

Messages exported from: iPhone (+18042787437)

With: 8042197592

1/6/2025 12:00 AM to 1/6/2025 11:59 PM

PDF generated on 1/23/2025 using Decipher TextMessage

1/6/2025 7:43 PM

8042197592

On my way back.

1/6/2025 7:43 PM

iPhone (+18042787437)

Okay.

2 total messages and 0 total images.

Messages exported from: iPhone (+18042787437)

With: 8043384826

1/6/2025 12:00 AM to 1/6/2025 11:59 PM

PDF generated on 1/23/2025 using Decipher TextMessage

1/6/2025 8:54 PM (Viewed 1/17/2025 9:02 PM)

8043384826

I lost you please call be back when you can

1 total message and 0 total images.

Messages exported from: iPhone (+18042787437)

With: Group Chat: Bobby Vincent [DPW Director] (8043390850), Sabrina Joyy-Hogg [DCAO City Of Richmond] (8047209976), Stephen Willoughby [COR Emergency Management] (8043701170), Sharon Ebert (8046293588), Police Chief Rick Edwards [RPD] (8043382439), 8049280522, Danny Avula [Mayor Elect] (8045128993), Traci Deshazor [DCAO] (8046468811), 8046297356, 8048339284, 8043857169

1/6/2025 12:00 AM to 1/6/2025 11:59 PM

PDF generated on 1/23/2025 using Decipher TextMessage

1/6/2025 7:37 AM

Stephen Willoughby [COR Emergency Management] (8043701170)

1,392 power outage reports in Richmond. Dominion will be on the 8 o'clock call.

1 total message and 0 total images.

Messages exported from: iPhone (+18042787437)

With: Group Chat: Eric Whitehurst (8042408725), Howard Glenn [DPU - Stormwater Division] (8043382779), Lynnette Lemon [DPU Deputy Director] (8043575195), Christian Chirrico [DPU Richmond Gas Works] (8043574092), Rhonda Johnson [Richmond DPU - Marketing] (8046273565), Dupree Jackson [Superintendent- Water Distribution] (8042975586), Paul Giglio [DPU] (8046774687), Billy Vaughan [DPU Finance] (8049712722), Daniel Rifenburg [DPU - Gas Maintenance] (8044335697), 8042197592, Murphy, DPU (8043705571), Kenny Weeks (8043104246), Susan Hamilton [DPU Sanitary Sewers] (8043321520), Doug Towne [Water Treatment Plant & Pumping Ops] (8043575503), Robert Stone (8043630675), Gerald Westry [Employee Relations] (8043571401)

1/6/2025 12:00 AM to 1/6/2025 11:59 PM

PDF generated on 1/23/2025 using Decipher TextMessage

1/6/2025 3:36 AM (Viewed 1/6/2025 3:37 AM)

Murphy, DPU (8043705571)

Good morning.....Logistics has received only 5 calls after 8:00 PM....all is quiet

1/6/2025 3:37 AM

iPhone (+18042787437)

10-4

1/6/2025 3:40 AM

Lynnette Lemon [DPU Deputy Director] (8043575195)

Liked "Good morning.....Logistics has received only 5 cal..."

1/6/2025 4:14 AM

iPhone (+18042787437)

4am call is complete.

I provided an update on the 5 calls received with no other issues to report across DPU.

DPW crews have switched from applying chemicals to pushing snow until further notice.

RPD reported that the Nickel Bridge was closed due to ice.

No major issues across the city.

Next call at 8am.

All updates should arrive by 7:30 am so that Munford can update WEBEOC.

1/6/2025 4:17 AM (Viewed 1/6/2025 6:56 AM)

Lynnette Lemon [DPU Deputy Director] (8043575195)

Liked "4am call is complete.

I provided an update on th..."

1/6/2025 4:29 AM (Viewed 1/6/2025 6:56 AM)

Murphy, DPU (8043705571)

Liked "4am call is complete.

I provided an update on th..."

1/6/2025 6:55 AM (Viewed 1/6/2025 6:56 AM)

Doug Towne [Water Treatment Plant & Pumping Ops] (8043575503)

Loss of power at WTP. Assessment in progress. Production is down. Crews are responding.

1/6/2025 6:57 AM

iPhone (+18042787437)

Doug - please call me.

1/6/2025 6:58 AM

Robert Stone (8043630675)

Is generator power available?

1/6/2025 7:02 AM

iPhone (+18042787437)

I will start another thread for the water plant issue. Select few to attend.

Thanks everyone.

1/6/2025 7:09 AM (Viewed 1/6/2025 7:12 AM)

Lynnette Lemon [DPU Deputy Director] (8043575195)

Liked "I will start another thread for the water plant is..."

1/6/2025 7:33 AM

Murphy, DPU (8043705571)

Logistics has received 1 call since last update

1/6/2025 7:40 AM (Viewed 1/6/2025 8:03 AM)

Lynnette Lemon [DPU Deputy Director] (8043575195)

Liked "Logistics has received 1 call since last update "

1/6/2025 8:03 AM

Lynnette Lemon [DPU Deputy Director] (8043575195)

Good morning. The closed message is not on for the non-emergency call center. We're trying to reach DIT.

1/6/2025 8:04 AM

iPhone (+18042787437)

We are trying to reach DIT? Who in DIT? Should I call Charles Todd for assistance.

1/6/2025 8:04 AM (Viewed 1/6/2025 8:05 AM)

Rhonda Johnson [Richmond DPU - Marketing] (8046273565)

I'll put the real time message on in the meantime

1/6/2025 8:07 AM (Viewed 1/6/2025 8:10 AM)

Lynnette Lemon [DPU Deputy Director] (8043575195)

Replied to a message:
Bernard said he opened a ticket to get the message turned on.

1/6/2025 8:10 AM

Lynnette Lemon [DPU Deputy Director] (8043575195)

Replied to a message:
Hi April. I copied you and Rhonda on my follow up email to David for assistance

1/6/2025 8:10 AM (Viewed 1/6/2025 8:14 AM)

Lynnette Lemon [DPU Deputy Director] (8043575195)

Replied to a message:
Liked "We are trying to reach DIT? Who in DIT? Should I..."

1/6/2025 8:12 AM (Viewed 1/6/2025 8:14 AM)

Rhonda Johnson [Richmond DPU - Marketing] (8046273565)

Thanks Lynnette. I can't get the real time message to activate.

1/6/2025 8:16 AM (Viewed 1/6/2025 8:21 AM)

Lynnette Lemon [DPU Deputy Director] (8043575195)

Thanks Rhonda. Just spoke with David. He is calling his team now.

1/6/2025 10:50 AM

iPhone (+18042787437)

Rhonda - please call my cell.

1/6/2025 2:29 PM (Viewed 1/6/2025 2:36 PM)

Lynnette Lemon [DPU Deputy Director] (8043575195)

Happy Monday everyone!

1/6/2025 2:29 PM (Viewed 1/6/2025 2:36 PM)

Lynnette Lemon [DPU Deputy Director] (8043575195)

@April , any decision on (late opening) tomorrow? Or , should we just plan /notify staff to work remotely tomorrow?

1/6/2025 2:39 PM

iPhone (+18042787437)

There is a call today at 4pm - providing a notice is not released earlier.

