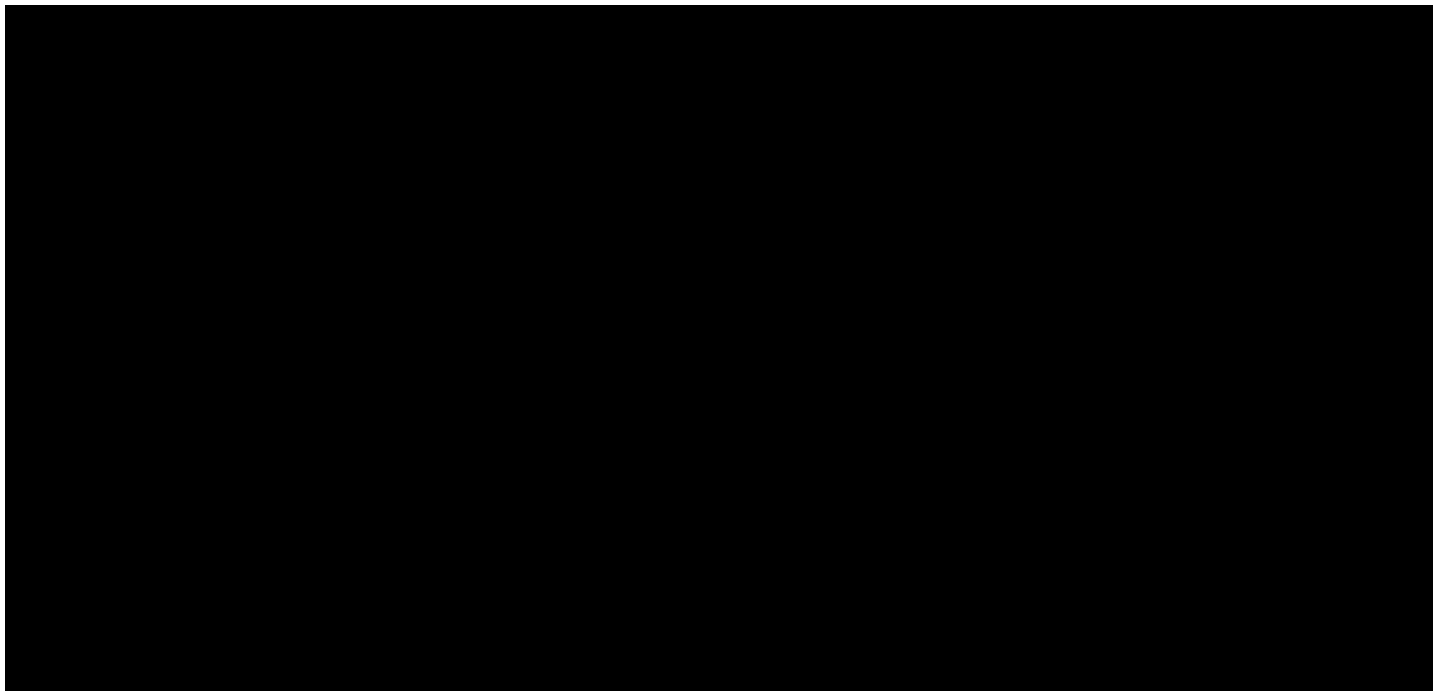
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From: [Reynolds, James \(VDH\)](#)
To: [Davis, Bailey \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#); [Morrissette, Randall \(VDH\)](#); [Neth, Sam \(VDH\)](#); [Mccauley, Lyndsey \(VDH\)](#)
Subject: Re: Scada Spreadsheet
Date: Saturday, January 11, 2025 8:23:15 AM
Attachments: [Outlook-kucurhib.png](#)

Richmond no positive as of 5 minutes ago

Hanover looking good so far

James Reynolds, PE
Field Director- Richmond Field Office
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james.reynolds@vdh.virginia.gov
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Sent: Saturday, January 11, 2025 8:03:01 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Morrissette, Randall (VDH) <Randall.Morrissette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Mccauley, Lyndsey (VDH) <Lyndsey.Mccauley@vdh.virginia.gov>
Subject: Re: Scada Spreadsheet

Bentley says their samples looking good to come off the incubator at 1115

James Reynolds, PE
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From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Saturday, January 11, 2025 7:49:39 AM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Morrissette, Randall (VDH) <Randall.Morrissette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Mccauley, Lyndsey (VDH) <Lyndsey.Mccauley@vdh.virginia.gov>
Subject: Re: Scada Spreadsheet

Good morning Randy and Sam,

I don't know when someone is scheduled to be in the lab today but they should have a pretty good idea what direction those tests are going by now. Please let us know if you hear they are

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>

Sent: Saturday, January 11, 2025 5:55:53 AM

To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Mccauley, Lyndsey (VDH) <Lyndsey.Mccauley@vdh.virginia.gov>

Cc: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: Scada Spreadsheet

Progress has been positive, some items being fixed and operations normal with no issues.

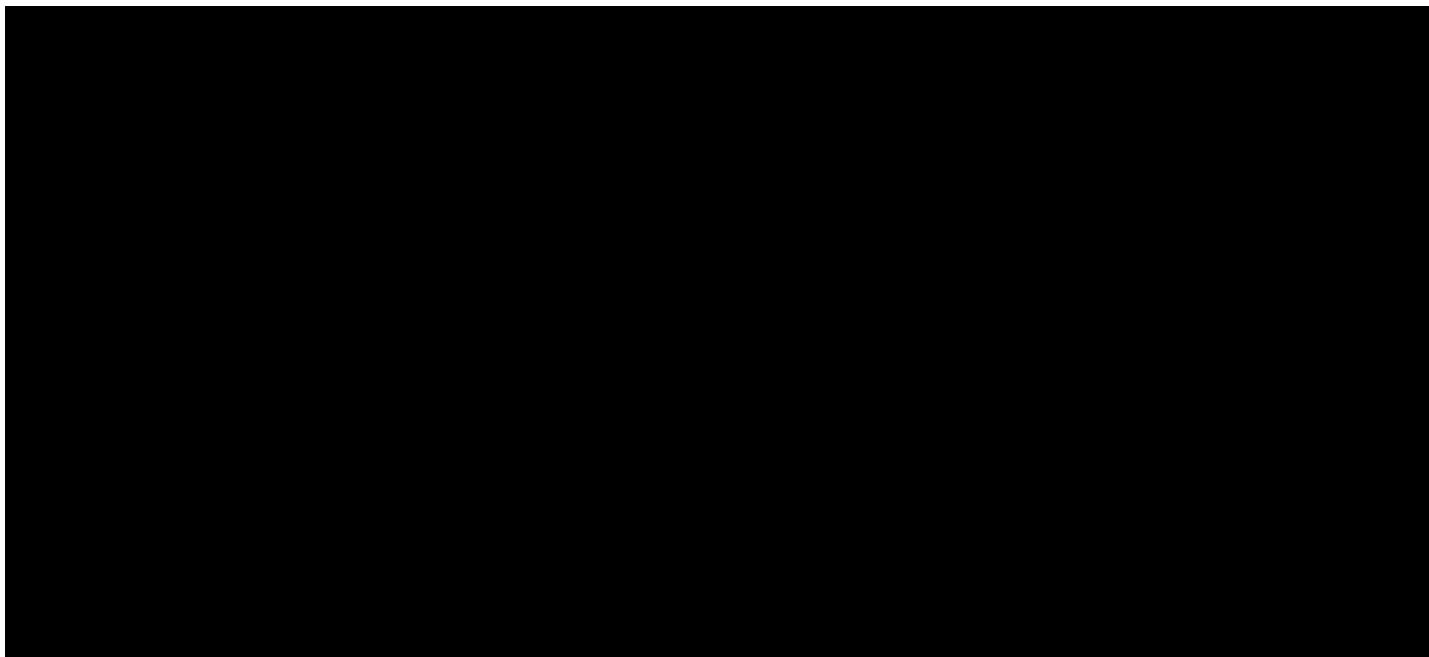
WTP stable, no power issues over night.

No update on samples.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: [Reynolds, James \(VDH\)](#)
To: [Davis, Bailey \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#); [Morrissette, Randall \(VDH\)](#); [Neth, Sam \(VDH\)](#); [Mccauley, Lyndsey \(VDH\)](#)
Subject: Re: Scada Spreadsheet
Date: Saturday, January 11, 2025 8:03:09 AM
Attachments: [Outlook-kucurhib.png](#)

Bentley says their samples looking good to come off the incubator at 1115

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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Subject: Re: Scada Spreadsheet

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Thanks,
Bailey

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

Nonresponsive

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Saturday, January 11, 2025 5:58:46 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Mccauley, Lyndsey (VDH) <Lyndsey.Mccauley@vdh.virginia.gov>
Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: Scada Spreadsheet

I really appreciate everything you and your team have done.

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
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804-338-0371

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Cc: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: Scada Spreadsheet

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WTP stable, no power issues over night.

No update on samples.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov

(757)406-1252 (cell phone)

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From: Reynolds, James (VDH)
To: [Davis, Bailey \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#); [Morrissette, Randall \(VDH\)](#); [Neth, Sam \(VDH\)](#); [Mccauley, Lyndsey \(VDH\)](#)
Subject: Re: Scada Spreadsheet
Date: Saturday, January 11, 2025 8:48:27 AM
Attachments: [Outlook-kucurhib.png](#)

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Saturday, January 11, 2025 8:40:41 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Morrissette, Randall (VDH) <Randall.Morrissette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Mccauley, Lyndsey (VDH) <Lyndsey.Mccauley@vdh.virginia.gov>
Subject: Re: Scada Spreadsheet

Thanks for the clarification, I didn't realize that. That makes it easier.

