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Effective July 1, 2010

**HRSD**

Cleaning wastewater every day for a better Bay.

## **HRSD Rate Schedule**

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1. WASTEWATER TREATMENT CHARGES (All customers except those on the Middle Peninsula)

Accounts are billed either according to a water meter reading or, in the absence of a water meter, at a flat rate per 30-day period. A minimum charge of \$0.25 per day applies to all accounts.

Customers without a utility-owned water meter (typically well water customers) shall be billed according to their own water meter, which must be installed and maintained in accordance with the requirements of this Rate Schedule (except single family residential flat rate accounts).

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| a. | <p><b>Consumption Based Accounts</b><br/>These are accounts with water meters (wastewater charges are based on water meter readings)</p>   | <p><b>\$2.82 per 100 cubic feet</b> of water or a minimum of \$0.25 per day (whichever is greater)</p> |
| b. | <p><b>Flat Rate Accounts (Single Family Residential Only)</b><br/>These are accounts without water meters or that use a significant amount of water that is not discharged to the sanitary sewer (irrigation, swimming pools, etc)</p> | <p><b>\$22.56 per 30-day period</b></p>  |

2. WASTEWATER CHARGES – Middle Peninsula Communities

TOWN OF URBANNA – Minimum set at 6,000 gallons bi-monthly water usage

Total Wastewater Rate per 1,000 gallons	\$11.63
Minimum Bill	\$69.78

TOWN OF WEST POINT – Minimum set at 6,000 gallons bi-monthly water usage

Total Wastewater Rate per 1,000 gallons	\$10.40
Minimum Bill	\$62.40

KING WILLIAM COUNTY – Minimum set at 6,000 gallons bi-monthly water usage

Total Wastewater Rate per 1,000 gallons	\$9.40
Minimum Bill	\$56.40

MATHEWS COUNTY

Unit Cost per 1,000 gallons	\$9.06
ERU Usage Rate per 12,000 gallons/quarter	\$108.72

The amount charged to Mathews residential customers is a flat rate based on an Equivalent Residential water Usage (ERU) of 12,000 gallons per quarter. All others, including commercial, government and professional customers, are charged based on a schedule of fractions or multiples of the ERU as appropriate for each customer category. This schedule is derived from information supplied by the Mathews Courthouse Sanitary District and may be subject to verification or revision.

All other charges in this Rate Schedule apply to Middle Peninsula accounts when applicable.

3. DELINQUENT SERVICE CHARGE

Each customer shall be assessed a delinquent service charge of \$15.00 when a service trip to the customer's meter location is required because of non-payment of wastewater treatment or other delinquent charges.

4. METER REMOVAL CHARGE

When water service has been disconnected for non-payment and it becomes necessary to remove the meter, an additional fee to defray the charge imposed by the water supplier will be applied.

5. DAMAGED LOCKS

When it becomes necessary to lock a meter, and the customer deliberately damages the lock in an attempt to resume water service, HRSD will remove the meter. The customer will be charged an additional fee of \$100.00.

6. AFTER HOURS SERVICE RESTORATION CHARGE

Customers who have made a sufficient payment following disconnection of water service and request to have service restored after normal business hours (8 a.m. to 4:30 p.m.) will be assessed a service charge of \$100.00.

7. RETURNED PAYMENTS

A service fee of \$25.00 will be charged each time a financial institution returns a customer's payment. This fee will be refunded upon receipt of satisfactory evidence that the payment was returned solely due to the financial institution's error.

8. ADVANCE CHARGE

In cases of repeated delinquency, the customer will be required to pay an advance charge. The amount will be based on the customer's previous 12-month billing history. Advance charges will be refunded or automatically applied upon final billing. A customer whose account has not been delinquent for two years may apply in writing for a refund of an advance charge.

9. ACCOUNT DOCUMENTATION REQUESTS

An administrative fee of \$10.00 will be charged each time a customer requests account documentation.

10. FINANCE CHARGE

All bills are due and payable when presented. When payment is not received within 30 days from the date of billing, a finance charge will be applied at the rate of .049315068% per day (18% per annum) or \$0.50 per 30-day period, whichever is greater.

11. ACCESS CARD REPLACEMENT CHARGE

When it becomes necessary to replace an electronic access card for automated entry into a HRSD treatment plant or plants, the customer will be required to pay a charge of \$25.00 per card.

12. METER READING CHARGE

In the event HRSD must directly obtain a meter reading due to customer's failure to submit required meter readings, the customer will be required to pay a charge of \$75.00.

13. DEDUCTION METER SERVICE CHARGE

An administrative service charge of \$2.00 will be assessed per meter per month.

14. SERVICES RECEIVED WITHOUT BILLING

Wastewater treatment charges will be assessed for services received but not billed (for any reason) for a period of up to three prior years. The rate in effect in the year wastewater treatment services were provided would be applied. If necessary, at HRSD's sole discretion, payment plans may be established for payment of delayed or unbilled previous service.