1/6/2025 2:40 PM

Susan Hamilton [DPU Sanitary Sewers] (8043321520)

Liked "There is a call today at 4pm - providing a notice ..."

1/6/2025 3:14 PM (Viewed 1/6/2025 3:16 PM)

Lynnette Lemon [DPU Deputy Director] (8043575195)

Liked "There is a call today at 4pm - providing a notice ..."

1/6/2025 8:27 PM (Viewed 1/6/2025 8:37 PM)

Lynnette Lemon [DPU Deputy Director] (8043575195)

Hi Rhonda I emailed you Issue 19077 from Fox Weather. Let us know how to proceed. Thanks

1/6/2025 8:30 PM (Viewed 1/6/2025 8:37 PM)

Rhonda Johnson [Richmond DPU - Marketing] (8046273565)

Just replied

1/6/2025 8:33 PM (Viewed 1/6/2025 8:37 PM)

Lynnette Lemon [DPU Deputy Director] (8043575195)

Liked "Just replied "

1/6/2025 8:34 PM (Viewed 1/6/2025 8:37 PM)

Daniel Rifenburg [DPU - Gas Maintenance] (8044335697)

Broken 3" gas main at [REDACTED]. May need to light up 20 homes

1/6/2025 8:37 PM

Rhonda Johnson [Richmond DPU - Marketing] (8046273565)

Henrico!

1/6/2025 8:37 PM

Rhonda Johnson [Richmond DPU - Marketing] (8046273565)

Edited to "Henrico?"

1/6/2025 8:39 PM

Daniel Rifenburg [DPU - Gas Maintenance] (8044335697)

Yes

1/6/2025 8:39 PM

Daniel Rifenburg [DPU - Gas Maintenance] (8044335697)

Off Parham

1/6/2025 8:40 PM

Daniel Rifenburg [DPU - Gas Maintenance] (8044335697)

File attachment with MIME type: image/png

1/6/2025 8:40 PM (Viewed 1/6/2025 9:19 PM)

Murphy, DPU (8043705571)

I will check with my guys for updates on relighting once completed.....Thanks

1/6/2025 8:50 PM (Viewed 1/6/2025 9:19 PM)

Murphy, DPU (8043705571)

Just spoke with the evening supervisor.....he is on his way out to find out the timeframe for repairs.....he will provide me with an update.....Thanks

1/6/2025 8:52 PM (Viewed 1/6/2025 9:19 PM)

Daniel Rifenburg [DPU - Gas Maintenance] (8044335697)

Will the water in the ops center be usable tomorrow or will we need to boil it?

1/6/2025 9:21 PM

iPhone (+18042787437)

Boil everything until further notice. Not sure how that would work though.

Rhonda - can you set up a call for our team.

Dan
Eric
Lynnette
Spencer
Dupree
Rodney

1/6/2025 9:22 PM (Viewed 1/7/2025 6:31 AM)

Rhonda Johnson [Richmond DPU - Marketing] (8046273565)

Liked "Boil everything until further notice. Not sure h..."

1/6/2025 9:23 PM (Viewed 1/7/2025 6:31 AM)

Gerald Westry [Employee Relations] (8043571401)

Liked "Boil everything until further notice. Not sure h..."

1/6/2025 9:26 PM (Viewed 1/7/2025 6:31 AM)

Murphy, DPU (8043705571)

Evening supervisor on site.....distribution is waiting on miss utility to mark lines.....it appears that the count is closer to 40.....hard to determine timeline for repairs when no digging has been done.....it's possible that repairs may not be completed until sometime between 4-7 AM.....thanks

1/6/2025 9:27 PM (Viewed 1/7/2025 6:31 AM)

Murphy, DPU (8043705571)

I will provide another update by midnight

44 total messages and 1 total image.

Messages exported from: iPhone (+18042787437)

With: Group Chat: Eric Whitehurst (8042408725), Rhonda Johnson [Richmond DPU - Marketing] (8046273565), Dupree Jackson [Superintendent- Water Distribution] (8042975586), 8042197592, Kenny Weeks (8043104246), Doug Towne [Water Treatment Plant & Pumping Ops] (8043575503), Robert Stone (8043630675), Arnie Eberly (8043145618)

1/6/2025 12:00 AM to 1/6/2025 11:59 PM

PDF generated on 1/23/2025 using Decipher TextMessage

1/6/2025 7:20 AM

iPhone (+18042787437)

Please use this thread for the water plant issue.

Arnie has been added....

1/6/2025 7:27 AM (Viewed 1/6/2025 7:33 AM)

Robert Stone (8043630675)

What is the east reservoir level and [redacted] tank levels? Is [redacted] PS picking up the Zone [redacted] demands?

1/6/2025 8:00 AM

iPhone (+18042787437)

From Dominion: There are some fuses out near the location. They have a crew heading to the location.

1/6/2025 8:02 AM

Doug Towne [Water Treatment Plant & Pumping Ops] (8043575503)

13.1 reservoir
Rest of distribution system looks good

1/6/2025 8:02 AM

iPhone (+18042787437)

Question from Bob Stone - do we have an answer?

=====
W [redacted] st reservoir level and [redacted] tank levels? Is [redacted] PS picking up the Zone [redacted] demands?

1/6/2025 8:02 AM

iPhone (+18042787437)

Thanks Doug...

1/6/2025 8:04 AM

Kenny Weeks (8043104246)

Power has been restored. Maintenance teams are working to relieve flooding in the basement filter galleries. Waste water specialists in route to support recovery efforts as well.

1/6/2025 8:04 AM

iPhone (+18042787437)

Excellent

1/6/2025 8:05 AM
iPhone (+18042787437)

Dominion related?

1/6/2025 8:06 AM (Viewed 1/6/2025 8:14 AM)

Kenny Weeks (8043104246)

Unsure at the moment.

1/6/2025 8:16 AM (Viewed 1/6/2025 8:28 AM)

Doug Towne [Water Treatment Plant & Pumping Ops] (8043575503)

Appears to be plant switch gear related

1/6/2025 8:27 AM (Viewed 1/6/2025 8:28 AM)

Doug Towne [Water Treatment Plant & Pumping Ops] (8043575503)

Clarifica
plant.

1/6/2025 8:28 AM
iPhone (+18042787437)

So dominion related?

1/6/2025 8:30 AM (Viewed 1/6/2025 8:32 AM)

Doug Towne [Water Treatment Plant & Pumping Ops] (8043575503)

That's where it originated

1/6/2025 8:32 AM
iPhone (+18042787437)

Thanks.

15 total messages and 0 total images.

Messages exported from: iPhone (+18042787437)

With: Group Chat: Rhonda Johnson [Richmond DPU - Marketing] (8046273565), Eric Whitehurst (8042408725), 8042197592, Dupree Jackson [Superintendent- Water Distribution] (8042975586), Kenny Weeks (8043104246), Doug Towne [Water Treatment Plant & Pumping Ops] (8043575503), Robert Stone (8043630675)

1/6/2025 12:00 AM to 1/6/2025 11:59 PM

PDF generated on 1/23/2025 using Decipher TextMessage

1/6/2025 7:03 AM

iPhone (+18042787437)

Please use this thread for the water plant issue.

