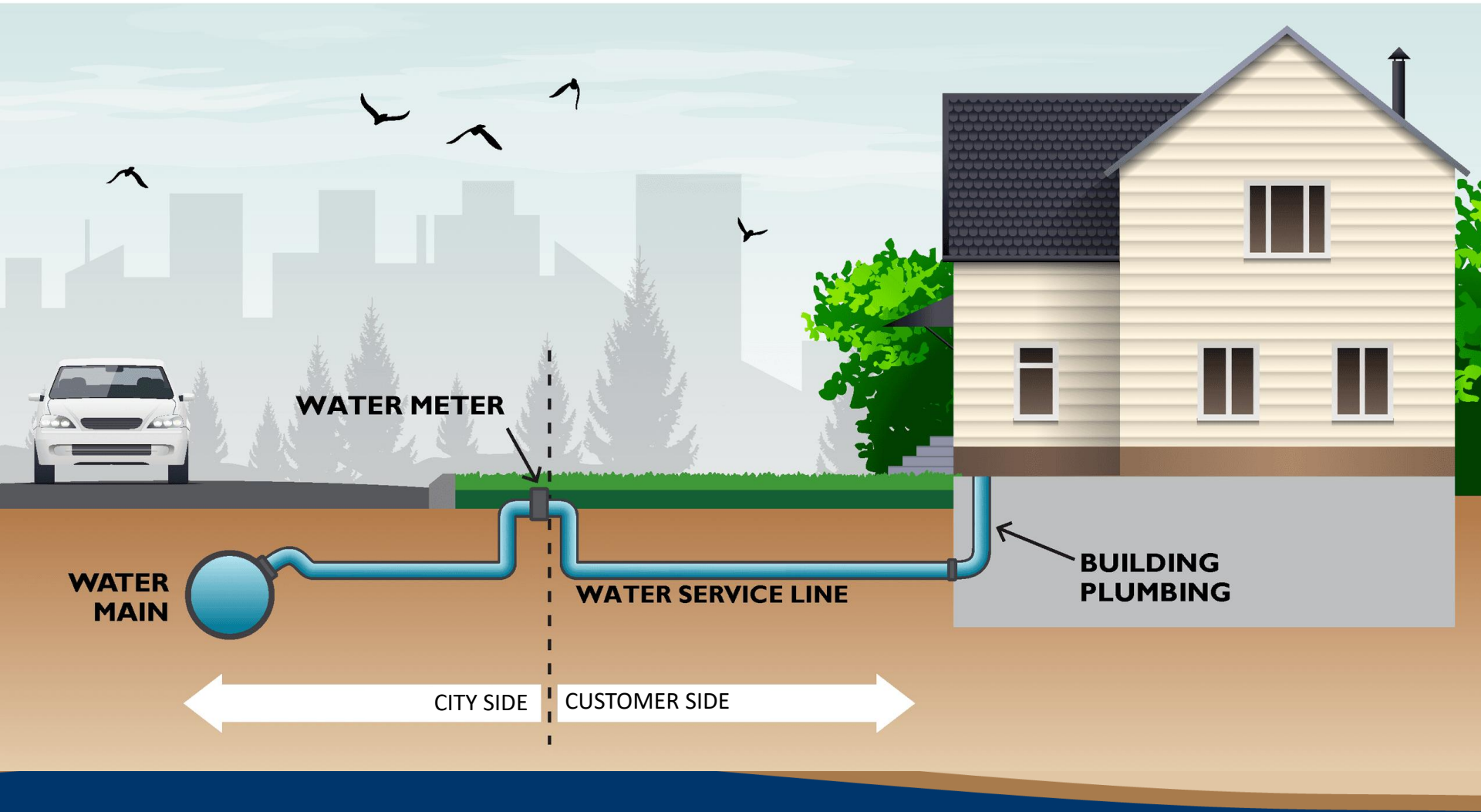

Understanding Your Combined Utility Bill

Trinette D. Hodges, Utilities Customer Service Manager

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PURPOSE

Explain the services and charges reflected on Hampton Roads Utility Billing System (HRUBS) combined monthly public service bill.

BILLED SERVICES INCLUDED ON THE HRUBS BILL

AGENCY	SERVICE TYPE	CHARGES
THE CITY OF NORFOLK DEPARTMENT OF UTILITIES	• WATER • WASTEWATER COLLECTION • ADMIN • TAX	BASED ON WATER USAGE
THE CITY OF NORFOLK DEPARTMENT OF PUBLIC WORKS	• REFUSE DISPOSAL • STORM WATER	BASED ON FIXED DAILY RATES
HRSD	• WASTEWATER TREATMENT	BASED ON WATER USAGE

NORFOLK UTITLITIES
WATER CHARGE



WATER SERVICE

Reliable delivery of clean, safe drinking water to homes and businesses
24 hours a day, 7 days a week, 365 days a year.

CATEGORY	DETAILS
Charge Basis	Based on water volume in hundred cubic feet (CCF)
Rate	$6.74/CCF (1 CCF = 748 GALLONS)
Customer Benefit	Full control over monthly water charges
No Usage = No Fee	**Customers do not pay if water is not used**

NORFOLK UTILITIES
WASTEWATER COLLECTION CHARGE



WASTEWATER SERVICE

Collects and conveys Wastewater from homes and businesses to HRSD for treatment.

CATEGORY	DETAILS
Rate	$5.89/CCF (based on water consumption)
Minimum Charge	No minimum charges apply
No Usage/No Fee	**Customers do not pay if water is not used**

NORFOLK UTILITIES
WATER TAX



WATER TAX

Based on water charge.