15. SURCHARGES

a. High Strength or Unusual Waste

<u>Type</u>	<u>Per Hundred Pounds</u>
Biochemical Oxygen Demand (BOD) In excess of 250 milligrams/liter	\$39.71
Total Suspended Solids (TSS) In excess of 250 milligrams/liter	\$34.73
Phosphorus (PO4-P) In excess of 6 milligrams/liter	\$300.57
Total Kjeldahl Nitrogen (TKN) In excess of 35 milligrams/liter	\$63.39

Unusual wastes not covered by this Rate Schedule will be considered separately and may be assigned a special rate.

b. Survey

HRSD may make an initial wastewater monitoring survey of the discharge to determine the applicability of the surcharge. Based on survey results, HRSD may institute the surcharge and/or require the customer to provide such tests and equipment needed to provide adequate basis for the surcharge. When the wastewater discharge is subject to surcharge, the surcharge may be based on the normal characteristics of waste. These will be determined from industrial, chemical, or engineering texts, or other appropriate reference or wastewater surveys of discharges from similar operations.

c. Pretreatment

Wastewater discharge limitations may be imposed by HRSD to protect transmission and treatment structures or processes and to ensure compliance

with federal and state effluent limitation guidelines. Pretreatment before discharge or elimination of the discharge may be required to meet limitations of toxic or other guidelines. It also may be necessary to remove any type of waste or alter any manner of discharge determined by HRSD to be detrimental to either transmission and treatment structures or processes.

d. Damage to Facilities

In the event that either transmission or treatment structures or processes are damaged, or the flow through said structures or processes is hampered by a customer's wastewater discharge, HRSD may make or require to be made, at the customer's expense, such repairs as are necessary to restore transmission or treatment structures or processes to normal system operation.

16. HAULED WASTEWATER (INDIRECT DISCHARGE WASTE)

Tank Truck Waste (500 gallons or any portion thereof)	\$44.46
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17. CUSTOMER-OWNED METERS

a. Service Meters

- i. Meters must be purchased, permanently installed and maintained at the customer's expense.
- ii. The customer is required to provide HRSD a meter reading by the 10th day of each month. Charges will be based on this Rate Schedule. If a meter reading is not received by the 10th day of the month, HRSD will bill estimated wastewater treatment charges (and applicable surcharges) based upon consumption determined by HRSD. If the customer fails to provide a meter reading for a third consecutive month, HRSD will read the meter and calculate wastewater treatment charges (and applicable surcharges) based on consumption since the last actual meter reading, less consumption on the estimated billings. A meter reading charge will be assessed.
- iii. All meters installed are subject to periodic inspection and reading by HRSD personnel to ensure the accuracy of billings. Meters may be required, at the customer's expense, to be certified as accurate to manufacturer's specifications. A copy of the certification, if required, must be provided to HRSD. Meters installed after July 1, 1992, must be installed in such a manner to provide one person access as defined in HRSD's Confined Space Entry Program.
- iv. Defective meters must be repaired or replaced at the customer's expense. Billing in the interim will be based on an estimate by HRSD. If

necessary, an adjustment will be made based on six months of metered consumption using repaired or replaced meters.

b. Deduction Meters (sub-meters)

Single family residential customers using a significant amount of water that is not discharged into the sanitary sewer system (typically irrigation systems or swimming pools) can establish a non-metered account with HRSD. Alternatively, these customers may have a separate water service installed by their local water provider solely for the uses that do not discharge to the sanitary sewer. This separate service will not be billed wastewater treatment charges by HRSD. Other local water charges may apply. Customers should check with their local water provider for details.

Commercial, industrial, multi-family residential, and customers served by James City Service Authority (as well as other customers with their own deduction meter installed and registered with HRSD prior to July 1, 2009) can meter their own water use that does not discharge to the sanitary sewer system. That meter information must be reported to HRSD for a reduction of billed consumption (wastewater treatment charges only). Customer-owned deduction meters shall be installed, maintained, read and reported to HRSD as follows:

- i. To receive a reduction in wastewater treatment charges, the customer must provide the deduction meter reading to HRSD each billing period. Customers should submit their readings to HRSD five to seven days prior to their scheduled meter-read date to ensure the maximum deduction. The meter-read date can be found on the customer's bill and generally falls on or about the same day of the month for each billing cycle. Deduction meter readings submitted after the stated meter-read date will not be reflected for that billing cycle. If multiple deduction meter readings are submitted within the same bill period, the latest read will be used to calculate the credit.
- ii. After receiving the deduction meter reading HRSD will make the appropriate reduction in billed consumption, which will be reflected on the next bill. **Billed wastewater treatment charges will not be reduced below the minimum charges per this Rate Schedule.**
- iii. Failure to submit at least one deduction meter reading in a 12-month period will result in permanent termination of deduction meter credits for any single family residential account, with the exception of accounts served by James City Service Authority (JCSA).
- iv. All installed meters are subject to HRSD's inspection and verification of submitted readings. HRSD may require that meters be calibrated and their accuracy certified at the customer's expense. A copy of any required certification must be provided to HRSD. Meters installed after July 1,

1992, must be installed in a manner that provides one person access as defined in HRSD's Confined Space Entry Program.