1/6/2025 7:05 AM

iPhone (+18042787437)

Doug is enroute to the Plant. His ETA is less a than 30 minutes.

He will assess and follow up. He is also reaching out to the counties for their assistance in cutting back on demand while we determine next steps.

1/6/2025 7:06 AM (Viewed 1/6/2025 7:07 AM)

Kenny Weeks (8043104246)

Arnie and I are headed in as well. Recommend adding Arnie to this thread as well.

1/6/2025 7:07 AM

iPhone (+18042787437)

10-4

What's Arnies number? I will add him now

1/6/2025 7:08 AM

8042197592

Shall we wait on the WTP's update before posting anything to the WEBEOC?

1/6/2025 7:09 AM

Doug Towne [Water Treatment Plant & Pumping Ops] (8043575503)

Counties have been notified. Generators are on. We will need some time to assess and continue to respond

1/6/2025 7:09 AM

iPhone (+18042787437)

Please do not post to anything yet. I'll talk through the 8am update.

1/6/2025 7:10 AM

iPhone (+18042787437)

Thanks Doug for the update.

1/6/2025 7:10 AM

8042197592

Understood

1/6/2025 7:10 AM

iPhone (+18042787437)

Liked "Understood "

1/6/2025 7:11 AM

iPhone (+18042787437)

Channel 12 reports increased outages in the area.

Dominion stands at 8,183

11 total messages and 0 total images.

Messages exported from: iPhone (+18042787437)

With: Group Chat: Rhonda Johnson [Richmond DPU - Marketing] (8046273565), Eric Whitehurst (8042408725), 8042197592, Dupree Jackson [Superintendent- Water Distribution] (8042975586), Kenny Weeks (8043104246), Doug Towne [Water Treatment Plant & Pumping Ops] (8043575503), Robert Stone (8043630675), Arnie Eberly (8043145618)

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1/6/2025 7:20 AM

iPhone (+18042787437)

Please use this thread for the water plant issue.

Arnie has been added....

1/6/2025 7:27 AM (Viewed 1/6/2025 7:33 AM)

Robert Stone (8043630675)

What is the [redacted] reservoir level and [redacted] tank levels? Is [redacted] picking up the Zone [redacted] demands?

1/6/2025 8:00 AM

iPhone (+18042787437)

From Dominion: There are some fuses out near the location. They have a crew heading to the location.

1/6/2025 8:02 AM

Doug Towne [Water Treatment Plant & Pumping Ops] (8043575503)

13.1 reservoir
Rest of distribution system looks good

1/6/2025 8:02 AM

iPhone (+18042787437)

Question from Bob Stone - do we have an answer?

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1/6/2025 8:02 AM

iPhone (+18042787437)

Thanks Doug...

1/6/2025 8:04 AM

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iPhone (+18042787437)

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Clarifica
plant.

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So dominion related?

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Doug Towne [Water Treatment Plant & Pumping Ops] (8043575503)

That's where it originated

1/6/2025 8:32 AM
iPhone (+18042787437)

Thanks.

15 total messages and 0 total images.

From: [Whitehurst, Eric - DPU](#)
To: [Bingham, April N. - DPU](#)
Subject: FW: Chemical Incident
Date: Monday, August 28, 2023 3:57:00 PM

Good morning,

Wanted to loop you in to what the plant feels is the primary cause of the mishap yesterday and the follow up action to this. I have also asked Kenny Weeks as I mentioned yesterday to further investigate the isolation of the containment area. To ensure that if we did have either an over fill of the tanks or a rupture that we are conformable knowing that it is contained within the area and not discharged to water of the states. I have also asked that there is an immediate retraining of all employees on the excepting of chemicals and the filling of tanks.

Also just FYI the initial inspection from the Environmental contractor's that responded yesterday to pump out the contaminated chemicals from the tanks feels the tanks integrate remains intact and no adverse effect to the tanks occurred.

Thanks

Eric Whitehurst
Deputy Department Director, Senior
City of Richmond
1400 Brander Street
Richmond, VA 23224
Office: (804) 646-3780
Office (804) 646-8726
Cell: (804) 240-8725
Email: Eric.Whitehurst@RVA.gov

-----Original Message-----

From: Towne, Douglas P. - DPU
Sent: Monday, August 28, 2023 7:28 AM
To: Whitehurst, Eric - DPU <Eric.Whitehurst@rva.gov>
Cc: Wright, William J. - DPU <William.J.Wright@rva.gov>; Morgan, Stephen T. - DPU <Stephen.Morgan@rva.gov>; Rice, LeRoy A. - DPU <LeRoy.Rice@rva.gov>
Subject: Re: Chemical Incident

Eric,

Due to the severity of the ongoing incident, my inclination is to formally discipline the supervisor and the operator. Once we get through the crisis/emergency portion of the situation, Leroy, Bill and I will talk through this and decide on a course of formal disciplinary action. Thanks for your support.

Doug Towne
Plant Superintendent
WTP&P

> On Aug 28, 2023, at 6:42 AM, Whitehurst, Eric - DPU <Eric.Whitehurst@rva.gov> wrote:

>

> Bill,

>

> Thank you for the quick response, I agree that this was 100% operator error. In every skip level meeting I've had every operator expressed the lack of communication and accountability within our department. Reading your email shows me there has been lots of communication and thought in preventing such mix up we just need to follow the

procedure we have in place. Now it's time to address the accountability part. Although this may have been an oversight/mistake it does not alleviate the operator from being held accountable.

>

> Doug I will leave this up to you and Bill to decide, what amount of disciplinary action needs to be taken against the operator compared to the potential impact. Factoring cost of contaminated chemicals, hazmat crew both City and contractor called in to respond as well as clean out the tanks, the inspectors that will need to be called in to perform a follow up inspection to determine the tank reliability as well as the second batch of [REDACTED] to replace what was pumped out. [REDACTED]

>

> Look forward in hearing your thoughts.

>

> Thanks

>

> Eric Whitehurst

> Deputy Department Director, Senior

> City of Richmond

> 1400 Brander Street

> Richmond, VA 23224

> Office: (804) 646-3780

> Office (804) 646-8726

> Cell: (804) 240-8725

> Email: Eric.Whitehurst@RVA.gov

>

> -----Original Message-----

> From: Wright, William J. - DPU

> Sent: Sunday, August 27, 2023 7:14 PM

> To: Whitehurst, Eric - DPU <Eric.Whitehurst@rva.gov>

> Cc: Morgan, Stephen T. - DPU <Stephen.Morgan@rva.gov>; Towne, Douglas P. - DPU

<Douglas.Towne@rva.gov>

> Subject: RE: Chemical Incident

>

> [REDACTED] called me this morning at 9 to give me an update about the plant and said he received a load of [REDACTED] I let him know I had 2 scheduled for this week but the loads were scheduled towards the middle and the end of the week. Sometimes deliveries come earlier than expected. [REDACTED] called me again today around 11 a.m. stating he had a major problem and operations made a mistake and [REDACTED]. Prior to calling me at 11:15 a.m. [REDACTED] he stated he saw the finished water [REDACTED] on our scada system so initially he thought our [REDACTED] system was failing. He did some investigation and saw the paperwork for the [REDACTED] delivery and realized what happened. The [REDACTED] delivery arrived this morning before 8 a.m. and the security guard called operations and said it was a [REDACTED] delivery. [REDACTED]

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[REDACTED]

>

> My opinion on how we can prevent and reduce the chance of this happening in the future:

>

> The first 3 measures listed above minimize most of the risks associated with having a mix up. Today's event was a lack of effort on the operations shift/staff to do the right thing. What can I do to improve the situation? I am not sure how much training and retraining can be done to prevent another mix up from happening. We had 3 class 1 waterworks operators here today and it still happened.

