

# Understanding Your Combined Utility Bill

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July 1, 2025

# PURPOSE

Explain the services and charges reflected on Hampton Roads Utility Billing System (HRUBS) combined monthly public service bill.

# BILLED SERVICES INCLUDED ON THE HRUBS BILL

AGENCY	SERVICE TYPE	CHARGES
 THE CITY OF <b>NORFOLK</b> DEPARTMENT OF UTILITIES	<ul style="list-style-type: none"><li>• WATER</li><li>• WASTEWATER COLLECTION</li><li>• ADMIN</li><li>• TAX</li></ul>	BASED ON WATER USAGE
 THE CITY OF <b>NORFOLK</b> DEPARTMENT OF PUBLIC WORKS	<ul style="list-style-type: none"><li>• REFUSE DISPOSAL</li><li>• STORM WATER</li></ul>	BASED ON FIXED DAILY RATES
	<ul style="list-style-type: none"><li>• WASTEWATER TREATMENT</li></ul>	BASED ON WATER USAGE

# NORFOLK UTILITIES

## WATER CHARGE



### WATER SERVICE

Reliable delivery of clean, safe drinking water to homes and businesses  
24 hours a day, 7 days a week, 365 days a year.

CATEGORY	DETAILS
Charge Basis	Based on water volume in hundred cubic feet (CCF)
Rate	\$6.51/CCF (1 CCF = 748 GALLONS)
Customer Benefit	Full control over monthly water charges
No Usage = No Fee	<b>Customers do not pay if water is not used</b>

# NORFOLK UTILITIES

## WASTEWATER COLLECTION CHARGE



### WASTEWATER SERVICE

Collects and conveys Wastewater from homes and businesses to HRSD for treatment.

CATEGORY	DETAILS
Rate	\$5.66/CCF (based on water consumption)
Minimum Charge	No minimum charges apply
No Usage/No Fee	<b>Customers do not pay if water is not used</b>

# NORFOLK UTILITIES

## WATER TAX



### WATER TAX

Based on water charge.

FEATURE	5/8" METERS	ALL OTHER METERS
Billing Category	Residential	Non-Residential
Rate	Twenty-five percent (25%) of the first twenty-two dollars and fifty cents (\$22.50)	Twenty-five percent (25%) of the first seventy-five dollars (\$75.00) and fifteen percent (15%) of all over seventy-five dollars (\$75.00)
Cap	\$5.62/month	None
No Usage/No Fee	<b>Customers do not pay if water is not used</b>	

# NORFOLK PUBLIC WORKS

## WASTE MANAGEMENT REFUSE DISPOSAL CHARGE



### REFUSE 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 and hazardous waste disposal.

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CATEGORY	DAILY	MONTHLY
\$ Rate	\$1.102	\$33.06
Extra Containers	Additional charge for extra containers	

# NORFOLK PUBLIC WORKS

## STORM WATER CHARGE



### STORM WATER SERVICE

Storm Water system and drainage, flood control, street sweeping, ditch maintenance, and other services.

CATEGORY	DETAILS
 Charge Basis	Based on an Equivalent Residential Unit (ERU) of impervious area) 1 ERU = 2,000 Square Feet
 Residential/Non-Residential Rate	\$0.486 Daily/ERU
 Minimum Charge	\$14.58/Month

# HAMPTON ROADS SANITATION DEPARTMENT TREATMENT CHARGE



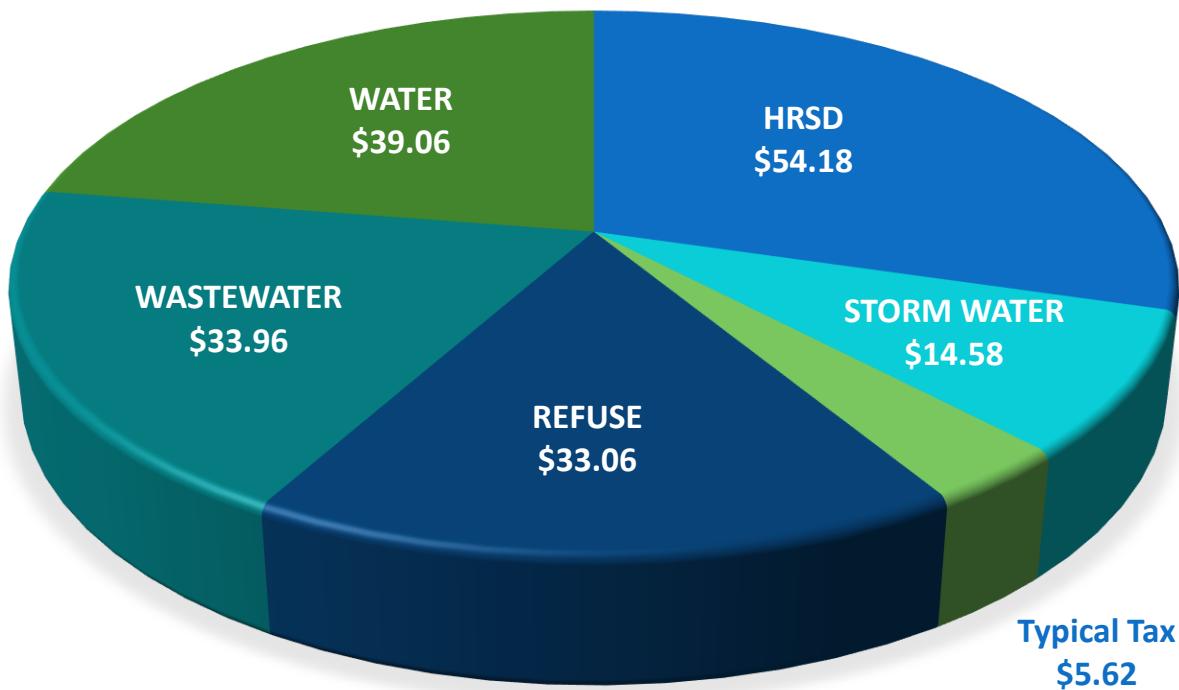
## HRSD WASTEWATER SERVICE

Treatment and discharge of wastewater received.

CATEGORY	DETAILS
 Rate	\$9.03/CCF (based on water consumption)
 Minimum Charge	\$9.00/Month

# TYPICAL NORFOLK RESIDENTIAL HRUBS BILL

## CHARGES



*Note: A typical bill of \$180.46 is based on a 30-day billing period with 6 CCFs 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
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	MONTHLY	BI-MONTHLY

