

# Understanding the Combined Utility Bill

## Department of Utilities

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## 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.
- To save costs, HRSD includes Norfolk's public service charges on the 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 \$5.48/CCF (1CCF = 748 gal.)
    - Tax 25% of first \$75 of water
    - Wastewater Collection charge\$4.65/CCF

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

- Refuse Disposal \$0.88/Day + \$0.164/Day/Extra Can
    - Storm Water \$0.40/Day

- Hampton Roads Sanitation District (HRSD)

- Wastewater Treatment \$5.86/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 (\$31.24) variance from one month to the next
- Days in the billing cycle
  - Range: 27-36 days
  - Refuse and Storm Water fees are \$1.29/day (9 days ~ \$11.61)
- Similar water usage could result in a \$42.85 monthly variance

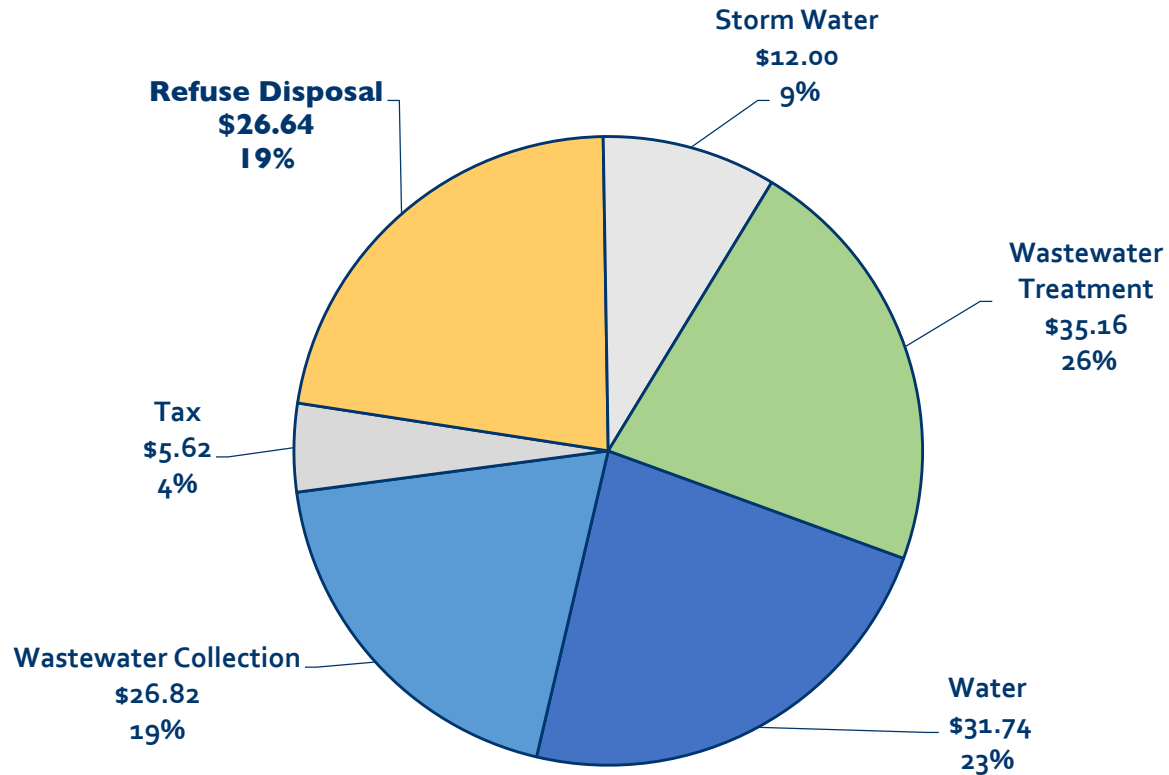
# Meter Reading

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 \$137.98 is based upon the 30 day billing period with 6 ccf of water consumption.

## 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 664-6701  
or [trinette.hodges@norfolk.gov](mailto:trinette.hodges@norfolk.gov)