[REDACTED]

. This is the root cause of the failure.

[REDACTED] My perspective of this situation is operations had a failure today that was 100% preventable. We did not follow the procedure. We did not care to follow the procedure. At that point we have a lack of responsibility and a lack accountability for ourselves and the internal and external customers we serve. I have to be responsible for the operations staff to conduct business the right way. Today that did not happen.

>

> What am I going to do to minimize the risk of this occurring again? We have a sop that has been around for a long time. We offer training to our operators. We have several checks in place. This problem is about correcting the mistake. Calling it a mistake is a cheap way of trying to get out of trouble. This is a bigger issue of are we really holding ourselves and our direct reports responsible for conducting their duties the proper way? The answer for today is no. We failed today.

>

>

>

> -----Original Message-----

> From: Whitehurst, Eric - DPU

> Sent: Sunday, August 27, 2023 5:27 PM

> To: Wright, William J. - DPU <William.J.Wright@rva.gov>

> Cc: Morgan, Stephen T. - DPU <Stephen.Morgan@rva.gov>; Towne, Douglas P. - DPU

<Douglas.Towne@rva.gov>

> Subject: Chemical Incident

>

> Good evening Bill,

>

> Can you send me an email outlining the chain of events that lead to the mixup today with the [REDACTED] tanks. Also I would really like to hear your opinion on how we can prevent/reduce the chance of this happening in the future.

>

> Thanks in advance

>

> Eric Whitehurst

> Deputy Director, Sr

From: [Bingham, April N. - DPU](#)
To: [Whitehurst, Eric - DPU](#)
Subject: FW: Chemical Incident
Date: Thursday, October 5, 2023 3:13:00 PM

-----Original Message-----

From: Liggans, Johnell - DPU <Johnell.Liggans@rva.gov>
Sent: Monday, September 11, 2023 10:54 AM
To: Bingham, April N. - DPU <April.Bingham@rva.gov>
Subject: FW: Chemical Incident

FYI

-----Original Message-----

From: Morgan, Stephen T. - DPU
Sent: Thursday, August 31, 2023 12:54 PM
To: Liggans, Johnell - DPU <Johnell.Liggans@rva.gov>
Subject: FW: Chemical Incident

Please review.

Thanks,

Stephen Morgan
City of Richmond DPU
Engineering Manager
400 Richmond Highway
Richmond, VA 23224
Office: 804-646-8522
Cell: 804-543-2513

-----Original Message-----

From: Towne, Douglas P. - DPU
Sent: Monday, August 28, 2023 7:28 AM
To: Whitehurst, Eric - DPU <Eric.Whitehurst@rva.gov>
Cc: Wright, William J. - DPU <William.J.Wright@rva.gov>; Morgan, Stephen T. - DPU <Stephen.Morgan@rva.gov>; Rice, LeRoy A. - DPU <LeRoy.Rice@rva.gov>
Subject: Re: Chemical Incident

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WTP&P

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> Look forward in hearing your thoughts.

>

> Thanks

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> Eric Whitehurst

> Deputy Department Director, Senior

> City of Richmond

> 1400 Brander Street

> Richmond, VA 23224

> Office: (804) 646-3780

> Office (804) 646-8726

> Cell: (804) 240-8725

> Email: Eric.Whitehurst@RVA.gov

>

> -----Original Message-----

> From: Wright, William J. - DPU

> Sent: Sunday, August 27, 2023 7:14 PM

> To: Whitehurst, Eric - DPU <Eric.Whitehurst@rva.gov>

> Cc: Morgan, Stephen T. - DPU <Stephen.Morgan@rva.gov>; Towne, Douglas P. - DPU

<Douglas.Towne@rva.gov>

> Subject: RE: Chemical Incident

>

> [REDACTED] called me this morning at 9 to give me an update about the plant and said he received a load of [REDACTED], I let him know I had 2 scheduled for this week but the loads were scheduled towards the middle and the end of the week. Sometimes deliveries come earlier than expected. [REDACTED] called me again today around 11 a.m. stating he had a major problem and operations made a mistake and unloaded [REDACTED] delivery into the [REDACTED]. Prior to calling me at 11:15 a.m. [REDACTED] he stated he saw the finished water [REDACTED] on our scada system so initially he thought our [REDACTED] system was failing. He did some investigation and saw the paperwork for the [REDACTED] delivery and realized what happened. The [REDACTED] delivery arrived this morning before 8 a.m. and the security guard called operations and said it was a [REDACTED] delivery. [REDACTED]

[REDACTED]

[REDACTED]

>
> My opinion on how we can prevent and reduce the chance of this happening in the future:

>
> The first 3 measures listed above minimize most of the risks associated with having a mix up. Today's event was a lack of effort on the operations shift/staff to do the right thing. What can I do to improve the situation? I am not sure how much training and retraining can be done to prevent another mix up from happening. We had 3 class 1 waterworks operators here today and it still happened.

[REDACTED]

. This is the root cause of the failure.

[REDACTED] My perspective of this situation is operations had a failure today that was 100% preventable. We did not follow the procedure. We did not care to follow the procedure. At that point we have a lack of responsibility and a lack accountability for ourselves and the internal and external customers we serve. I have to be responsible for the operations staff to conduct business the right way. Today that did not happen.

>
> What am I going to do to minimize the risk of this occurring again? We have a sop that has been around for a long time. We offer training to our operators. We have several checks in place. This problem is about correcting the mistake. Calling it a mistake is a cheap way of trying to get out of trouble. This is a bigger issue of are we really holding ourselves and our direct reports responsible for conducting their duties the proper way? The answer for today is no. We failed today.

>
>
>
> -----Original Message-----

> From: Whitehurst, Eric - DPU
> Sent: Sunday, August 27, 2023 5:27 PM
> To: Wright, William J. - DPU <William.J.Wright@rva.gov>
> Cc: Morgan, Stephen T. - DPU <Stephen.Morgan@rva.gov>; Towne, Douglas P. - DPU <Douglas.Towne@rva.gov>
> Subject: Chemical Incident

>
> Good evening Bill,

>
> Can you send me an email outlining the chain of events that lead to the mixup today with the [REDACTED] tanks. Also I would really like to hear your opinion on how we can prevent/reduce the chance of this happening in the future.