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Saturday, January 11, 2025 8:36:17 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Morrissette, Randall (VDH) <Randall.Morrissette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Mccauley, Lyndsey (VDH) <Lyndsey.Mccauley@vdh.virginia.gov>
Subject: Re: Scada Spreadsheet

The other sample sites were just total chlorine residual readings, including the one at reclamation facility.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Saturday, January 11, 2025 8:26:02 AM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Mccauley, Lyndsey (VDH) <Lyndsey.Mccauley@vdh.virginia.gov>
Subject: Re: Scada Spreadsheet

Thats good news. That 11:15 time is just for 1 sample in the west end and two in the east end correct? They have an additional 4 samples coming off closer to 2 PM which are from the affected area and further down the distribution system. I support the lift based on the 11:15 samples as they are in the affected pressure zone but we should get a report if they anticipate any issues with the other samples. They took one of the samples at the water reclamation facility and in hindsight that might not have been a great idea since they are at the end of the distribution system and have always had really low residuals.

Also, we have been reporting that all Richmond samples have been absent for total coliform but that is not entirely accurate. They had one total coliform positive but they collected a repeat at the same time which was negative. I think the more accurate messaging is all sample **sites** have tested absent for total coliform.

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Saturday, January 11, 2025 8:03:01 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Mccauley, Lyndsey (VDH) <Lyndsey.Mccauley@vdh.virginia.gov>
Subject: Re: Scada Spreadsheet

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James Reynolds, PE
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Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Mccauley, Lyndsey (VDH) <Lyndsey.Mccauley@vdh.virginia.gov>

Subject: Re: Scada Spreadsheet

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Thanks,
Bailey

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(804) 928-4811

Nonresponsive

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Sent: Saturday, January 11, 2025 5:58:46 AM

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Cc: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: Scada Spreadsheet

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109 Governor Street
Richmond, Virginia 23219
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Cc: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: Scada Spreadsheet

Progress has been positive, some items being fixed and operations normal with no issues.

WTP stable, no power issues over night.

No update on samples.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: [Davis, Bailey \(VDH\)](#)
To: [Bryant, Toby \(VDH\)](#); [Neth, Sam \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#); [Morrisette, Randall \(VDH\)](#); [Sarker, Tanni \(VDH\)](#); [Reynolds, James \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#)
Subject: Re: Tank levels
Date: Tuesday, January 7, 2025 1:23:41 PM
Attachments: [image002.png](#)
[Outlook-f2vw012n.png](#)
[Outlook-fis023mu.png](#)
[Outlook-pohun3gd.png](#)
[Outlook-0blibpe1.png](#)
[Outlook-x5qrdm2c.png](#)
[Outlook-zsbiyrht.png](#)
[Outlook-0nf0vavt.png](#)
[Outlook-xx2mrrsq.png](#)

I don't see an attachment. Please resend.

Nonresponsive

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109 Governor Street, 6th Floor
Richmond, Virginia 23219



From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 12:52 PM

To: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Subject: Re: Tank levels

Toby sent some SCADA screenshots with tank levels last night, maybe someone onsite can get an update of that screen?

From: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 12:48 PM

To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Subject: Re: Tank levels

Jess,

I do not have diagrams for these storage facilities in the distribution system. Toby might have some diagrams in the office.

SAM NETH

District Engineer

[Richmond Field Office](#)
[Office of Drinking Water](#)

Phone: (804) 971-3162
Emergency 24/7: (866) 531-3068

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109 Governor Street, 6th Floor
Richmond, Virginia 23219



From: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 12:43 PM

To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Davis, Bailey (VDH)

<Bailey.Davis@vdh.virginia.gov>; Morrisette, Randall (VDH)
<Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>;
Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH)
<Dwayne.Roadcap@vdh.virginia.gov>

Subject: Re: Tank levels

Jess,

These are water storage/reservoirs out in the distribution system. They are not located in the water treatment plant.

SAM NETH

District Engineer

[Richmond Field Office](#)

[Office of Drinking Water](#)

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Emergency 24/7: (866) 531-3068

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109 Governor Street, 6th Floor
Richmond, Virginia 23219



From: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 12:39 PM

To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Subject: Re: Tank levels

Sam - How do these locations match the diagram you sent, or these tanks are throughout the city? Do you have these locations too?

1. Reservoir- 2.9 feet-
2. Hugenot Tank- 0 feet
3. Janke Road Tank- 28 feet
4. Ginter park Tank- 0 feet

5. Woodside Tank- 1.2 feet
6. Warwick Tank- 5.3 feet
7. Coffer Road tank- 6.8 feet
8. Church Hill tank- 15.3 feet
9. Hi Oaks tank- 17.4 feet

Jess

Jessica Coughlin, CEM
[Office of Drinking Water](#)
Virginia Department of Health
Cell: (804) 340-9759

VDH VIRGINIA
DEPARTMENT
OF HEALTH
Office of Drinking Water
Division of Emergency Services

From: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 12:14
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Subject: Re: Tank levels

Thank you sam!!!

Jess

Jessica Coughlin, CEM
[Office of Drinking Water](#)
Virginia Department of Health
Cell: (804) 340-9759

VDH VIRGINIA
DEPARTMENT
OF HEALTH
Office of Drinking Water
Division of Emergency Services

From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 12:12
To: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Subject: Re: Tank levels

I've added them to the chain so they are getting any reply alls on this message. Thanks!

From: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 12:07 PM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Subject: Re: Tank levels

Bailey,
I did not send the updates to Dwayne or Jessica. Please send the updates to them for me.
Thanks.
Sam

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From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 12:00:42 PM
To: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Subject: Re: Tank levels

Thanks Sam,

Are you updating Dwayne and Jessica separately. If not, I've added them to this chain and we can use this for future updates.

From: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 11:50 AM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Cc: Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Subject: Re: Tank levels

Bailey,

Doug Towne did not respond to my request for the 10 am-11 am hourly update.

However, I ask Toby, who is at the WTP with James right now, for the update. Here's what I've just received from Toby:

"Currently no change. 4 filters in service and they are working on the others. Finished water basins are half full but no water is being pumped to distribution."

Respectfully,

SAM NETH

District Engineer

[Richmond Field Office](#)

[Office of Drinking Water](#)

Phone: (804) 971-3162

Emergency 24/7: (866) 531-3068

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109 Governor Street, 6th Floor
Richmond, Virginia 23219



From: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 10:49 AM

To: Towne, Douglas P. - DPU <Douglas.Towne@rva.gov>

Cc: Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>

Subject: Re: Tank levels

Doug,

Please send me the 10 am-11 am hourly update.

Thanks.

SAM NETH

District Engineer

[Richmond Field Office](#)

[Office of Drinking Water](#)

Phone: (804) 971-3162

Emergency 24/7: (866) 531-3068

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Richmond, Virginia 23219



From: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 9:57 AM

To: Towne, Douglas P. - DPU <Douglas.Towne@rva.gov>

Cc: Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Subject: Re: Tank levels

Thanks, Doug, for the 9-10 am hourly update.

SAM NETH

District Engineer

[Richmond Field Office](#)

[Office of Drinking Water](#)

Phone: (804) 971-3162

Emergency 24/7: (866) 531-3068

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109 Governor Street, 6th Floor

Richmond, Virginia 23219



From: Towne, Douglas P. - DPU <Douglas.Towne@rva.gov>

Sent: Tuesday, January 7, 2025 9:55 AM

To: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>

Cc: Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>

Subject: RE: Tank levels

Sam,

10 MGD production.

3 filters online.

Tanks are still exhausted in distribution system.

No product distribution yet.

Neighboring localities have supplied maintenance support to work to recover and bring back online equipment affected by flooding. Thanks.

Doug Towne

Plant Operations Superintendent

Water Treatment Plant & Pumping Operations

City of Richmond DPU

3920 Douglasdale Rd

Richmond VA 23221

Office 804-646-1811

Mobile 804-357-5503

Douglas.towne@rva.gov



[\[RVA.gov\]](#)[RVA.gov](#)

From: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 9:41 AM
To: Towne, Douglas P. - DPU <Douglas.Towne@rva.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Cc: Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>
Subject: Re: Tank levels

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.

Doug,

Please send me a list of all additional resources that you currently need, along with the 9 am-10 am hourly update.

SAM NETH

District Engineer

[Richmond Field Office](#)

[Office of Drinking Water](#)

Phone: (804) 971-3162

Emergency 24/7: (866) 531-3068

[Facebook](#) | [Twitter](#) | [YouTube](#) | [LinkedIn](#)

109 Governor Street, 6th Floor

Richmond, Virginia 23219



From: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 8:28 AM
To: Towne, Douglas P. - DPU <Douglas.Towne@rva.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Cc: Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>
Subject: Re: Tank levels

Good morning, Doug,

Please give me hourly updates on the status of the water production, number of filters in operation, water levels in all storage tanks in distribution system, etc., between 8 and 1100.

SAM NETH

District Engineer

[Richmond Field Office](#)

[Office of Drinking Water](#)

Phone: (804) 971-3162

Emergency 24/7: (866) 531-3068

[Facebook](#) | [Twitter](#) | [YouTube](#) | [LinkedIn](#)

109 Governor Street, 6th Floor

Richmond, Virginia 23219



From: Towne, Douglas P. - DPU <Douglas.Towne@rva.gov>

Sent: Tuesday, January 7, 2025 7:07 AM

To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>

Cc: Neth, Sam (VDH) <sam.neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>

Subject: Re: Tank levels

James,

All tanks are low and only two are supplying gravity feed to parts of the system.

We are attempting to work to get 12 mgd online to refill the plant. We are working through some challenges making that happen.

Doug Towne
Plant Superintendent
WTP&P

On Jan 7, 2025, at 6:42 AM, Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov> wrote:

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Doug,

Can you provide tank levels for distribution system tanks? Getting a request from my higher ups.

Also how is progress getting filters up going? Last check in was hoping to be at 8-16 mgd around this time.

