

Effective July 1, 2009, HRSD began offering commercial and industrial, non-residential customers the following two options to eliminate wastewater treatment charges on all water that is not discharged to the sanitary sewer.

1. You may have your water purveyor install a separate water meter for usage that is not discharged into the sanitary sewer. If you use only water plumbed to that meter for these purposes, then you will avoid treatment charges for water that does not enter the sanitary sewer. You should contact your water purveyor for details because in some localities this option also may allow you to avoid local sewer charges.
2. You may have a plumber install a sub-meter for water usage that is not discharging into the sanitary sewer. Water plumbed to that meter for this type of usage will avoid treatment charges, if you submit your sub-meter reading to HRSD on a regular and timely basis. Please note that ownership and installation of a sub-meter is at your own cost, and you may need to pass your water purveyor's inspection before your installation. After completion of the installation you will need to contact HRSD to register your sub-meter. There is a \$2.00 monthly administration fee for your sub-meter.

If you would like to have a separate meter installed, please contact your water purveyor. For your convenience, we are providing the phone numbers of local water utilities.

Local Water Purveyors

Cities/Private Water Purveyors

Aqua America 1-800-537-4865
Chesapeake (757) 382-6352
Newport News (757) 926-1000
Norfolk (757) 664-6700
Portsmouth (757) 393-8524
Suffolk (757) 514-7000
Virginia Beach (757) 385-4631
Williamsburg (757) 220-6188

Counties

Gloucester (804) 693-4044
Isle of Wight (757) 365-6232
James City (757) 253-6800
Smithfield (757) 365-4200

If you have questions regarding these options, please contact HRSD Customer Service using one of the following methods:

1. Email: Ask@hrsd.com Please include your name, account number and service address.
2. Phone: (757) 460-2491. If you are calling from outside the local service area, our toll-free number is 1-888-275-4782.