FEATURE	5/8" METERS	ALL OTHER METERS
Billing Category	Residential	Non-Residential
Rate	Twenty-five percent (25%) of the first twenty-two dollars and fifty cents ($22.50)	Twenty-five percent (25%) of the first seventy-five dollars ($75.00) and fifteen percent (15%) of all over seventy-five dollars ($75.00)
Cap	$5.62/month	None
No Usage/No Fee	**Customers do not pay if water is not used**	

NORFOLK PUBLIC WORKS
WASTE MANAGEMENT REFUSE DISPOSAL CHARGE



REFUSE SERVICE

Provide residential curbside collection of household trash, recyclables, bulk waste, yard waste and tires. Additional services provided: Document shredding, electronics recycling, drop off recycling and hazardous waste disposal.

CATEGORY	DAILY	MONTHLY
Rate	$1.102	$33.06
Extra Containers	Additional charge for extra containers	

NORFOLK PUBLIC WORKS
STORM WATER CHARGE



STORM WATER SERVICE

Storm Water system and drainage, flood control, street sweeping, ditch maintenance, and other services.

CATEGORY	DETAILS
Charge Basis	Based on an Equivalent Residential Unit (ERU) of impervious area) 1 ERU = 2,000 Square Feet
Residential/Non-Residential Rate	$0.504 Daily/ERU
Minimum Charge	$15.12/Month

HAMPTON ROADS SANITATION DEPARTMENT TREATMENT CHARGE

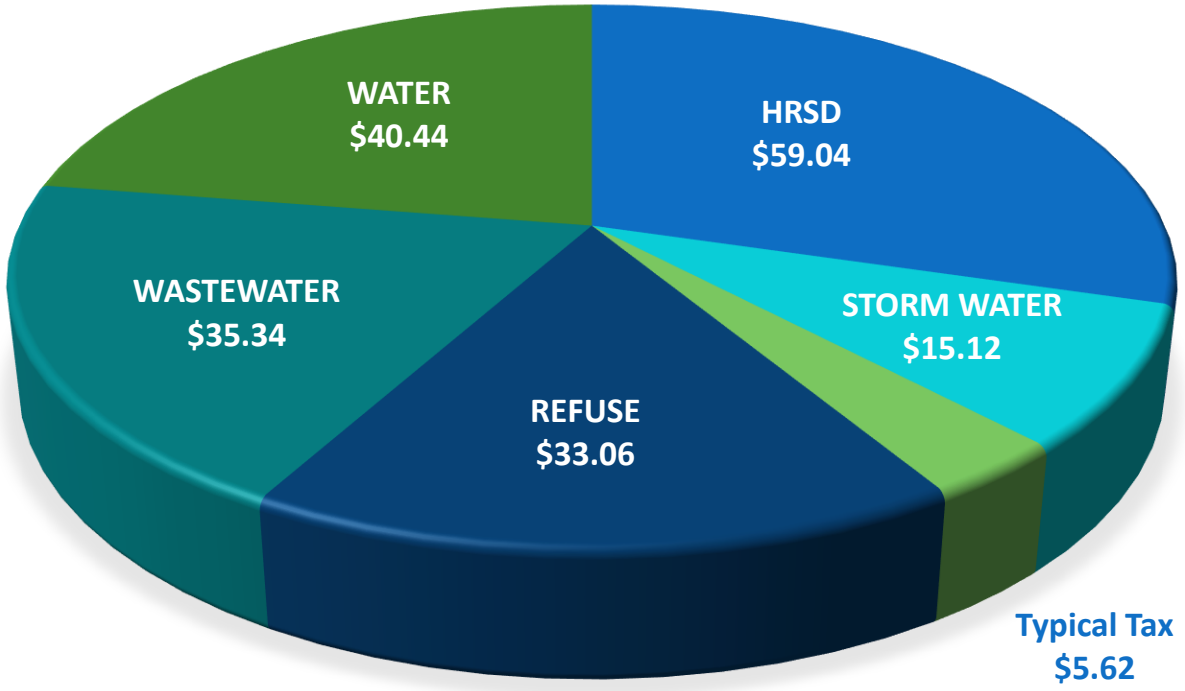
HRSD WASTEWATER SERVICE

Treatment and discharge of wastewater received.

CATEGORY	DETAILS
Rate	$9.84/CCF (based on water consumption)
Minimum Charge	$13.50/Month

TYPICAL NORFOLK RESIDENTIAL HRUBS BILL

CHARGES



Note: *A typical bill of $188.62 is based on a 30-day billing period with 6 CCFs of water consumption.*

HOW LOCALITIES BILL

SERVICE	NORFOLK	PORTSMOUTH	SUFFOLK	VIRGINIA BEACH	NEWPORT NEWS	CHESAPEAKE
WATER	HRUBS	PUB	HRUBS	PUB	PUB	HRUBS
WASTEWATER COLLECTION	HRUBS	PUB	HRUBS	PUB	PUB	HRUBS
TAX	HRUBS	PUB	N/A	PUB	N/A	N/A
REFUSE DISPOSAL	HRUBS	PUB	REAL ESTATE	PUB	PUB	N/A
STORM WATER	HRUBS	REAL ESTATE	REAL ESTATE	PUB	REAL ESTATE	REAL ESTATE
WASTEWATER TREATMENT	HRUBS	HRUBS	HRUBS	HRUBS	HRUBS	HRUBS
BILLING FREQUENCY	MONTHLY	BI-MONTHLY	MONTHLY	MONTHLY	MONTHLY	BI-MONTHLY

BILLING FREQUENCY

REAL ESTATE

HRUBS

PUBLIC UTILITY BILL PRINTED BY THE LOCALITY