Thanks

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: [Reynolds, James \(VDH\)](#)
To: [Davis, Bailey \(VDH\)](#); [Neth, Sam \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#); [Morrissette, Randall \(VDH\)](#); [Sarker, Tanni \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#)
Subject: Re: Tank levels
Date: Tuesday, January 7, 2025 1:45:04 PM
Attachments: [image002.png](#)
[Outlook-f2vw012n.png](#)
[Outlook-fis023mu.png](#)
[Outlook-pohun3gd.png](#)
[Outlook-0blibpe1.png](#)
[Outlook-x5qrdm2c.png](#)
[Outlook-zsbiyrht.png](#)
[Outlook-0nf0vavt.png](#)

Let me see what I can do

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 12:52:33 PM
To: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Morrissette, Randall (VDH) <Randall.Morrissette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Subject: Re: Tank levels

Toby sent some SCADA screenshots with tank levels last night, maybe someone onsite can get an update of that screen?

Nonresponsive

Nonresponsive



Nonresponsive



Nonresponsive

From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 12:12

To: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>

Subject: Re: Tank levels

I've added them to the chain so they are getting any reply alls on this message. Thanks!

Nonresponsive

From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 12:00:42 PM

To: Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Sarker, Tanni (VDH) <Tanni.Sarker@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>

Subject: Re: Tank levels

Thanks Sam,

Are you updating Dwayne and Jessica separately. If not, I've added them to this chain and we can use this for future updates.

Nonresponsive

Nonresponsive

Nonresponsive

Nonresponsive

Nonresponsive

Nonresponsive

From: [Kronenberg, Grant \(VDH\)](#)
To: [Coughlin, Jessica \(VDH\)](#); [Reynolds, James \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#); [Talley, Jarrett \(VDH\)](#); [Butler, Emma \(VDH\)](#); [Morrisette, Randall \(VDH\)](#); [Neth, Sam \(VDH\)](#); [Bryant, Toby \(VDH\)](#); [Davis, Bailey \(VDH\)](#); [Edelman, Robert \(VDH\)](#); [Nunn, Jane \(VDH\)](#); [Crawford, Brookie \(VDH\)](#); [Hull, Jeremy \(VDH\)](#)
Cc: [Dunkel, Stephanie \(VDH\)](#)
Subject: Re: THANK YOU - from leaders and stakeholders
Date: Saturday, January 11, 2025 8:36:47 AM
Attachments: [Outlook-3ac4c532.png](#)

Regarding James' point about the need for quicker and more proactive notification to ODW and consecutive systems in the event of issues that have large impacts, there is a current regulatory requirement to notify VDH within 24 hours when pressure drops below 20 psi, when there is flooding of clearwells, when there is flooding of groundwater wells, or "any other situation that occurs with the waterworks that presents an imminent and substantial threat to public health." (12AVC5-590-570.B.)

There is a bill ([1016236.PDF](#)) that has been introduced this GA session that would require notification to ODW within six hours of "any critical equipment failure, including a pump failure or any other malfunction that poses an immediate risk to public health or disrupts water service..."

We will see what happens with the bill. If there doesn't become a statutory requirement for notification within six hours, we could look at whether we should amend the regulation to shorten the 24-hour requirement or include a smaller subset of events where we require notification in a shorter time period. We could also consider an additional regulatory requirement to notify consecutive systems within that same time period. Waterworks are currently required to provide public notice to consecutive systems like they do with the general public (so a Tier 1 event would require notice within 24 hours), but in some situations 24 hours may be too much. If the bill passes in some form, we could still consider whether we still want to pursue regulatory amendments that go beyond whatever the bill's final language is.

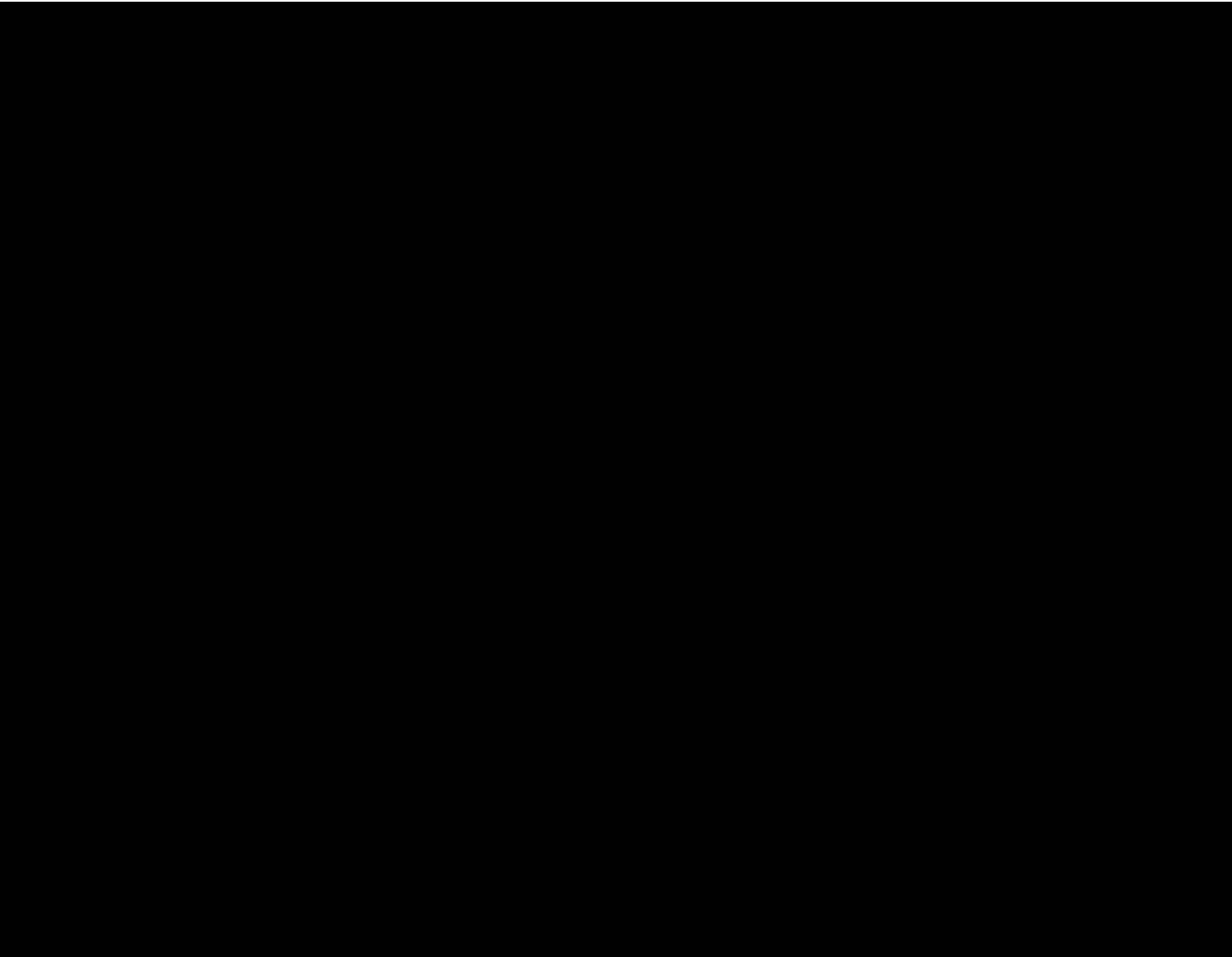
As far as emergency preparedness, 12VAC5-590-505 ([12VAC5-590-505. Emergency management plan for extended power outages.](#)) of the regulations require community waterworks to develop and maintain an emergency management plan for extended power outages. I believe Jess has mentioned before that she'd like to see the emergency management plan requirement go beyond extended power outages. Related to that and some of the feedback from James and Jess, some things that come to mind are having a broader emergency management plan that includes periodic testing of back-up systems and periodic training dry runs on responding to various emergency scenarios.

Those are my thoughts on a Saturday morning.

-Grant

Grant E. Kronenberg
Director, Division of Compliance, Enforcement and Policy
Virginia Department of Health, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
(804) 629-0989
grant.kronenberg@vdh.virginia.gov

Nonresponsive



From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>

Sent: Friday, January 10, 2025 18:33

To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Talley, Jarrett (VDH) <Jarrett.Talley@vdh.virginia.gov>; Butler, Emma (VDH) <Emma.Butler@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Kronenberg, Grant (VDH) <Grant.Kronenberg@vdh.virginia.gov>; Edelman, Robert (VDH) <Robert.Edelman@vdh.virginia.gov>; Nunn, Jane (VDH) <Jane.Nunn@vdh.virginia.gov>; Crawford, Brookie (VDH) <Brookie.Crawford@vdh.virginia.gov>; Hull, Jeremy (VDH) <Jeremy.Hull@vdh.virginia.gov>

Cc: Dunkel, Stephanie (VDH) <Stephanie.Dunkel@vdh.virginia.gov>

Subject: Re: THANK YOU - from leaders and stakeholders

Dwayne,

One thing I would like to see come from this:

1. The importance of implementing and routinely practicing emergency management/contingency plans. Even if a scenario may seem highly unlikely, when it happens

having an idea of what actions to do I think would be very valuable.

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3. Quicker more proactive notification to our office and consecutive systems when there are issues that may have large impacts. We could have possibly gotten the regional partners involved earlier to brainstorm how to maybe think of ways to attack an impending situation and minimize it as much as possible.

4. More ODW field staff to assist in times of crisis. Would love to see more operators in ODW to pull their expertise during these types of situations. Toby's experience was critical for ODW in the Richmond event. A wide array of experience would be highly valuable. In addition more ODW staff for emergency preparedness and response. Having one person for the whole state is unsustainable especially if there are multiple events occurring at once.

5. If there is any way to have an emergency response team of trades and engineering, quick responders on electrical, instrumentation, operation, plumbing. I have no idea how that would work, but to have something similar to emergency response would be great. The amount of trades and operation people that helped from the regional end of things was critical to getting Richmond up and running as quickly as possible.

I will keep thinking of other items, but that's my initial thoughts while still fresh in my mind.

