

Waiting too long for wastewater
to leave your home?

Call Us First!

The Norfolk Department of Utilities is here to assist you when you are experiencing a wastewater back-up. Calling us before you call a plumber can potentially save you money on unnecessary plumbing repairs.



If all the drains in your house are draining slowly, or not at all, you may be experiencing a wastewater backup. The Department of Utilities will send a wastewater crew to your house to investigate your back-up. The crew will clean any stoppage from the clean-out at your property line to the City's main line at no cost to you.

If your backup continues after the crew has cleared your main line, the blockage is in your private plumbing and you will need to contact a plumber.

It is always better to **CALL US FIRST**. We can help you determine if a plumber is necessary.

**24- Hour Water/Wastewater
Emergency Number**

823-1000



Administrative Office
400 Granby Street
Norfolk, VA 23510
757-664-6700
757-664-6707 fax
www.norfolk.gov/utilities

Mailing Address
P.O. Box 1080
Norfolk, VA 23501

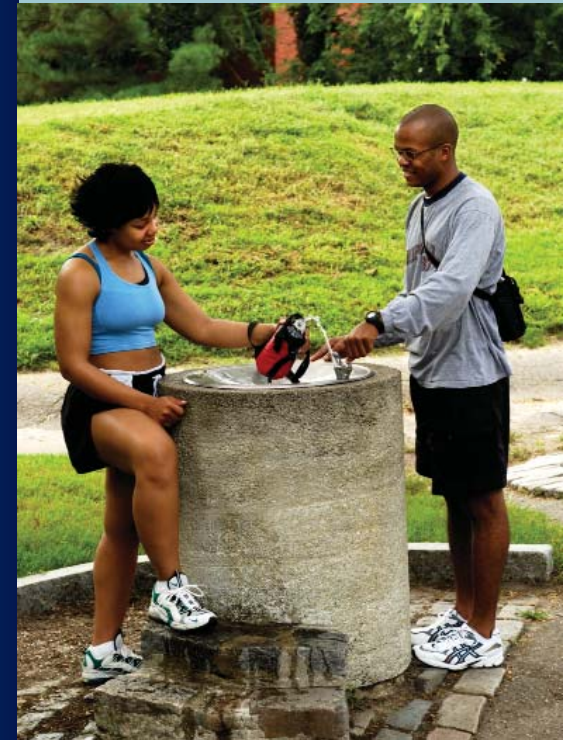
**At your
service, 24
hours a day.**

The Department of Utilities is here to serve you 24 hours a day. Our operators are always on call to address water and wastewater emergencies.

Dial the number below at any time if you witness a broken water or wastewater main, or for any other water service emergency.

Department of Utilities...At your service 24 hours a day

**Top Quality Drinking Water
Top Quality Service**



**24 Hour
Emergency
Number**

757-823-1000

NORFOLK DEPARTMENT OF
 **UTILITIES**



Norfolk PURE

Tap into Quality

The Department of Utilities works 24 hours a day to ensure that you always have access to high quality drinking water. Norfolk Pure drinking water is essential to the everyday operations of businesses, vital for the protection of public health, essential to emergency personnel for fire suppression and central to the quality of life of Norfolk citizens.



We ensure your water is safe to drink.

Providing safe, reliable and affordable drinking water to our customers is top priority for the Department of Utilities.

The City of Norfolk owns two water treatment plants that provide drinking water to residents in the cities of Norfolk and Virginia Beach, U. S. Naval facilities, and portions of Chesapeake.

Water chemists test water quality before, during and after treatment. Norfolk water quality testing data is available online at www.norfolk.gov/utilities or you can request a copy of the Annual Water Quality Report by calling 664-6701.

We deliver reliable drinking water to Norfolk homes and businesses.

Norfolk Pure drinking water is available at your tap 365 days a year, 24 hours a day. On demand access to tap water is made possible by water distribution crews who maintain the complex systems that transport drinking water to homes, businesses and fire hydrants.

The Department's wastewater crews operate and maintain the pipes and pump stations that collect wastewater and transport it to the Hampton Roads Sanitation District (HRSD) for treatment.

Water distribution and wastewater crews are on call 24 hours a day to serve you. For service call 823-1000.



We improve your water and sewer infrastructure.

While water distribution and wastewater crews are responsible for maintaining the City's water and wastewater lines, the Department's engineers plan, design and manage improvements to the water and wastewater system.

Through capital improvement projects, we maintain and upgrade water and wastewater infrastructure which includes reservoirs, pipes, pump stations, storage tanks and water treatment facilities.

For a list of improvement projects in your area, visit www.norfolk.gov/utilities.

We provide excellent customer service.

Customer service representatives are always happy to help you.

Representatives can assist with customer inquiries regarding billing and payment options, researching and resolving customer concerns, processing customer payments, confirming repairs, making bill adjustments and establishing and terminating water and wastewater service.

To speak to a customer service representative, call 664-6700, Monday through Friday between 7:30 a.m. and 4:30 p.m.

Many services are also available online at www.norfolk.gov/utilities.

Never pour fats, oils or grease down the drain.



Fats, Oils and Grease

When washed down the drain, fats, oils and grease stick to the insides of pipes, building up over time and causing blockages. When sewer lines are clogged, wastewater can backup, possibly causing a disruption in

wastewater service. By not pouring fats, oils and grease down the drain, you can help keep sewer lines clean and avoid costly plumbing repairs. Remember, fight the fat and dispose of fats, oils and grease in the trash, not down the drain.