>
> Thanks in advance
>
> Eric Whitehurst
> Deputy Director, Sr

From: [Whitehurst, Eric - DPU](#)
To: [Bingham, April N. - DPU](#); [Munford, Rodney W. - DPU](#)
Subject: preparedness plan
Date: Friday, September 22, 2023 3:27:58 PM

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Eric Whitehurst
Deputy Department Director, Senior
City of Richmond
1400 Brander Street
Richmond, VA 23224
Office: (804) 646-3780
Office (804) 646-8726
Cell: (804) 240-8725
Email: Eric.Whitehurst@RVA.gov

From: [Towne, Douglas P. - DPU](#)
To: [Whitehurst, Eric - DPU](#); [Bingham, April N. - DPU](#)
Cc: [Wright, William J. - DPU](#); [Rice, LeRoy A. - DPU](#)
Subject: RE: WTP Chemical Incident
Date: Friday, September 8, 2023 2:30:15 PM
Attachments: [WTP Chemical incident 8Sep update.docx](#)
[image001.gif](#)

Eric,
Please see the attached update. Thanks for your support.

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

From: Whitehurst, Eric - DPU
Sent: Friday, September 8, 2023 1:26 PM
To: Towne, Douglas P. - DPU ; Bingham, April N. - DPU
Cc: Wright, William J. - DPU ; Rice, LeRoy A. - DPU
Subject: RE: WTP Chemical Incident

Good afternoon Doug,

Circling back to the conversation we had a few minutes ago please provide me with a time line of what's happened so far. Until this issue is resolved and all operations is back to normal please provide timely status updates so that I can keep everyone a breast of the situation. Also please provide me with the cost thus far and all charges as they come in.

Thank you

Eric Whitehurst

Deputy Department Director, Senior

City of Richmond

1400 Brander Street

Richmond, VA 23224

Office: (804) 646-3780

Office (804) 646-8726

Cell: (804) 240-8725

Email: Eric.Whitehurst@RVA.gov

From: Towne, Douglas P. - DPU
Sent: Friday, September 1, 2023 2:36 PM

To: Bingham, April N. - DPU <April.Bingham@rva.gov>

Cc: Wright, William J. - DPU <William.J.Wright@rva.gov>; Whitehurst, Eric - DPU <Eric.Whitehurst@rva.gov>; Rice, LeRoy A. - DPU <LeRoy.Rice@rva.gov>

Subject: WTP Chemical Incident

Good afternoon April,

Please see the attached draft concerning the events surrounding the [REDACTED] offloading incident at the WTP. Thanks for your support.

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

From: [Johnson, Rhonda L. - DPU](#)
To: [Bingham, April N. - DPU](#); [Whitehurst, Eric - DPU](#); [Towne, Douglas P. - DPU](#)
Subject: Boil water advisory sit-rep draft
Date: Monday, January 6, 2025 9:52:11 PM
Attachments: [City Boil Water Advisory sit-rep_DRAFT.docx](#)

Please review and provide feedback.

Rhonda Johnson | Senior Public Information Manager
City of Richmond Department of Public Utilities
730 East Broad Street, 6th Floor
Richmond, VA 23219
Office: 804-646-5463 | Cell: 804-627-3565

www.RVA.gov/public-utilities

City resident? Visit our website to complete the water pipe inventory AND sign up for real time utility alerts with CivicReady.

From: [Johnson, Rhonda L. - DPU](#)
To: Brian.Little@vdh.virginia.gov; hayesg@chesterfield.gov; [bentley.chan](#); [Longshore, Matthew B. Bingham, April N. - DPU](#); [Whitehurst, Eric - DPU](#)
Subject: City media advisory DRAFT
Date: Monday, January 6, 2025 3:48:43 PM
Attachments: [City of Richmond Issues Immediate Boil Water Advisory and Strongly Encourages Residents to Limit Water Usage_DRAFT_1.docx](#)
Importance: High

Hello DPU Partners!

Thank you for your partnership as Richmond works through its water plant issue.

George, Bentley and Matt –
Please share with your PIO.

We'd like to release ASAP, so a quick review is much appreciated.

Thanks!

Rhonda Johnson | Senior Public Information Manager
City of Richmond Department of Public Utilities
730 East Broad Street, 6th Floor
Richmond, VA 23219
Office: 804-646-5463 | Cell: 804-627-3565

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“Great leaders are almost always great simplifiers, who can cut through argument, debate and doubt to offer a solution everybody can understand.” – Gen. Colin Powell, former U.S. Secretary of State

From: [Johnson, Rhonda L. - DPU](#)
To: [Bingham, April N. - DPU](#); [Whitehurst, Eric - DPU](#); [Towne, Douglas P. - DPU](#)
Subject: RE: Boil water advisory sit-rep draft
Date: Monday, January 6, 2025 11:05:52 PM
Attachments: [City Boil Water Advisory sit-rep_DRAFT2.docx](#)

Updated version

From: Johnson, Rhonda L. - DPU
Sent: Monday, January 6, 2025 9:52 PM
To: Bingham, April N. - DPU <April.Bingham@rva.gov>; Whitehurst, Eric - DPU <Eric.Whitehurst@rva.gov>; Towne, Douglas P. - DPU <Douglas.Towne@rva.gov>
Subject: Boil water advisory sit-rep draft

Please review and provide feedback.

Rhonda Johnson | Senior Public Information Manager
City of Richmond Department of Public Utilities
730 East Broad Street, 6th Floor
Richmond, VA 23219
Office: 804-646-5463 | Cell: 804-627-3565

www.RVA.gov/public-utilities

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From: [Johnson, Rhonda L. - DPU](#)
To: [Longshore, Matthew B.](#); Brian.Little@vdh.virginia.gov; hayesg@chesterfield.gov; bentley.chan
Cc: [Bingham, April N. - DPU](#); [Whitehurst, Eric - DPU](#)
Subject: RE: City media advisory DRAFT
Date: Monday, January 6, 2025 4:09:29 PM

Thanks! Mayor is ready to release. Please chime in ASAP if any issues. We will more than likely doing a press conference with Mayor Avula at 5pm.

From: Longshore, Matthew B. <MBLongshore@hanovercounty.gov>
Sent: Monday, January 6, 2025 4:06 PM
To: Johnson, Rhonda L. - DPU <Rhonda.Johnson@rva.gov>; Brian.Little@vdh.virginia.gov; hayesg@chesterfield.gov; bentley.chan@henrico.us
Cc: Bingham, April N. - DPU <April.Bingham@rva.gov>; Whitehurst, Eric - DPU <Eric.Whitehurst@rva.gov>
Subject: RE: City media advisory DRAFT

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Rhonda – Hanover is good with this.

Matt Longshore, P.E.
Director of Public Utilities
o: 804-365-6022

From: Johnson, Rhonda L. - DPU <Rhonda.Johnson@rva.gov>
Sent: Monday, January 6, 2025 3:49 PM
To: Brian.Little@vdh.virginia.gov; hayesg@chesterfield.gov; bentley.chan@henrico.us; Longshore, Matthew B. <MBLongshore@hanovercounty.gov>
Cc: Bingham, April N. - DPU <April.Bingham@rva.gov>; Whitehurst, Eric - DPU <Eric.Whitehurst@rva.gov>
Subject: City media advisory DRAFT
Importance: High

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Hello DPU Partners!

Thank you for your partnership as Richmond works through its water plant issue.

George, Bentley and Matt –
Please share with your PIO.

We'd like to release ASAP, so a quick review is much appreciated.

Thanks!