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Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Sent: Friday, January 10, 2025 6:02:23 PM

To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Talley, Jarrett (VDH) <Jarrett.Talley@vdh.virginia.gov>; Butler, Emma (VDH) <Emma.Butler@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Kronenberg, Grant (VDH) <Grant.Kronenberg@vdh.virginia.gov>; Edelman, Robert (VDH) <Robert.Edelman@vdh.virginia.gov>; Nunn, Jane (VDH) <Jane.Nunn@vdh.virginia.gov>; Crawford, Brookie (VDH) <Brookie.Crawford@vdh.virginia.gov>; Hull, Jeremy (VDH) <Jeremy.Hull@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Cc: Dunkel, Stephanie (VDH) <Stephanie.Dunkel@vdh.virginia.gov>

Subject: THANK YOU - from leaders and stakeholders

Team,

Incredible work this week – thank you so much for all you have been doing! Dr. Shelton, Stephanie Dunkel, Secretary Kelly, and Christopher Lindsay have all observed and commented on how hard you are working and how we as an agency are blessed to have you working with VDH and on the Richmond crisis specifically. Dr. Shelton shared that Governor Youngkin gave a nice recognition to our ODW team at a meeting earlier today. I spoke with Cris Pomeroy, lobbyist for the Virginia Municipal Drinking Water Association (VMDWA). He said that his members have been thinking about each of us this week and know how hard it has been. I've received numerous calls from customers in the Richmond area who have appreciated our hard work. Thank you!

Separately, Mr. Pomeroy thought that we might see possible bills in response to the Richmond water crisis. He asked for our thoughts on what Code of Virginia changes might help given our experiences from the South Hill warehouse fire, the Wilderness Water Treatment Plant event, and this week's events in Richmond. There are opportunities in communication/prompt notice and disclosure of significant events, emergency planning and preparation, education, and other areas.

Given your experiences, please feel free to share ideas and I will pass them along to Chris Pomeroy. Thanks again for your inspiring engagement, professionalism, and unprecedented work this week. Please call me anytime at (804) 338-0371.

Dwayne

Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

From: Kronenberg, Grant (VDH)
To: [Coughlin, Jessica \(VDH\)](#); [Reynolds, James \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#); [Talley, Jarrett \(VDH\)](#); [Butler, Emma \(VDH\)](#); [Morrisette, Randall \(VDH\)](#); [Neth, Sam \(VDH\)](#); [Bryant, Toby \(VDH\)](#); [Davis, Bailey \(VDH\)](#); [Edelman, Robert \(VDH\)](#); [Nunn, Jane \(VDH\)](#); [Crawford, Brookie \(VDH\)](#); [Hull, Jeremy \(VDH\)](#)
Cc: [Dunkel, Stephanie \(VDH\)](#)
Subject: Re: THANK YOU - from leaders and stakeholders
Date: Saturday, January 11, 2025 7:26:39 AM
Attachments: [Outlook-3ac4c532.png](#)

When ti

Grant E. Kronenberg
Director, Division of Compliance, Enforcement and Policy
Virginia Department of Health, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
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grant.kronenberg@vdh.virginia.gov

[REDACTED]

[REDACTED]

[REDACTED]

Nonresponsive

[REDACTED]

Nonresponsive

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>

Sent: Friday, January 10, 2025 18:33

To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Talley, Jarrett (VDH) <Jarrett.Talley@vdh.virginia.gov>; Butler, Emma (VDH) <Emma.Butler@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Kronenberg, Grant (VDH) <Grant.Kronenberg@vdh.virginia.gov>; Edelman, Robert (VDH) <Robert.Edelman@vdh.virginia.gov>; Nunn, Jane (VDH) <Jane.Nunn@vdh.virginia.gov>; Crawford, Brookie (VDH) <Brookie.Crawford@vdh.virginia.gov>; Hull, Jeremy (VDH) <Jeremy.Hull@vdh.virginia.gov>

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Subject: Re: THANK YOU - from leaders and stakeholders

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James Reynolds, PE
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Virginia Department of Health, Office of Drinking Water
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From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Sent: Friday, January 10, 2025 6:02:23 PM

To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Talley, Jarrett (VDH) <Jarrett.Talley@vdh.virginia.gov>; Butler, Emma (VDH) <Emma.Butler@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>;

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109 Governor Street
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Cell: (804) 338-0371

From: [Reynolds, James \(VDH\)](#)
To: [Coughlin, Jessica \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#); [Talley, Jarrett \(VDH\)](#); [Butler, Emma \(VDH\)](#); [Morrisette, Randall \(VDH\)](#); [Neth, Sam \(VDH\)](#); [Bryant, Toby \(VDH\)](#); [Davis, Bailey \(VDH\)](#); [Kronenberg, Grant \(VDH\)](#); [Nunn, Jane \(VDH\)](#); [Crawford, Brookie \(VDH\)](#); [Hull, Jeremy \(VDH\)](#); [Edelman, Robert \(VDH\)](#)
Cc: [Dunkel, Stephanie \(VDH\)](#)
Subject: Re: THANK YOU - from leaders and stakeholders
Date: Saturday, January 11, 2025 11:05:54 AM
Attachments: [Outlook-3ac4c532.png](#)

Another item I was thinking about, we currently do not necessarily require systems to submit capital improvement plans, master plans for review on any frequency. Possibly getting these, especially from larger complex systems, may better reveal some of the lack in investment. It would also greatly improve our ability to more easily complete infrastructure needs surveys from EPA which helps determine the amount of money the state receives.

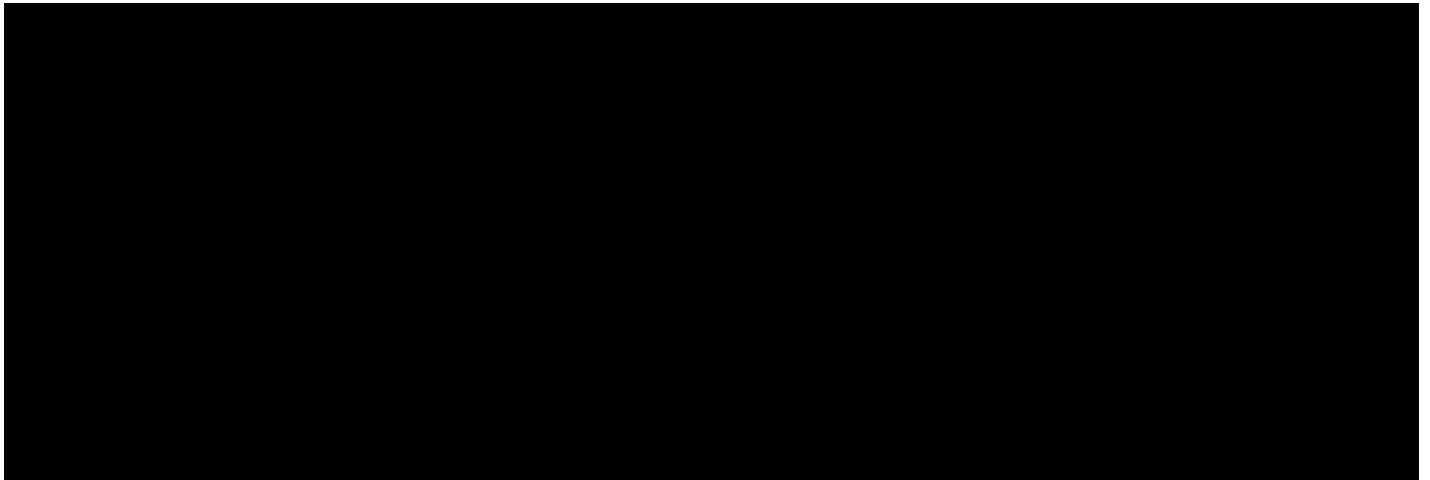
Talking to some of the boots on the ground people at the plant, getting some good ideas on what they would like to see to improve their plant.

One thing they want to stress- development of emergency management plans, capital improvement plans, etc. cannot be just a consultant and administration task. The staff that put hands on the equipment everyday need to be involved in the process, need to be heard, and need to have some ownership of those plans. They know what equipment they have, how it is supposed to work, how it is currently working, and what would make their jobs easier to create safe water. This goes to operators, electricians, instrumentation, maintenance. They also stressed the need to exercise any emergency management plan on a regular basis, recreate emergency scenarios and how to respond.

They also stressed staffing- two class one operators are due to retire in the next six months- 1 year and are concerned they will lose some of that institutional knowledge. It seems more critical in a finicky plant, the more experienced staff got to understand the quirks and how to work with what they had.

James Reynolds, PE
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Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
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From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>

Sent: Friday, January 10, 2025 18:33

To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Talley, Jarrett (VDH) <Jarrett.Talley@vdh.virginia.gov>; Butler, Emma (VDH) <Emma.Butler@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Kronenberg, Grant (VDH) <Grant.Kronenberg@vdh.virginia.gov>; Edelman, Robert (VDH) <Robert.Edelman@vdh.virginia.gov>; Nunn, Jane (VDH) <Jane.Nunn@vdh.virginia.gov>; Crawford, Brookie (VDH) <Brookie.Crawford@vdh.virginia.gov>; Hull, Jeremy (VDH) <Jeremy.Hull@vdh.virginia.gov>

Cc: Dunkel, Stephanie (VDH) <Stephanie.Dunkel@vdh.virginia.gov>

Subject: Re: THANK YOU - from leaders and stakeholders

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From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Sent: Friday, January 10, 2025 6:02:23 PM

To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Talley, Jarrett (VDH) <Jarrett.Talley@vdh.virginia.gov>; Butler, Emma (VDH) <Emma.Butler@vdh.virginia.gov>; Morrisette, Randall (VDH) <Randall.Morrisette@vdh.virginia.gov>; Neth, Sam (VDH) <Sam.Neth@vdh.virginia.gov>; Bryant, Toby (VDH) <Toby.Bryant@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Kronenberg, Grant (VDH) <Grant.Kronenberg@vdh.virginia.gov>; Edelman, Robert (VDH) <Robert.Edelman@vdh.virginia.gov>; Nunn, Jane (VDH) <Jane.Nunn@vdh.virginia.gov>; Crawford, Brookie (VDH) <Brookie.Crawford@vdh.virginia.gov>; Hull, Jeremy (VDH) <Jeremy.Hull@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Cc: Dunkel, Stephanie (VDH) <Stephanie.Dunkel@vdh.virginia.gov>

Subject: THANK YOU - from leaders and stakeholders

Team,

Incredible work this week – thank you so much for all you have been doing! Dr. Shelton, Stephanie Dunkel, Secretary Kelly, and Christopher Lindsay have all observed and commented on how hard you are working and how we as an agency are blessed to have you working with VDH and on the Richmond crisis specifically. Dr. Shelton shared that Governor Youngkin gave a nice recognition to our ODW team at a meeting earlier today. I spoke with Cris Pomeroy, lobbyist for the Virginia Municipal Drinking Water Association (VMDWA). He said that his members have been thinking about each of us this week and know how hard it has been. I've received numerous calls from customers in the Richmond area who have appreciated our hard work. Thank you!

