



Understanding the Combined Utility Bill

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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

- City of Norfolk (Charges based on water usage)
 - Department of Utilities
 - Water
 - Tax
 - Wastewater Collection
 - Department of Public Works (Charges based on fixed daily rates)
 - Refuse Disposal
 - Storm Water
- Hampton Roads Sanitation District (HRSD) (Charges based on water usage)
 - Wastewater Treatment

Norfolk's Water Charge

- **Charge:** based on volume of water in hundred cubic feet (ccf)

1ccf = 748 gallons

- **Rate:** \$6.08/ccf
- **No minimum charges for water;** Customers do not pay if water is not used
- Provides maximum bill control to customer

Norfolk's Water Tax

- 5/8" meters
 - 25% of the monthly water charge
 - Cap of \$5.62/month
- All other meters
 - 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:** \$5.23 per ccf based on water consumption
- **No minimum charges for wastewater collection services**
 - Customers do not pay if water is not used

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:**

- \$0.937 daily
- Charge for 30 days is \$28.12
- Additional charge for extra containers

Norfolk's Storm Water Charge

- **Service:** Storm water system and drainage, flood control, street sweeping, ditch maintenance, and other services.
- **Charge:** Based on an Equivalent Residential Unit (ERU*) of impervious area

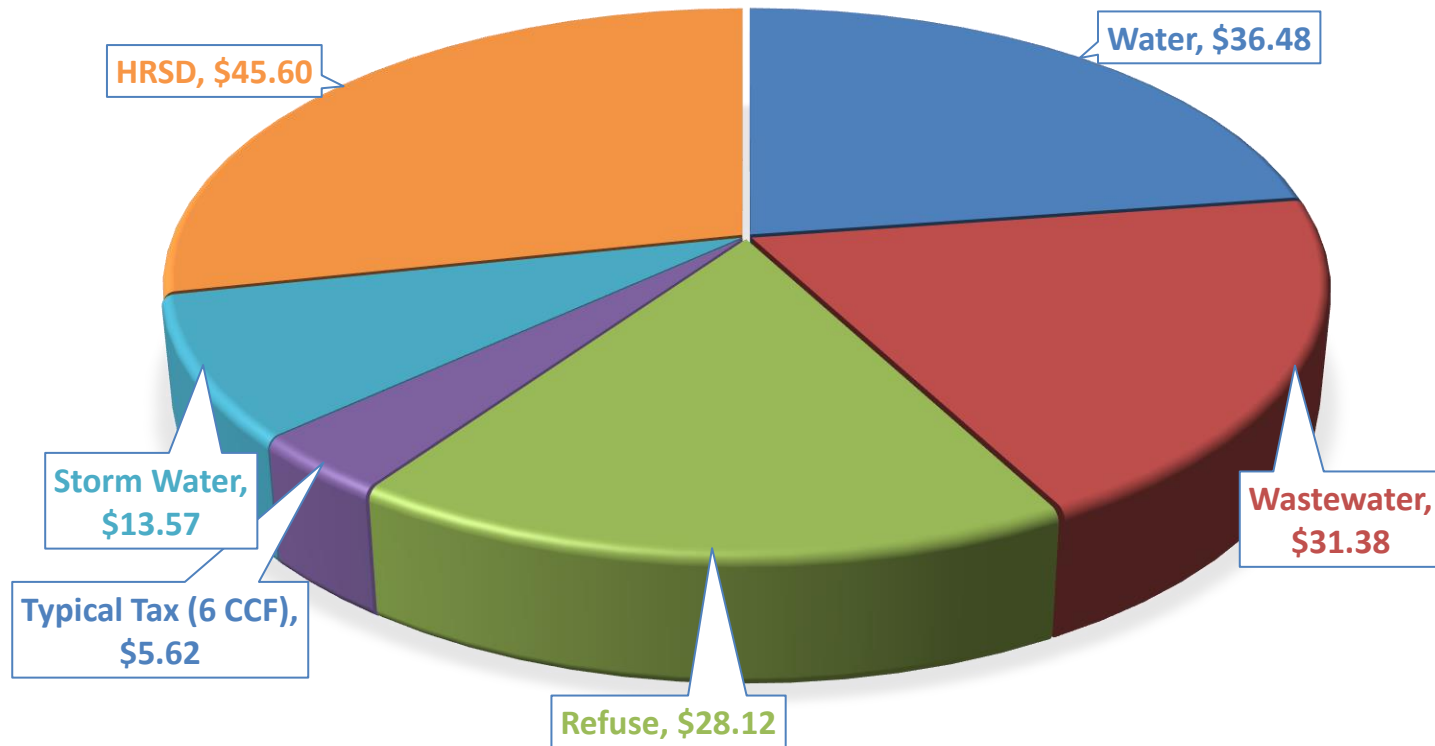
1ERU = 2,000 square feet

- **Rate:**
 - Residential & Non-Residential
 - \$0.452 daily/ ERU
 - Charge for 30 days is \$13.57

HRSD Wastewater Treatment Charge

- **Service:** treatment and discharge of wastewater received
- **Charge:** based on water consumption
- **Rate:**
 - \$7.60/ccf
 - Minimum charge of \$9.00/30 days
 - Same for all Hampton Roads localities

Typical Norfolk Residential HRUBS Bill



NOTE: Typical bill is 6 ccf of usage in 30 days.

How They 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
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PUB = Public Utility Bill printed by the locality

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