- v. Defective meters must be repaired or replaced at the customer's expense. Otherwise, no deduction will be allowed.
- vi. Installation of a meter must have complied with the local water jurisdiction's cross-connection control program (backflow prevention).
- vii. Customers served by JCSA shall report all deduction meter readings directly to JCSA in accordance with applicable local policies and procedures. JCSA approved reductions in metered consumption will be applied to HRSD charges accordingly.

c. Non-Residential Account – Special Meter

For special situations, HRSD may require the installation of sub-meters and/or effluent meters if this is the most practical means of determining the Wastewater Treatment Charge. Installation and charges will be based on the requirements of this Rate Schedule.

18. WASTEWATER FACILITY CHARGE

a. Table of Charges

The wastewater facility charge covers the cost of treatment capacity expansion as well as line extensions and pump stations. A facility charge is applied to residential, commercial, or industrial new connections. A facility charge is also applied to any sewer or sewer system discharging into HRSD facilities and any increase to existing service. If construction occurs at a property with an existing sanitary sewer tap and prior connection can be proven by a local government, the applicable Facility Charge will be waived for identical flow capacity upon receipt of proper documentation from the builder/owner. If a septic tank is converted to existing sanitary sewer or sewer system, the appropriate facility charge will be abated for comparable service.

<u>Water Meter Size</u>	<u>Facility Charge</u>
5/8-Inch	\$1,895
¾-Inch	\$2,885
1-Inch	\$5,370
1 ½-Inch	\$13,035
2-Inch	\$24,420
3-Inch	\$59,140
4-Inch	\$110,860
6-Inch	\$268,675
8-Inch	\$503,350
10-Inch	\$819,310

b. High Strength or Volume Waste

In addition to the above charge, when a new user’s high strength or high volume wastewater impacts HRSD facilities to such an extent that special modification and/or expansion is required, an additional Facility Charge may be assessed. This additional Facility Charge will be calculated based on those capital expenditures required to provide service to the affected user.

c. When Payable

The Facility Charge will be due and payable prior to the issuance of a building permit/sewer permit by the local jurisdiction. The Facility Charge will also be due and payable prior to the renewal and/or re-issuance of a building permit, except in cases where the applicable Facility Charge was paid when the building permit was originally issued.

d. Special Exceptions

Where an expansion of existing facilities is planned, a Facility Charge will be paid for the difference in meter size.

In the case of a property use change (redevelopment), where the number and/or size of meters change, the Facility Charge will be computed on the basis of the difference between the Facility Charge (at present rates) for the existing facility and the Facility Charge for the new facilities. In the case of redevelopment where the number and/or size of meters does not change, there will be no Facility Charge. No refund will be made for decreases in capacity.

Where service by a single master meter is changed to multiple individual meters, no Facility Charge will be required if aggregate usage remains unchanged.

When oversized water meters are used for fire service, to decrease pressure loss, to provide residential sprinkler systems or other unusual situations, the Facility Charge will be based on the meter normally sized for the service involved without these special considerations. The sizing required for service will be based on American Water Works Association (AWWA) flow requirements, certified by a Registered Professional Engineer or Architect and approved by HRSD.

For customer-owned deduction meters, when a significant quantity of metered water is not returned to the sewer, the Facility Charge will be based on one of the following:

- i. The size of the meter supplying water that is returned to the sewer
- ii. The size of the meter supplying water minus the size of the deduction meter, rounded up to the next available meter size
- iii. The appropriate water meter size (as determined by HRSD) if effluent metering is the only alternative.

If the usage pattern changes from that originally intended and more flow enters the sewer system, the Facility Charge will be increased accordingly.

e. Refunds

Because of HRSD's certification and allocation of flow policies, payment of a Facility Charge will not assure connection to the system at the same cost after one year from date of issuance. The holder of a HRSD Facility Charge receipt, upon written request within three years from the date of issue, will be eligible for refund when:

- i. Prior to construction, a change is made in the property which would result in a reduced Facility Charge
- ii. Building permits are denied or canceled
- iii. Construction has not or will not begin within one year from date of issuance
- iv. Collection was made in error

f. Unusual Situations

For unusual connections or where otherwise indicated, HRSD may make or require to be made, at the customer's expense, such investigations as will provide adequate basis for determination of the Facility Charge.