Separately, Mr. Pomeroy thought that we might see possible bills in response to the Richmond water crisis. He asked for our thoughts on what Code of Virginia changes might help given our experiences from the South Hill warehouse fire, the Wilderness Water Treatment Plant event, and this week's events in Richmond. There are opportunities in communication/prompt notice and disclosure of significant events, emergency planning and preparation, education, and other areas.

Given your experiences, please feel free to share ideas and I will pass them along to Chris Pomeroy. Thanks again for your inspiring engagement, professionalism, and unprecedented work this week. Please call me anytime at (804) 338-0371.

Dwayne

Dwayne Roadcap
Director, Office of Drinking Water
Virginia Department of Health
109 Governor Street
Richmond, Virginia 23219
Cell: (804) 338-0371

From: [Davis, Bailey \(VDH\)](#)
To: [Roadcap, Dwayne \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#)
Subject: Re: VEST Posture - Winter Weather
Date: Monday, January 6, 2025 7:56:44 AM

I lost power at 7:30 this morning. It has been freezing rain for a couple hours now.

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Sunday, January 5, 2025 11:04:08 PM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Subject: Re: VEST Posture - Winter Weather

I am a couple miles from veoc and we have 3 inches already when we were forecast for 2-4. Might turn to freezing rain tomorrow and impact totals but it is coming down hard still.

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Sunday, January 5, 2025 10:48:52 PM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: VEST Posture - Winter Weather

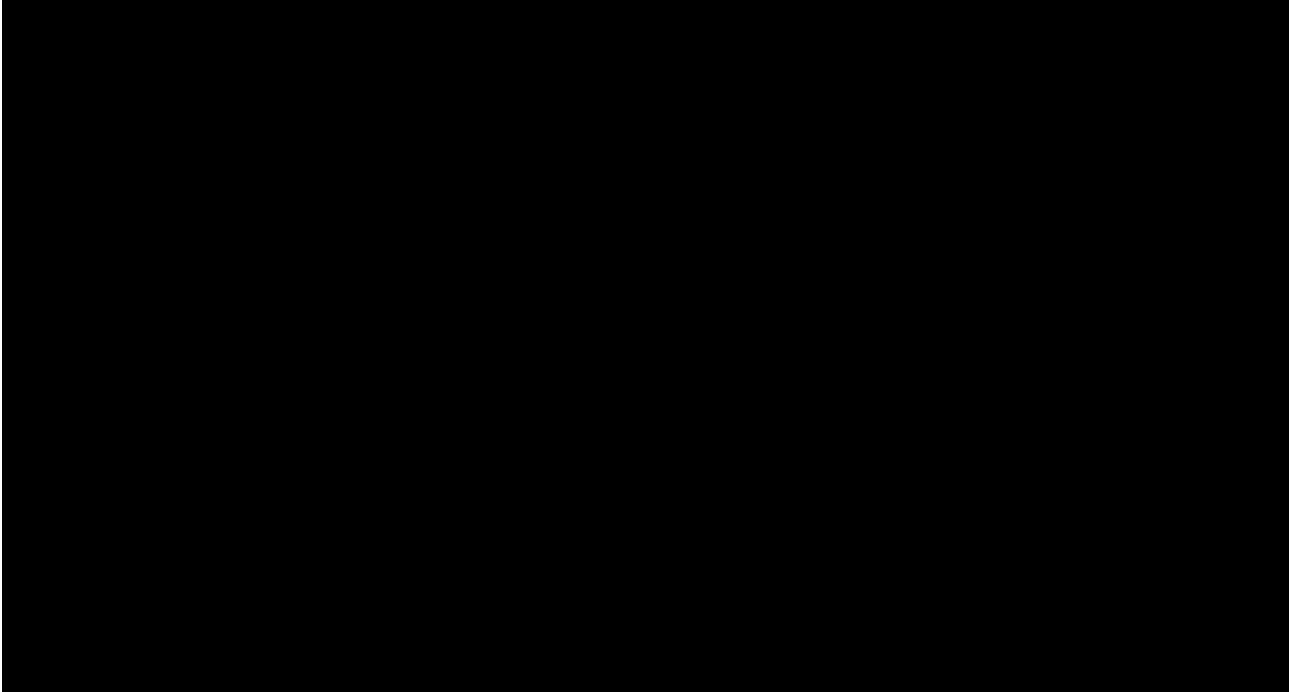
I did the same. The power outage map shows very little impacts at this time. There is about 4 inches of snow at my house.

Dwayne

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

Nonresponsive



From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Sent: Sunday, January 5, 2025 10:34:46 PM

To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Subject: Re: VEST Posture - Winter Weather

What is the expectation for on call coverage? I'll send Vest Ops a message indicating I'm on call. Not sure how to handle the in person coverage for tomorrow. They never responded to the schedule we sent so I figured it was kosher.

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Sent: Sunday, January 5, 2025 10:14:09 PM

To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

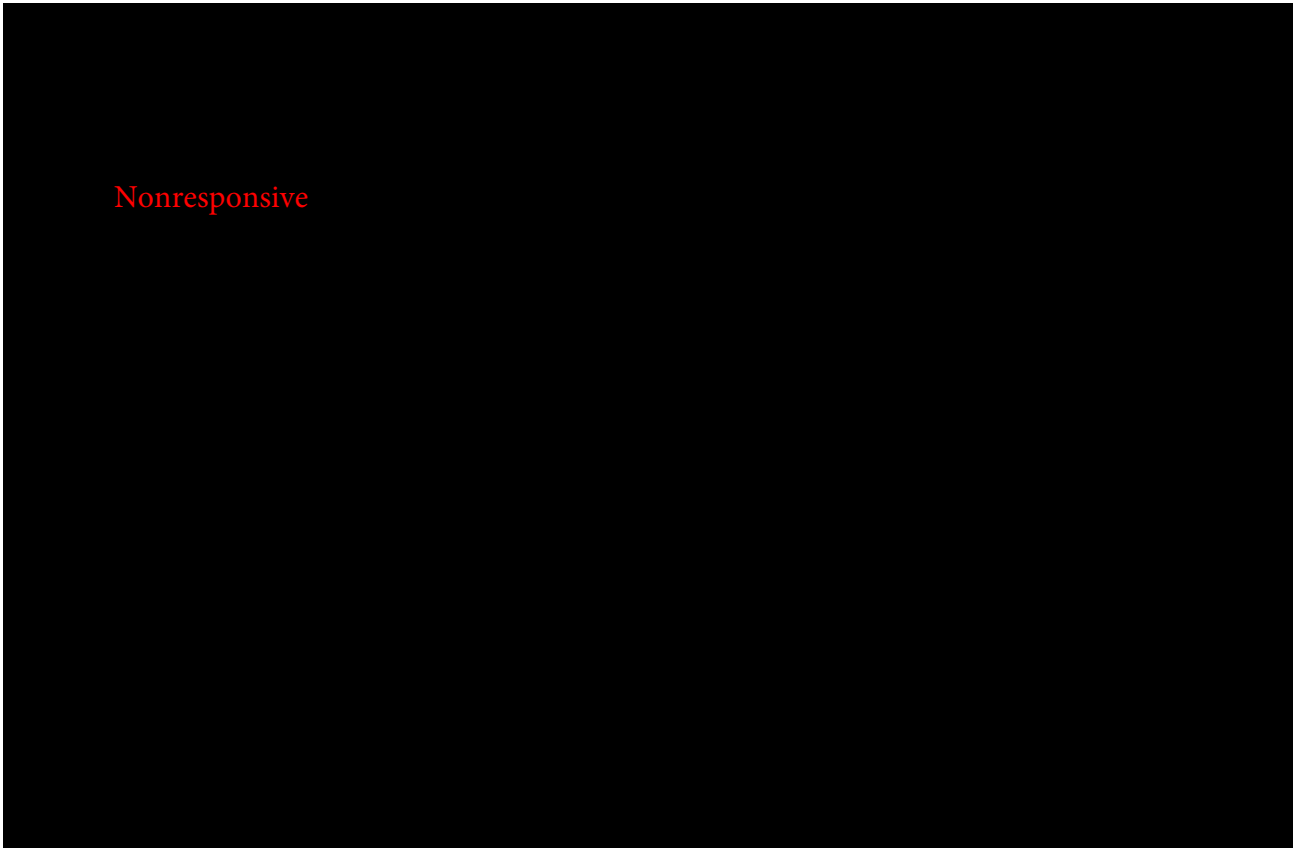
Subject: Re: VEST Posture - Winter Weather

Dwayne and I discussed it with Mark Killgore on Friday. Mark and I have been attending the Ops calls and it was our understanding that our esf did not activate until 0900 tomorrow. We were hearing many virtual activations as well which is why we sent the schedule we did. I'm not sure what we would accomplish from the EOC tonight for our ESF. I can be designated on call tonight if necessary. Dwayne put his and my contact on webeoc. I didn't think we had a eei due until tomorrow midday.