Rhonda Johnson | Senior Public Information Manager
City of Richmond Department of Public Utilities
730 East Broad Street, 6th Floor
Richmond, VA 23219
Office: 804-646-5463 | Cell: 804-627-3565

www.RVA.gov/public-utilities

City resident? Visit our website to complete the water pipe inventory AND sign up for real time utility alerts with CivicReady.

From: [Chan, Bentley](#)
To: [Johnson, Rhonda L. - DPU](#); Brian.Little@vdh.virginia.gov; hayesg@chesterfield.gov; [Longshore, Matthew B. Bingham, April N. - DPU](#); [Whitehurst, Eric - DPU](#); [Vithoukas, John](#); [Tretina, Cari](#); [Yob, Steven](#); [Sheppard, Ben](#); [Knockemus, Steve](#); [Jones, Will](#); [Sanmartin, Beth](#)
Subject: RE: City media advisory DRAFT
Date: Monday, January 6, 2025 3:53:10 PM
Attachments: [image001.png](#)
[City of Richmond Issues Immediate Boil Water Advisory and Strongly Encourages Residents to Limit Water Usage_DRAFT_1.docx](#)

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.

Thanks, Rhonda. We'll review and will follow up.

Bentley



BENTLEY CHAN, PE

Director

HENRICO WATER, Department of Public Utilities

Phone 804.501.4280 **Email** bentley.chan@henrico.gov

4305 East Parham Road, Henrico, Virginia 23228

From: Johnson, Rhonda L. - DPU <Rhonda.Johnson@rva.gov>
Sent: Monday, January 6, 2025 3:49 PM
To: Brian.Little@vdh.virginia.gov; hayesg@chesterfield.gov; Chan, Bentley <cha70@henrico.gov>; Longshore, Matthew B. <MBLongshore@hanovercounty.gov>
Cc: Bingham, April N. - DPU <April.Bingham@rva.gov>; Whitehurst, Eric - DPU <Eric.Whitehurst@rva.gov>
Subject: City media advisory DRAFT
Importance: High

Hello DPU Partners!

Thank you for your partnership as Richmond works through its water plant issue.

George, Bentley and Matt –

Please share with your PIO.

We'd like to release ASAP, so a quick review is much appreciated.

Thanks!

Rhonda Johnson | Senior Public Information Manager
City of Richmond Department of Public Utilities

730 East Broad Street, 6th Floor
Richmond, VA 23219
Office: 804-646-5463 | Cell: 804-627-3565

www.RVA.gov/public-utilities

City resident? Visit our website to complete the water pipe inventory AND sign up for real time utility alerts with CivicReady.

From: [Whitehurst, Eric - DPU](#)
To: [Bingham, April N. - DPU](#); [Vaughan, John "Billy" - DPU](#); [Westry, Gerald L. - DPU](#); [Rifenburgh, Daniel W. - DPU](#); [Logan, Annette K. - DPU](#); [Jackson, Dupree M. - DPU](#); [Jackson, Barbara D. - DPU](#); [Koonce, Jarvis S. - DPU](#); [Bracey, Felicia A. - DPU](#); [Glenn, Howard W. - DPU](#); [Patron, Tiffany L. - DPU](#); [Purrington, Avis - DPU](#); [Towne, Douglas P. - DPU](#); [Rice, LeRoy A. - DPU](#); [Carter, Yvette L. - DPU](#); [Woodson, Michelle D. - DPU](#); [Wilson, Alishia S. - DPU](#); [King, Rodney N. - DPU](#); [Weeks, Kenny E. - DPU](#); [Morgan, Stephen T. - DPU](#); [Lemon, Lynnette D. - DPU](#); [Bendernagel, Laura V. - DCAO of Operations](#)
Cc: [Taylor, Johnetta S. - DPU](#); [Johnson, Rhonda L. - DPU](#); [Epps, LaToya M. - DPU](#); [Watkins, Etosha - DPU](#); [Munford, Rodney W. - DPU](#); [Hatfield, Ricky - DPU](#)
Subject: RE: Designation of Authority
Date: Monday, January 6, 2025 2:40:15 PM
Attachments: [Designation of Authority 1-5-2025.pdf](#)

Eric Whitehurst
Deputy Department Director, Senior
City of Richmond
1400 Brander Street
Richmond, VA 23224
Office: (804) 646-3780
Office (804) 646-8726
Cell: (804) 240-8725
Email: Eric.Whitehurst@RVA.gov

From: [Brodie, Patra B. - DPU](#)
To: [Patron, Tiffany L. - DPU](#); [Binglers, April N. - DPU](#); [Whitehurst, Eric - DPU](#); [Munford, Rodney W. - DPU](#); [Johnson, Ashvina E. - DPU](#); [Saxon, Kayla A. - DPU](#); [Taylor, Jhoretta S. - DPU](#); [David, Bethel D. - DPU](#); [Walters, Brenda - DPU](#); [Anderson, Valerie B. - DPU](#); [Lizcano, Jofred - DPU](#); [Green, Brynnae D. - DPU](#); [Mims, Craig J. - DPU](#); [Davis, Vani L. - DPU](#); [Yu, Sany - DPU](#); [Smith, Angel M. - DPU](#); [Jackson, Barbara D. - DPU](#); [Logan, Annette K. - DPU](#); [Jail, Shanon L. - DPU](#); [Mills, Joseph A. - Contractor](#); [Lopez, Stella - DPU](#); [Clement, Vernon - DPU](#); [Banks, Andrew C. - DPU](#); [Johnson, Rhonda L. - DPU](#); [Dartez, Cedric D. - DPU](#); [Carterford, Latasha C. - DPU](#); [Christina, Trammell D. - DPU](#); [Bacon, Crystal D. - DPU](#); [Banks, Patricia C. - DPU](#); [Starr, Howard W. - DPU](#); [Byers, Daniel L. - DPU](#); [Walt, Perry L. - DPU](#); [Allen, David M. - DPU](#); [Morgan, Shannon T. - DPU](#)
Subject: RE: Quinton is Retiring Please Join Us!
Date: Monday, January 6, 2025 12:24:36 PM
Attachments: [image001.png](#)

I will be attending.

Thanks

Do you need time to talk or clarify anything, you can reserve time on my calendar. [Click Here](#) to schedule time for us to chat!

Patra Brodie, M.Ed

Workforce and Engagement Development
City of Richmond Department of Public Utilities

From: [Chan, Bentley](#)
To: [Bingham, April N. - DPU](#); [Whitehurst, Eric - DPU](#); [Munford, Rodney W. - DPU](#); [Johnson, Rhonda L. - DPU](#); [Towne, Douglas P. - DPU](#); ["George Hayes"](#); [Longshore, Matthew B.](#); [Vithoukas, John](#); [Tretina, Cari](#); [Yob, Steven](#); [Christian, Alvin, Jr](#); [Simukonde, Nellow](#)
Cc: [Rowley, Rob](#); [Welch, Jennifer](#); [Kilduff, Todd E.](#); [Rembold, Matt](#); [Reynolds, James](#); [Coughlin, Jessica \(VDH\)](#); [Morrissette, Randall](#); [Roadcap, Dwayne \(VDH\)](#); [Sheppard, Ben](#); [Jones, Will](#); [Sanmartin, Beth](#); [Laffoon, Sherri \(VDEM\)](#); [Neth, Sam \(VDH\)](#); [Pletch, Donna \(VDEM\)](#); [Smith, Jesse W](#); [Killgore, Mark \(DCR\)](#); [Bonifas, Teresa](#)
Subject: RE: Richmond Drinking Water Plant Update
Date: Monday, January 6, 2025 5:26:32 PM
Attachments: [image001.png](#)

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

Hi all,

Thank you for the call just now. Let's use this email chain for progress updates on the restoration of the City's drinking water plant.

