Understanding the Combined Utility Bill

April 12, 2022
Trinette Hodges
Utilities Customer Service Manager
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

- Storm Water: $12.72 (0.9%)
- Refuse Disposal: $26.64 (18%)
- Wastewater Collection: $29.04 (20%)
- Wastewater Treatment: $38.34 (26%)
- Tax: $5.62 (4%)
- Water: $34.02 (23%)