



Understanding the Combined Utility Bill

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Purpose

- Explain the services and charges reflected on the combined utility bill that Hampton Roads Utility Billing System (HRUBS) sends monthly to Norfolk residents and businesses



Billed Services Included on the HRUBS Bill

- City of Norfolk
 - Department of Utilities
 - Water
 - Tax
 - Wastewater Collection
 - Department of Public Works
 - Refuse Disposal
 - Storm Water
- Hampton Roads Sanitation District (HRSD)
 - Wastewater Treatment



Norfolk's Water Charge

- **Charge:** based on volume of water in hundred cubic feet (ccf)
 - 1 ccf = 748 gallons
- **Rate:** \$5.67/ccf
- **Unlike any other Hampton Roads locality, no minimum charges for water;**
- customers do not pay if water is not used



Norfolk's Water Tax

- Residential customers with 5/8" meter
 - 25% of the monthly water charge
 - Cap of \$5.62/month
- All other customers
 - 25% of the first \$75 of monthly water charge plus 15% of remaining water charge
 - No cap
- Customers do not pay if water is not used



Norfolk's Wastewater Collection Charge

- **Wastewater Collection Service:** Collecting and conveying wastewater from homes and businesses to HRSD for treatment
- **Rate:** \$4.84 per ccf based on water consumption
- **Unlike any other Hampton Roads locality, no minimum charges for wastewater collection services**
 - Customers do not pay if water is not used
 - Provides maximum bill control to customer



Norfolk's Refuse Disposal Charge

- **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
 - Hazardous waste disposal

- **Refuse Disposal Rate:**

- \$0.888 daily
- Charge for 30 days is \$26.64
- Additional charge for extra containers



Norfolk's Storm Water Charge

- **Service:** Storm water drainage, flood control and street sweeping
- **Charge:** Based on an Equivalent Residential Unit (ERU*) of impervious area
 - 1ERU = 2,000 square feet
- **Rate:**
 - Residential & Non-Residential
 - \$0.424 daily/ ERU
 - Charge for 30 days is \$12.72



HRSD's Wastewater Treatment Charge

- **Service:** treatment and discharge of wastewater received
- **Charge:** based on water consumption
- **Rate:**
 - \$6.39/ ccf
 - Minimum charge of \$9.00/30 days
 - Same for all Hampton Roads localities



Typical Norfolk Residential HRUBS Bill

