

# Understanding Your 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





AGENCY	SERVICE TYPE	CHARGES
	<ul style="list-style-type: none"><li>• WATER</li><li>• WASTEWATER COLLECTION</li><li>• ADMIN</li><li>• TAX</li></ul>	BASED ON WATER USAGE
	<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
 <b>Charge Basis</b>	Based on water volume in hundred cubic feet (CCF)
 <b>Rate</b>	\$6.51/CCF (1 CCF = 748 GALLONS)
 <b>Customer Benefit</b>	Full control over monthly water charges
 <b>No Usage = No Fee</b>	<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

**Customers do not pay if water is not used**






# NORFOLK UTILITIES

## WATER TAX



### WATER TAX

Based on water charge.

 FEATURE	5/8" METERS	ALL OTHER METERS
 <b>Billing Category</b>	Residential	Non-Residential
 <b>Rate</b>	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)
 <b>Cap</b>	\$5.62/month	None
 <b>No Usage/No Fee</b>	<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.

 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



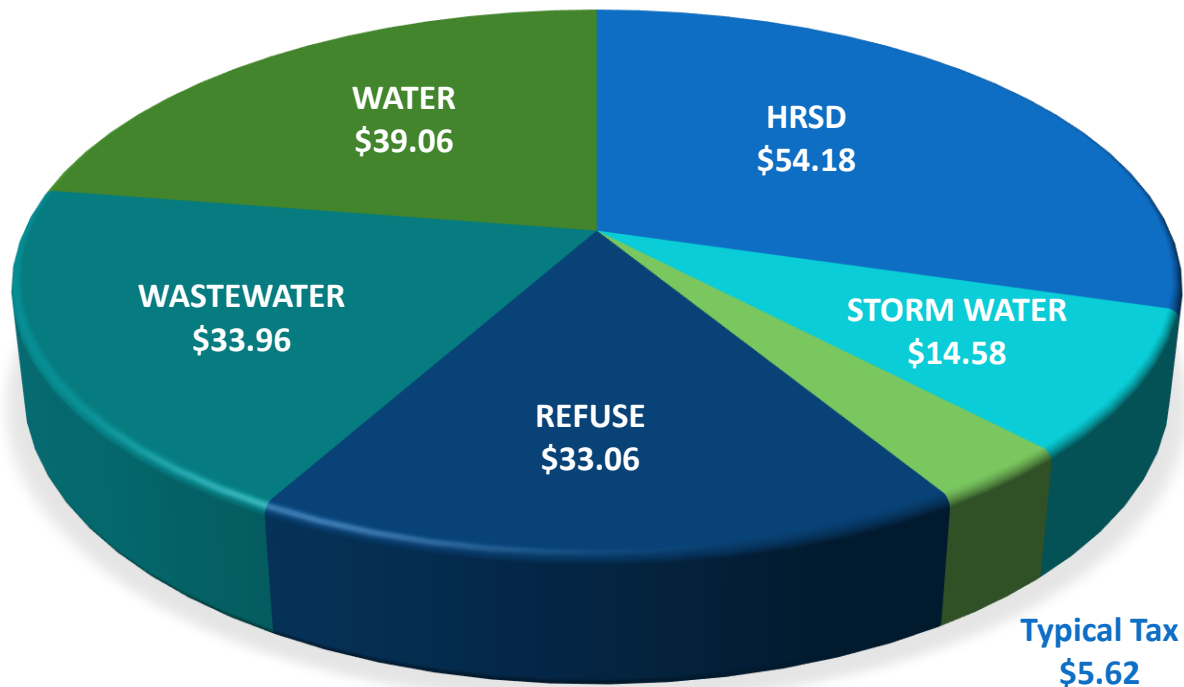
### HRSD WASTEWATER SERVICE

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



BILLING FREQUENCY

REAL ESTATE

HRUBS

PUBLIC UTILITY BILL PRINTED BY THE LOCALITY