

Understanding the Combined Utility Bill

Department of Utilities



Purpose

Explain the variability of the Hampton Roads Utility Billing System (HRUBS) public service bill.

Overview

- HRUBS is the billing system for Hampton Roads Sanitation District (HRSD), the regional wastewater treatment authority.
- A private contractor reads our 68,000+ water meters monthly and Norfolk sends those readings to HRSD.
- Norfolk's public service charges and HRSD's wastewater treatment fees are on one HRUBS bill for our residents and businesses.

Charges Included on the HRUBS Bill

- City of Norfolk

- Department of Utilities (Charges based on Water Usage)

- Water \$4.94/CCF (1CCF = 748 gal.)
 - Tax 25% of first \$75 of water charge
 - Wastewater Collection \$4.13/CCF

- Department of Public Works (Charges based on Daily Rate)

- Refuse Disposal \$0.921/Day + \$0.164/Day/Extra Can
 - Storm Water \$0.38/Day

- Hampton Roads Sanitation District (HRSD)

- Wastewater Treatment \$4.92/CCF (Charges based on Water Usage)

Factors Affecting the HRUBS Bill Amount

- Water meter readings
 - Readings are recorded in whole CCFs (6.1 to 6.9 = 6CCFs)
 - Same usage could result in 2 CCF (\$30.45) variance from one month to the next
- Days in the billing cycle
 - Range: 27-36 days
 - Refuse and Storm Water fees are \$1.30/day (9 days ~ \$12)
- Similar water usage could result in a \$42 monthly variance

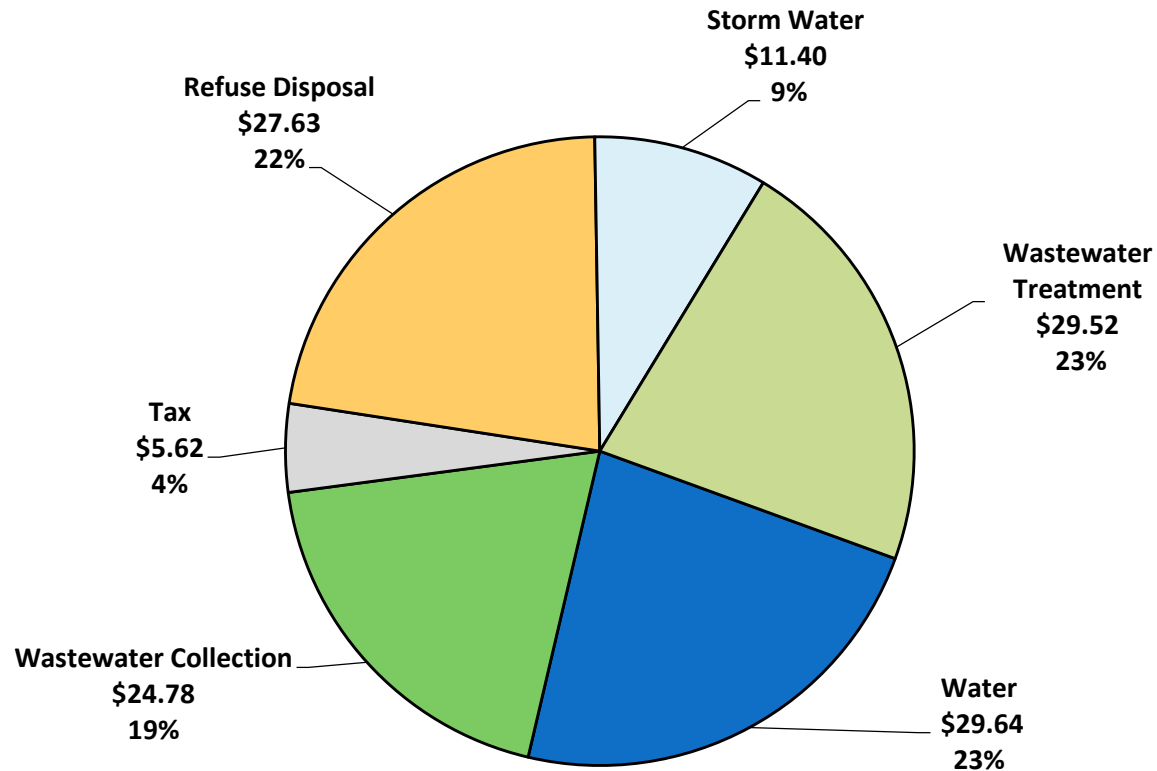
Meter Reading

Meters register cumulatively. Any possible misreads would be remedied on the next read.

(Example: 9.2 CCF/Month Average)

| | Jan | Feb | Mar | Apr | May | June |
|---------------|-----|-----|-----|-----|-----|------|
| Meter Reading | 100 | 108 | 117 | 118 | 136 | 145 |
| CCF Usage | 10 | 8 | 9 | 1 | 18 | 9 |

Typical Norfolk Residential HRUBS Bill



Typical bill of \$128.59 is based upon 30 day billing period with 6 ccf 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 |
| Administration Fee | HRUBS | PUB | HRUBS | PUB | PUB | 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 | Bi-Monthly | Bi-Monthly |

PUB = Public Utility Bill printed by the locality

N/A = Funded by real estate taxes or other general revenue

Customer Service

Utilities Customer Service Manager, Trinette Hodges, is available to meet with anyone who has concerns about the accuracy of their HRUBS Public Service Bill.

She can be reached at 664-6703
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