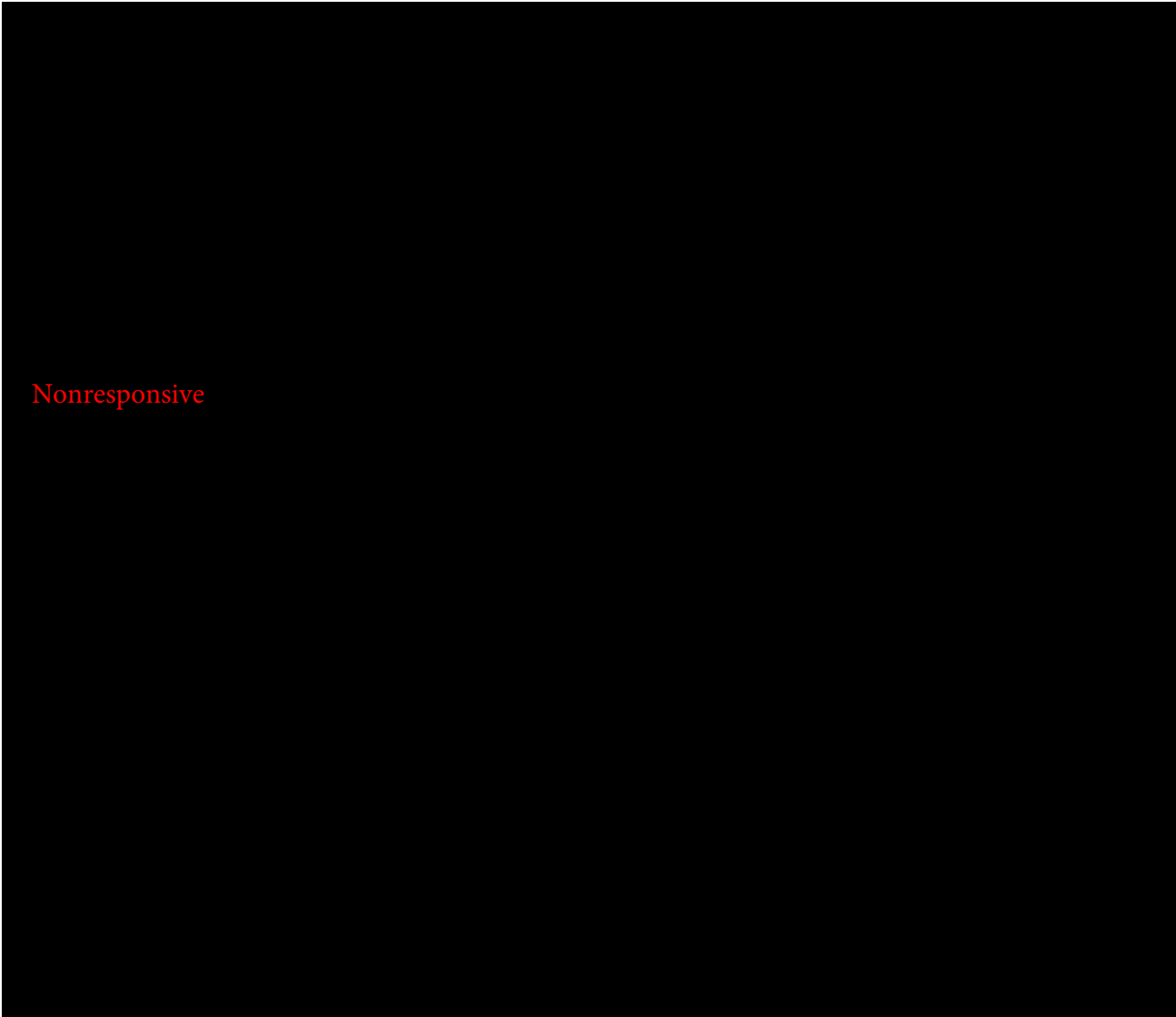
Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

Nonresponsive

Nonresponsive



Nonresponsive



Nonresponsive

Nonresponsive

Nonresponsive

From: [Davis, Bailey \(VDH\)](#)
To: [Aigner, Stephen \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#)
Cc: [Mauskapf, Robert \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#)
Subject: Re: Water Distribution
Date: Tuesday, January 7, 2025 5:18:49 PM

Are you expecting any information from Richmond? I am compiling the update now so if you get any updates for the city please let me know.

Thanks,
Bailey

Nonresponsive

Nonresponsive

From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 5:11 PM

To: Aigner, Stephen (VDH) <Stephen.Aigner@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Cc: Mauskapf, Robert (VDH) <Bob.Mauskapf@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>

Subject: Re: Water Distribution

Stephen,

I received the Hanover distribution report, was Henrico included in that update or was there a separate email?

Thanks,
Bailey

Nonresponsive

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 5:07:29 PM

To: Aigner, Stephen (VDH) <Stephen.Aigner@vdh.virginia.gov>

Cc: Mauskopf, Robert (VDH) <Bob.Mauskopf@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: Water Distribution

James Reynolds reports no meaningful progress. Water treatment plant still producing about 14 million gallons per day (MGD), but needs 54 MGD to meet demand.

Bailey Davis on shift this evening.

Dwayne

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

Nonresponsive

Nonresponsive

From: [Davis, Bailey \(VDH\)](#)
To: [Aigner, Stephen \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#)
Cc: [Mauskapf, Robert \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#)
Subject: Re: Water Distribution
Date: Tuesday, January 7, 2025 5:11:13 PM

Stephen,

I received the Hanover distribution report, was Henrico included in that update or was there a separate email?

Thanks,
Bailey

Nonresponsive

From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 5:07:29 PM
To: Aigner, Stephen (VDH) <Stephen.Aigner@vdh.virginia.gov>
Cc: Mauskapf, Robert (VDH) <Bob.Mauskapf@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Subject: Re: Water Distribution

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Bailey Davis on shift this evening.

Dwayne

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.

Nonresponsive

From: [Davis, Bailey \(VDH\)](#)
To: [Aigner, Stephen \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#)
Cc: [Mauskapf, Robert \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#)
Subject: Re: Water Distribution
Date: Tuesday, January 7, 2025 5:22:27 PM

ok, thanks.

Nonresponsive

From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Tuesday, January 7, 2025 5:19 PM
To: Aigner, Stephen (VDH) <Stephen.Aigner@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Cc: Mauskapf, Robert (VDH) <Bob.Mauskapf@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Subject: Re: Water Distribution

Are you expecting any information from Richmond? I am compiling the update now so if you get any updates for the city please let me know.

Thanks,
Bailey

Nonresponsive

Nonresponsive

From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 5:11 PM

To: Aigner, Stephen (VDH) <Stephen.Aigner@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Cc: Mauskapf, Robert (VDH) <Bob.Mauskapf@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>

Subject: Re: Water Distribution

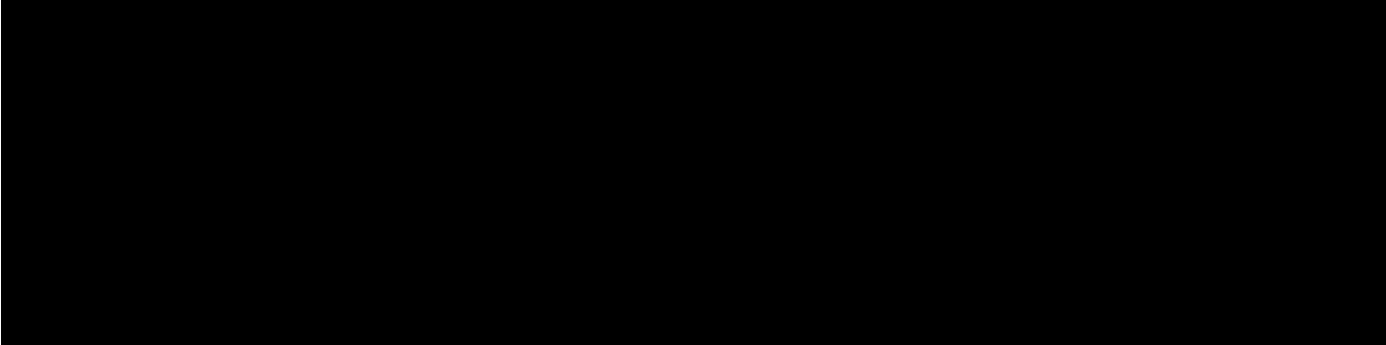
Stephen,

I received the Hanover distribution report, was Henrico included in that update or was there a separate email?

Thanks,

Bailey

Nonresponsive



From: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>

Sent: Tuesday, January 7, 2025 5:07:29 PM

To: Aigner, Stephen (VDH) <Stephen.Aigner@vdh.virginia.gov>

Cc: Mauskapf, Robert (VDH) <Bob.Mauskapf@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>