Thank you again,
Bentley



BENTLEY CHAN, PE

Director

HENRICO WATER, Department of Public Utilities

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

-----Original Appointment-----

From: Chan, Bentley

Sent: Monday, January 6, 2025 3:05 PM

To: Chan, Bentley; Bingham, April N. - DPU; Eric Whitehurst; Munford, Rodney W. - DPU; Rhonda Johnson; Towne, Douglas P. - DPU; 'George Hayes'; Longshore, Matthew B.; Vithoukas, John; Tretina, Cari; Yob, Steven; Christian, Alvin, Jr; Simukonde, Nellow

Cc: Rowley, Rob; Welch, Jennifer; Kilduff, Todd E.; Rembold, Matt; Reynolds, James; Coughlin, Jessica (VDH); Morrissette, Randall; Roadcap, Dwayne (VDH); Sheppard, Ben; Jones, Will; Sanmartin, Beth; Laffoon, Sherri (VDEM); Neth, Sam (VDH); Pletch, Donna (VDEM); Smith, Jesse W; Killgore, Mark (DCR); Bonifas, Teresa

Subject: Drinking Water Coordination Follow Up

When: Monday, January 6, 2025 4:30 PM-5:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 264 437 123 900

Passcode: bT9ob7hj

Dial in by phone

[+1 323-433-2068,,789371757#](#) United States, Los Angeles

[Find a local number](#)

Phone conference ID: 789 371 757#

Join on a video conferencing device

Tenant key: [henrico@m.webex.com](#)

Video ID: 117 409 854 1

[More info](#)

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

From: [Wilson, Jessie - DPU](#)
To: [Diaz, Aure A. - Contractor](#)
Cc: [Glenn, Howard W. - DPU](#); [Wyatt, Percy L. - DPU](#); [Rivers, Darryl L. - DPU](#); [Johnson, Rhonda L. - DPU](#); [Mawby, Doug - DPW](#); [Boston, William E. JR - DPU](#); [Whitehurst, Eric - DPU](#); [Allen, Trina L. - DPU](#); [Munford, Rodney W. - DPU](#); [Bingham, April N. - DPU](#); [Lyons, Luckie D. - DPU](#); [Hardy-Wilson, Ladonna T. - DPU](#)
Subject: Sanitary & Storm Sewer Contractor Work Locations {UPDATE} January 06th, 2025
Date: Monday, January 6, 2025 6:50:38 AM
Attachments: [Contractor ONLY Project List - Week of 1-06-25.xlsx](#)

Good Morning All –

If anything else is needed, please do not hesitate to reach out.

Thanks

Jessie Wilson
Maintenance and Operations Superintendent (*interim*)
City of Richmond - DPU
1801 Commerce Rd
Richmond, VA 23224
Jessie.Wilson@rva.gov; 804-347-8634 (Cell)

From: [Whitehurst, Eric - DPU](#)
To: [Chan, Bentley](#)
Subject: Accepted: Drinking Water Coordination Follow Up

From: [Whitehurst, Eric - DPU](#)
To: [Bingham, April N. - DPU](#); [Vaughan, John "Billy" - DPU](#); [Westry, Gerald L. - DPU](#); [Rifenburgh, Daniel W. - DPU](#); [Logan, Annette K. - DPU](#); [Jackson, Dupree M. - DPU](#); [Jackson, Barbara D - DPU](#); [Koonce, Jarvis S. - DPU](#); [Bracey, Felicia A. - DPU](#); [Glenn, Howard W. - DPU](#); [Patron, Tiffany L. - DPU](#); [Purrington, Avis - DPU](#); [Towne, Douglas P. - DPU](#); [Rice, LeRoy A. - DPU](#); [Carter, Yvette L. - DPU](#); [Woodson, Michelle D. - DPU](#); [Wilson, Alishia S. - DPU](#); [King, Rodney N. - DPU](#); [Weeks, Kenny E. - DPU](#); [Morgan, Stephen T. - DPU](#); [Lemon, Lynnette D. - DPU](#); [Bendernagel, Laura V. - DCAO of Operations](#)
Cc: [Taylor, Johnetta S. - DPU](#); [Johnson, Rhonda L. - DPU](#); [Epps, LaToya M. - DPU](#); [Watkins, Etosha - DPU](#); [Munford, Rodney W. - DPU](#); [Hatfield, Ricky - DPU](#)
Subject: RE: Designation of Authority
Date: Monday, January 6, 2025 2:40:00 PM
Attachments: [Designation of Authority 1-5-2025.pdf](#)

Eric Whitehurst
Deputy Department Director, Senior
City of Richmond
1400 Brander Street
Richmond, VA 23224
Office: (804) 646-3780
Office (804) 646-8726
Cell: (804) 240-8725
Email: Eric.Whitehurst@RVA.gov

From: Whitehurst, Eric - DPU
Sent: Monday, December 2, 2024 5:35 AM
To: [Bingham, April N. - DPU <April.Bingham@rva.gov>](#); [Vaughan, John "Billy" - DPU <John.Vaughan@rva.gov>](#); [Westry, Gerald L. - DPU <Gerald.Westry1@rva.gov>](#); [Rifenburgh, Daniel W. - DPU <Daniel.Rifenburgh@rva.gov>](#); [Logan, Annette K. - DPU <Annette.Logan@rva.gov>](#); [Jackson, Dupree M. - DPU <Dupree.Jackson2@rva.gov>](#); [Jackson, Barbara D - DPU <Barbara.Jackson@rva.gov>](#); [Koonce, Jarvis S. - DPU <Jarvis.Koonce@rva.gov>](#); [Bracey, Felicia A. - DPU <Felicia.Bracey@rva.gov>](#); [French, Austin S. - DPU <Austin.French@rva.gov>](#); [Glenn, Howard W. - DPU <Howard.Glenn@rva.gov>](#); [Patron, Tiffany L. - DPU <Tiffany.Patron@rva.gov>](#); [Brubeck, Audrey N. - DPU <Audrey.Brubeck@rva.gov>](#); [Purrington, Avis - DPU <Avis.Purrington@rva.gov>](#); [Towne, Douglas P. - DPU <Douglas.Towne@rva.gov>](#); [Rice, LeRoy A. - DPU <LeRoy.Rice@rva.gov>](#); [Carter, Yvette L. - DPU <Yvette.Carter@rva.gov>](#); [Woodson, Michelle D. - DPU <Michelle.Woodson@rva.gov>](#); [Wilson, Alishia S. - DPU <Alishia.Wilson@rva.gov>](#); [King, Rodney N. - DPU <Rodney.King2@rva.gov>](#); [Weeks, Kenny E. - DPU <Kenny.Weeks@rva.gov>](#); [Morgan, Stephen T. - DPU <Stephen.Morgan@rva.gov>](#); [Lemon, Lynnette D. - DPU <LynnetteD.Lemon@rva.gov>](#); [Bendernagel, Laura V. - DCAO of Operations <Laura.Bendernagel@rva.gov>](#)
Cc: [Taylor, Johnetta S. - DPU <Johnetta.Taylor@rva.gov>](#); [Johnson, Rhonda L. - DPU <Rhonda.Johnson@rva.gov>](#); [Epps, LaToya M. - DPU <LaToya.Epps@rva.gov>](#); [Watkins, Etosha - DPU <Etosha.Watkins@rva.gov>](#); [Munford, Rodney W. - DPU <Rodney.Munford@rva.gov>](#)
Subject: Designation of Authority

Eric Whitehurst

Deputy Department Director, Senior
City of Richmond
1400 Brander Street
Richmond, VA 23224
Office: (804) 646-3780
Office (804) 646-8726
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From: [Whitehurst, Eric - DPU](#) on behalf of [Willoughby, Stephen M. - DECPR](#)
To: [Munford, Rodney W. - DPU](#); [Willoughby, Stephen M. - DECPR](#); [Joy-Hogg, Sabrina B.](#); [Avula, Danny - Mayor](#); [Bingham, April N. - DPU](#); [Whitehurst, Eric - DPU](#); [Towne, Douglas P. - DPU](#); [Catrow, Ross A. - OSC](#); [Johnson, Rhonda L. - DPU](#); [Gray, Jeff L. - CAO](#)
Subject: FW: Water Plant Issue

-----Original Appointment-----

From: Willoughby, Stephen M - DECPR <Stephen.Willoughby@rva.gov>
Sent: Monday, January 6, 2025 10:53 AM
To: Willoughby, Stephen M - DECPR; Joy-Hogg, Sabrina B ; Avula, Danny - Mayor; Bingham, April N - DPU; Whitehurst, Eric - DPU; Towne, Douglas P - DPU; Catrow, Ross A - OSC; Johnson, Rhonda L - DPU; Gray, Jeff L - CAO
Subject: Water Plant Issue
When: Monday, January 6, 2025 1:00 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada)
Where: Microsoft Teams Meeting

Microsoft Teams Need help? <<https://aka.ms/JoinTeamsMeeting?omkt=en-US>>

Join the meeting now <https://teams.microsoft.com/l/meetup-join/19%3ameeting_M2UzY2Y4NTgtMmZiMi00NzI2LTg0MTctNmE4NGUyOWUyMTBm%40thread_v2/0?context=%7b%22Tid%22%3a%223f56d663-141b-4418-b66c-326033ab9ce1%22%2c%22Oid%22%3a%2212a594f2-a5ab-495b-8b05-af0e7613bd14%22%7d>

Meeting ID: 213 829 135 154

Passcode: EE2Sj9hs

Dial in by phone

+1 804-316-9457,,827635248# <<tel:+18043169457,,827635248>> United States, Richmond

Find a local number <<https://dialin.teams.microsoft.com/ab3cf131-be86-49d3-bc76-68baec4855b4?id=827635248>>

Phone conference ID: 827 635 248#

For organizers: Meeting options <https://teams.microsoft.com/meetingOptions/?organizerId=12a594f2-a5ab-495b-8b05-af0e7613bd14&tenantId=3f56d663-141b-4418-b66c-326033ab9ce1&threadId=19_meeting_M2UzY2Y4NTgtMmZiMi00NzI2LTg0MTctNmE4NGUyOWUyMTBm@thread_v2&messageId=0&language=en-US> | Reset dial-in PIN <<https://dialin.teams.microsoft.com/usp/pstnconferencing>>

Org help <<https://coritrequests.richva.ci.richmond.va.us/EndUser/Items/Home>>



7 People >

April Bingham



Please use this thread for the water plant issue.

Doug is enroute to the Plant. His ETA is less a than 30 minutes.

He will assess and follow up. He is also reaching out to the counties for their assistance in cutting back on demand while we determine next steps.



Kenny Weeks



Arnie and I are headed in as well. Recommend adding Arnie to this thread as well.

April Bingham

10-4



What's Arnies number? I will add him now

Rodney Munford

Shall we wait on the WTP's



iMessage





7 People >



Rodney Munford

RM

Shall we wait on the WTP's update before posting anything to the WEBEOC?

Doug Townes

DT

Counties have been notified. Generators are on. We will need some time to assess and continue to respond

April Bingham

Please do not post to anything yet. I'll talk through the 8am update.

AB

Thanks Doug for the update.

Rodney Munford



RM

Understood

April Bingham

Channel 12 reports increased outages in the area.

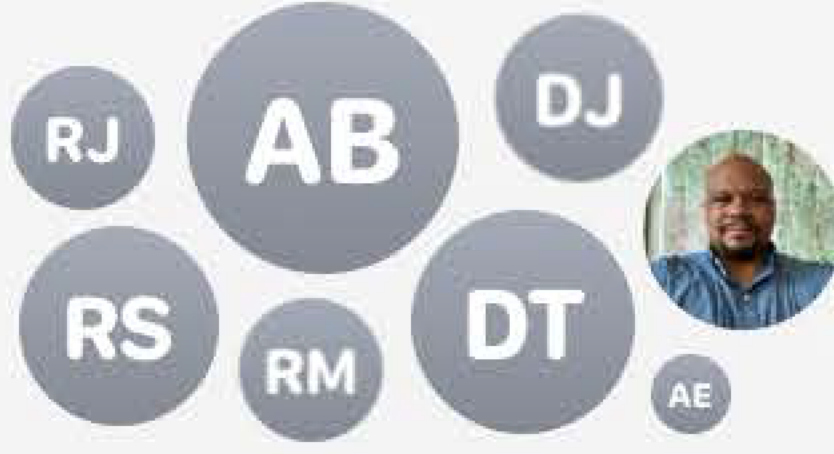
AB

Dominion stands at 8,183



iMessage





8 People >

April Bingham

Please use this thread for the water plant issue.

AB

Arnie has been added....

iMessage

Robert Stone

What is the [redacted] level and [redacted] levels? Is [redacted] picking up the Zone [redacted] demands?

RS

April Bingham

From Dominion: There are some fuses out near the location. They have a crew heading to the location.

AB

Doug Townes

13.1 reservoir
Rest of distribution system looks good

DT

April Bingham

Question from Bob Stone - do



iMessage





8 People >

Question from Bob Stone - do we have an answer?

=====

What is the [redacted] level and [redacted] levels? Is [redacted] picking up the Zone [redacted] demands?

AB

Thanks Doug...

Kenny Weeks

Power has been restored. Maintenance teams are working to relieve flooding in the basement filter galleries. Waste water specialists in route to support recovery efforts as well.

April Bingham

Excellent

AB

Dominion related?

Kenny Weeks

Unsure at the moment.

Doug Townes



iMessage





8 People >

April Bingham

Excellent

AB

Dominion related?

Kenny Weeks



Unsure at the moment.

Doug Townes

DT

Appears to be plant switch gear related

Clarification. Dominion lost a phase on the active feed to the plant.

DT

April Bingham

AB

So dominion related?

Doug Townes

DT

That's where it originated

April Bingham

AB

Thanks.



iMessage