Subject: Re: Water Distribution

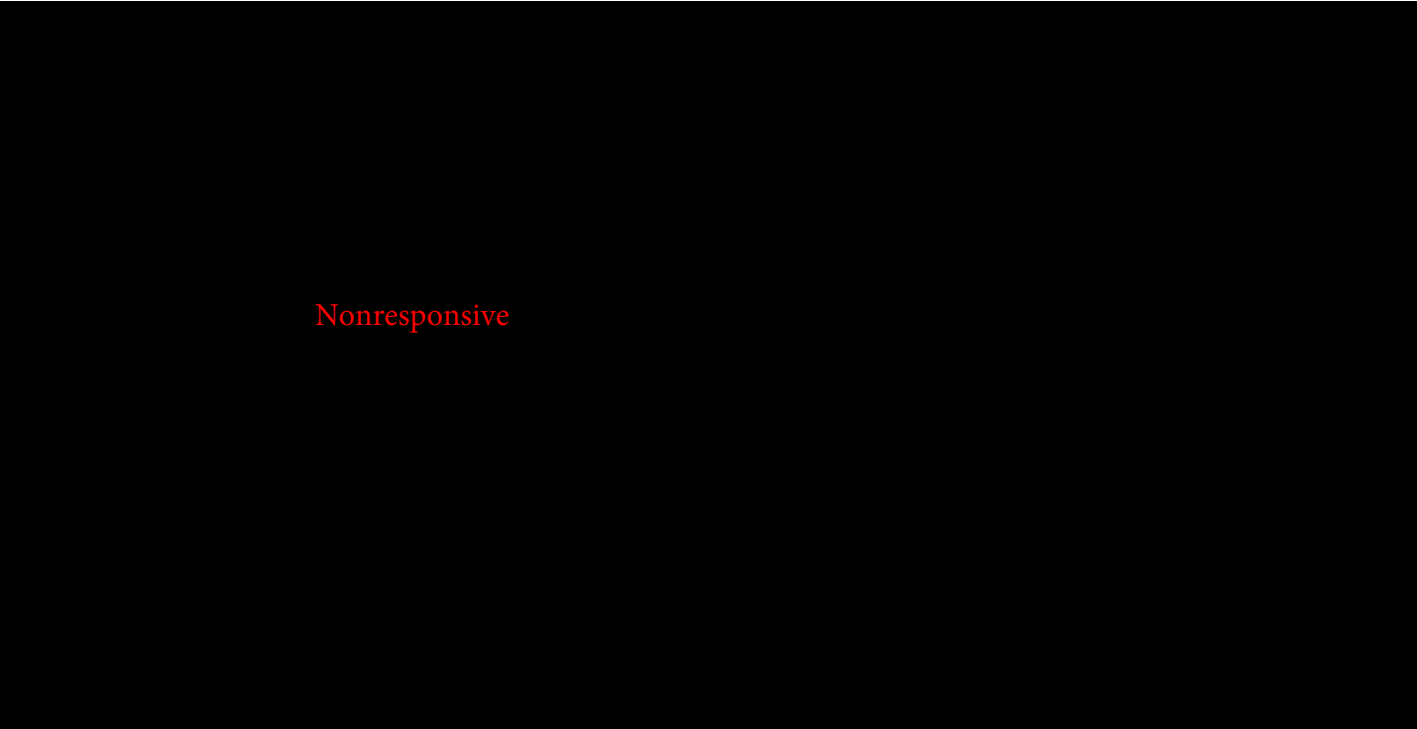
James Reynolds reports no meaningful progress. Water treatment plant still producing about 14 million gallons per day (MGD), but needs 54 MGD to meet demand.

Bailey Davis on shift this evening.

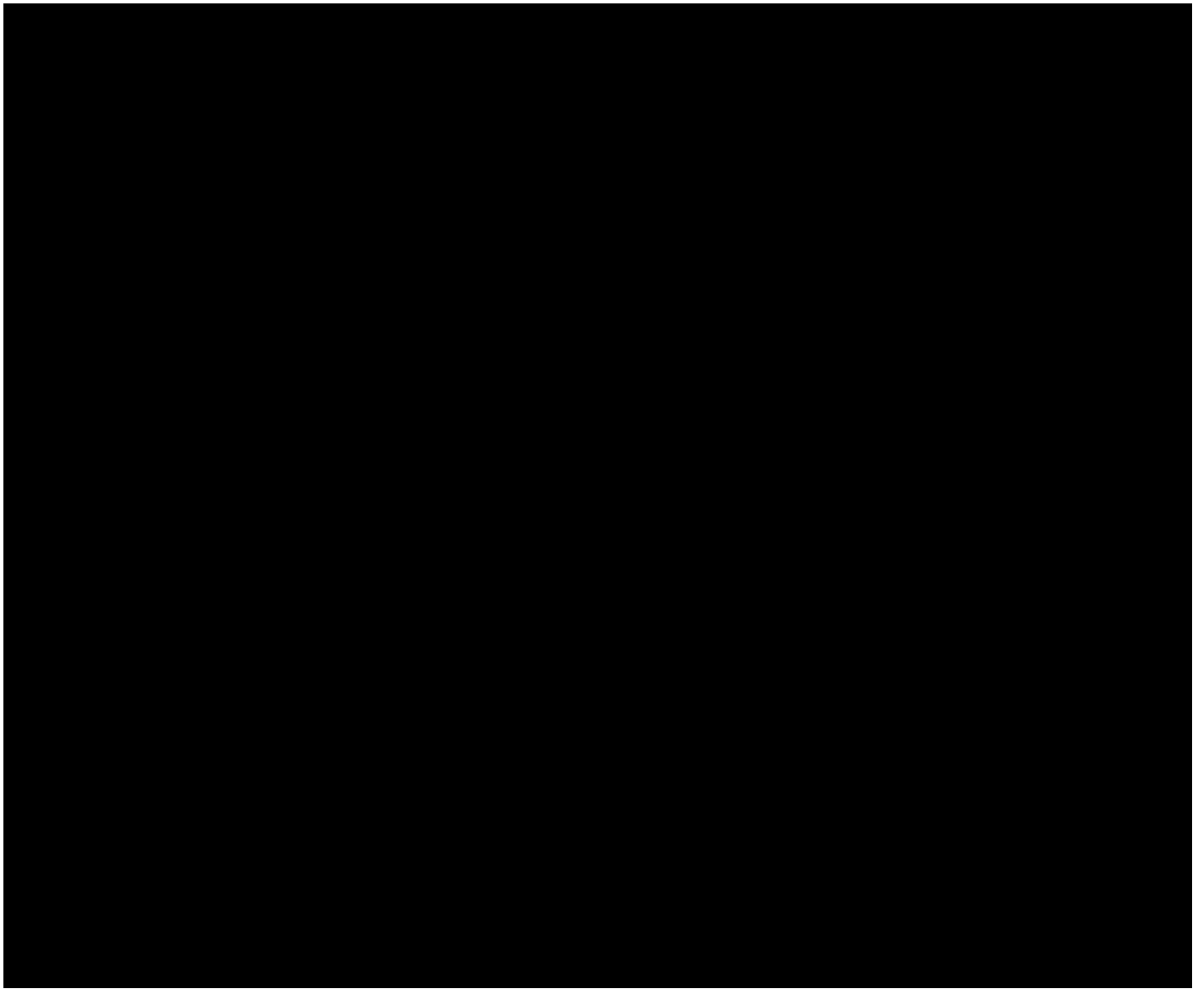
Dwayne

Dwayne Roadcap
Director, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
804-338-0371

Sent from my mobile phone- please excuse typos.



Nonresponsive



From: [Reynolds, James \(VDH\)](#)
To: [Davis, Bailey \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#); [Kvech, Steve \(VDH\)](#); [Hull, Jeremy \(VDH\)](#); [ODWFieldOffice6](#); [Horne, Daniel \(VDH\)](#); [Dawson, David \(VDH\)](#); [Weiland, Kenneth \(VDH\)](#)
Cc: [Roadcap, Dwayne \(VDH\)](#)
Subject: Re: Winter Weather 1/6/25
Date: Monday, January 6, 2025 2:41:10 PM
Attachments: [image001.png](#)

We had this morning with no indication of issues, will check again.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Monday, January 6, 2025 2:36:36 PM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Kvech, Steve (VDH) <Steve.Kvech@vdh.virginia.gov>; Hull, Jeremy (VDH) <Jeremy.Hull@vdh.virginia.gov>; ODWFieldOffice6 <ODWFieldOffice6@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Horne, Daniel (VDH) <Daniel.Horne@vdh.virginia.gov>; Dawson, David (VDH) <David.Dawson@vdh.virginia.gov>; Weiland, Kenneth (VDH) <Ray.Weiland@vdh.virginia.gov>
Cc: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Subject: Re: Winter Weather 1/6/25

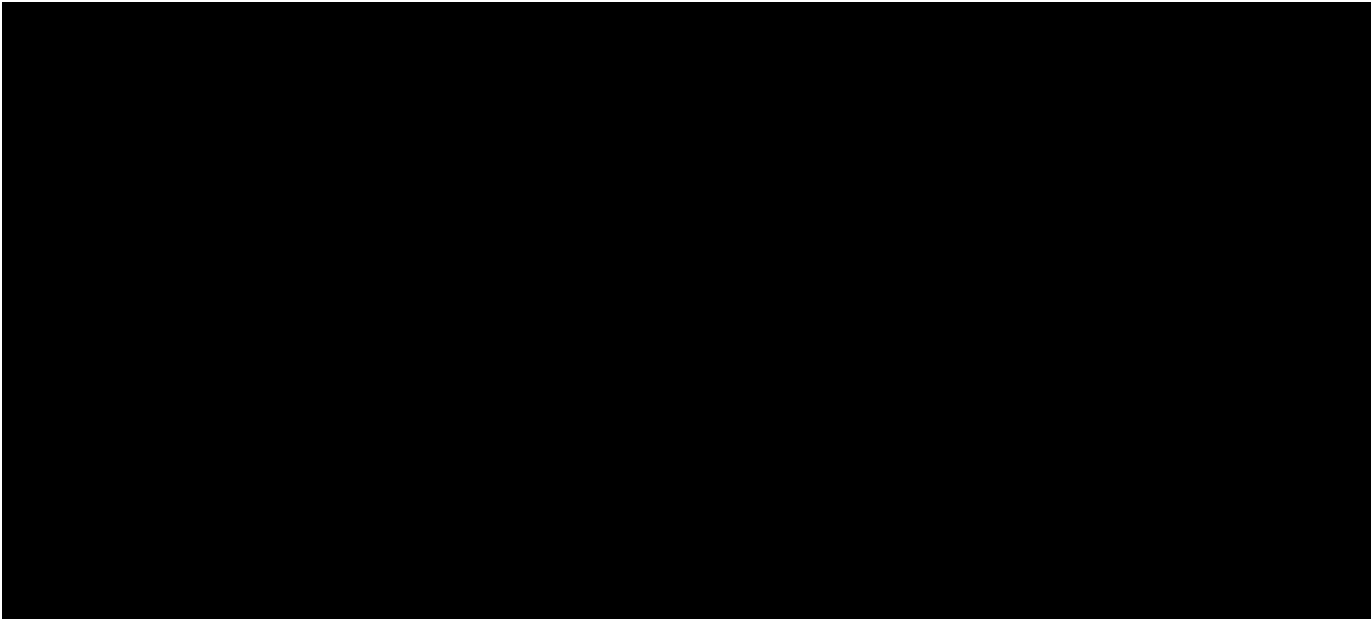
James,

I had a friend from another dept reach out and ask about city of Richmond saying they heard they might be having issues at the WTP that might result in water production/distribution issues. Has anyone reached out to them yet?

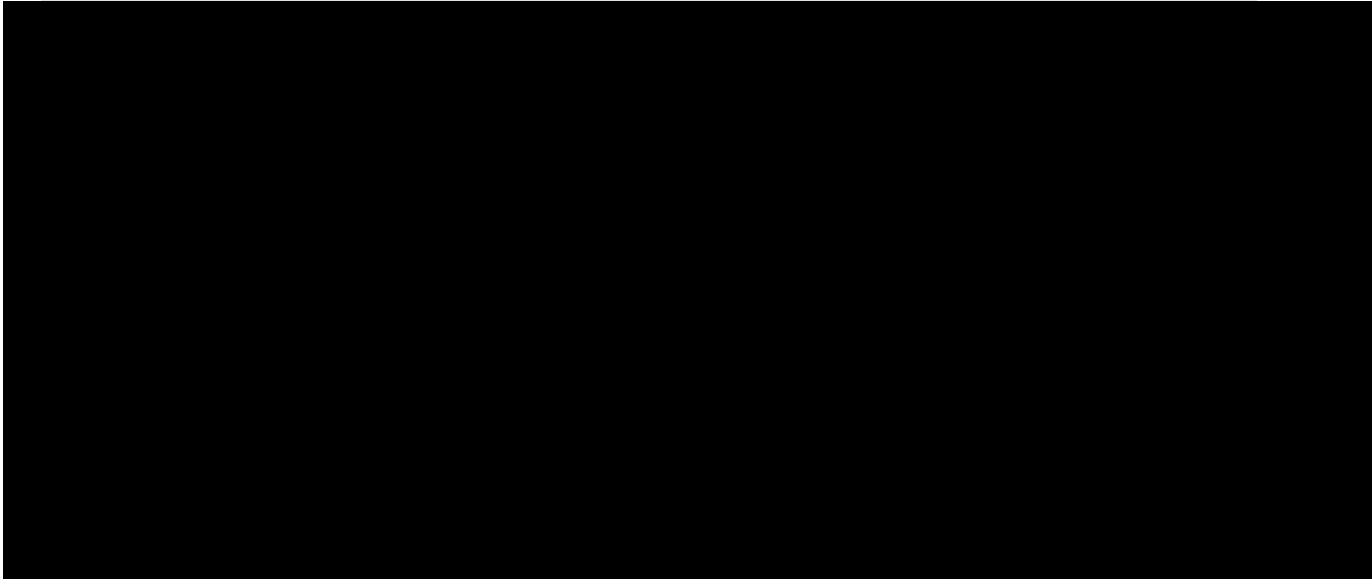
Thanks,
Bailey

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

Nonresponsive



Nonresponsive



Nonresponsive

From: [Reynolds, James \(VDH\)](#)
To: [Davis, Bailey \(VDH\)](#); [Coughlin, Jessica \(VDH\)](#); [Kvech, Steve \(VDH\)](#); [Hull, Jeremy \(VDH\)](#); [ODWFieldOffice6](#); [Horne, Daniel \(VDH\)](#); [Dawson, David \(VDH\)](#); [Weiland, Kenneth \(VDH\)](#)
Cc: [Roadcap, Dwayne \(VDH\)](#)
Subject: Re: Winter Weather 1/6/25
Date: Monday, January 6, 2025 2:55:37 PM
Attachments: [image001.png](#)

There has been flooding at the plant due to a power outage, assessing the situation right now.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Monday, January 6, 2025 2:36:36 PM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Kvech, Steve (VDH) <Steve.Kvech@vdh.virginia.gov>; Hull, Jeremy (VDH) <Jeremy.Hull@vdh.virginia.gov>; ODWFieldOffice6 <ODWFieldOffice6@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Horne, Daniel (VDH) <Daniel.Horne@vdh.virginia.gov>; Dawson, David (VDH) <David.Dawson@vdh.virginia.gov>; Weiland, Kenneth (VDH) <Ray.Weiland@vdh.virginia.gov>
Cc: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Subject: Re: Winter Weather 1/6/25

James,

I had a friend from another dept reach out and ask about city of Richmond saying they heard they might be having issues at the WTP that might result in water production/distribution issues. Has anyone reached out to them yet?

Thanks,
Bailey

Bailey Davis
Chief of Field Operations
VDH Office of Drinking Water
(804) 928-4811

Nonresponsive

Nonresponsive

Nonresponsive

From: [Reynolds, James \(VDH\)](#)
To: [Coughlin, Jessica \(VDH\)](#); [Kronenberg, Grant \(VDH\)](#); [Davis, Bailey \(VDH\)](#); [Roadcap, Dwayne \(VDH\)](#)
Subject: Re: You have been added to Virginia Department of Health records request #25-349 from Dave Cantor
Date: Wednesday, January 8, 2025 10:22:07 PM

Toby left the plant on Monday around 9 pm, then the text message updates were conducted over night, then on-site Tuesday until present

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 10:18:04 PM
To: Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>; Kronenberg, Grant (VDH) <Grant.Kronenberg@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>
Subject: Re: You have been added to Virginia Department of Health records request #25-349 from Dave Cantor

We were on the phones around 245-3 pm on Monday getting an update from the city.

Toby got on site around 7 pm Monday

They provided hourly updates starting 830 pm to 600 am. Arrived on site around 1030 on Tuesday and have been 24/7 in person updates since then. I will attach those texts, I didn't see them on my initial search this afternoon. I apologize for forgetting to include those in my count and response.

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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Nonresponsive

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 8:17:29 PM
To: Kronenberg, Grant (VDH) <Grant.Kronenberg@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Subject: Re: You have been added to Virginia Department of Health records request #25-349 from Dave Cantor

No I did not

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Kronenberg, Grant (VDH) <Grant.Kronenberg@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 8:04:52 PM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Subject: Re: You have been added to Virginia Department of Health records request #25-349 from Dave Cantor

I checked with Jarrett and Toby and they reported no emails or texts with RDPU. Based on that, it sounds like the only direct correspondence - either to or from - RDPU is one text that James sent.

James - did you receive any response to that text?

Thanks,
Grant

Grant E. Kronenberg
Director, Division of Compliance, Enforcement and Policy
Virginia Department of Health, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
(804) 629-0989
grant.kronenberg@vdh.virginia.gov

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 3:30 PM
To: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Kronenberg, Grant (VDH) <Grant.Kronenberg@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Subject: Re: You have been added to Virginia Department of Health records request #25-349 from Dave Cantor

I sent one text, no emails

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 3:28:48 PM
To: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Kronenberg, Grant (VDH) <Grant.Kronenberg@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Subject: Re: You have been added to Virginia Department of Health records request #25-349 from Dave Cantor

I did not correspond with the city by text or email.

From: Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 3:16 PM

To: Kronenberg, Grant (VDH) <Grant.Kronenberg@vdh.virginia.gov>; Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Subject: Re: You have been added to Virginia Department of Health records request #25-349 from Dave Cantor

Toby Bryant, Dwayne, Bailey, Jess, and me probably would give everyone who interacted with City during that time

James Reynolds, PE
Field Director- Richmond Field Office
Virginia Department of Health, Office of Drinking Water
james.reynolds@vdh.virginia.gov
(757)406-1252 (cell phone)

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From: Kronenberg, Grant (VDH) <Grant.Kronenberg@vdh.virginia.gov>
Sent: Wednesday, January 8, 2025 3:10:10 PM
To: Roadcap, Dwayne (VDH) <Dwayne.Roadcap@vdh.virginia.gov>; Davis, Bailey (VDH) <Bailey.Davis@vdh.virginia.gov>; Reynolds, James (VDH) <James.Reynolds@vdh.virginia.gov>; Coughlin, Jessica (VDH) <Jessica.Coughlin@vdh.virginia.gov>
Subject: Fw: You have been added to Virginia Department of Health records request #25-349 from Dave Cantor

We received a FOIA request for the following:

- emails and text messages between the VDH Office of Drinking Water and Richmond Department of Public Utilities staff between Jan. 5 and Jan. 7, 2025

Whose emails accounts should be searched in trying to identify responsive records, and who should I ask to search their text messages?

Luckily, this is a narrow time frame for searching.

-Grant

Grant E. Kronenberg
Director, Division of Compliance, Enforcement and Policy
Virginia Department of Health, Office of Drinking Water
109 Governor Street
Richmond, Virginia 23219
(804) 629-0989
grant.kronenberg@vdh.virginia.gov

From: Virginia Department of Health Public Records <messages@nextrequest.com>

Sent: Wednesday, January 8, 2025 2:13 PM

To: Kronenberg, Grant (VDH) <grant.kronenberg@vdh.virginia.gov>; Franklin, Tristen (VDH) <tristen.franklin@vdh.virginia.gov>

Subject: You have been added to Virginia Department of Health records request #25-349 from Dave Cantor

-- Reply ABOVE THIS LINE to post an INTERNAL message that will be sent to staff. Attach a non-image file to have it uploaded to the request as a staff-only document. --

Virginia Department of Health Public Records

You have been added as support staff to request #25-349.

To whom it may concern:

I request the Virginia Department of Health make the following records available under the Virginia Freedom of Information Act:

- emails and text messages between the VDH Office of Drinking Water and Richmond Department of Public Utilities staff between Jan. 5 and Jan. 7, 2025

If any of the requested records is withheld in whole or in part, please take all steps required by the act to identify the withheld material and the reasons for withholding the information.

I request a waiver of all fees related to this inquiry, given the information is in the public interest and will contribute to its

understanding of city utilities. If there is a cost associated with the request, please let me know prior to releasing the information.

Thanks — and hope you're well.

[View Request 25-349](https://vdh.nextrequest.com/requests/25-349)

<https://vdh.nextrequest.com/requests/25-349>



NextRequest

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