

Your HRSD bill has a new look

We hope you will find the new bill format easier to read and understand. You will see numbered circles next to several items on the sample bill shown. An explanation of these items is provided below.


- 1. Account Number:** This is the 10-digit number used when you sign up for online services, pay your bill or contact us regarding your account.
- 2. Bill Date:** This is the date your bill was printed.
- 3. Total Amount Due:** This is the amount you now owe. It includes current charges plus any previously billed amounts or adjustments.
- 4. Current Charges Due Date:** Your payment for current charges is required by this date. A previous balance, if shown, is due immediately.
- 5. HRSD Charges:** This breakdown includes your wastewater treatment charge and any other applicable fees.

- 6. Meter Number:** This number, which is found on your water meter, identifies your meter.
- 7. Messages:** This space will often include important information from HRSD about your bill or environmental issues.
- 8. Readings:** Current read is the most recent reading for the meter. Previous read is the reading at the time of your last billing. The dates associated with both readings reflect the period covered by the current charges.
- 9. Water Usage:** Subtract your Previous Read from your Current Read to determine the amount of water used during this billing period. Your water usage is used to calculate your wastewater treatment charges if

you have a consumption based account. (CCF is the abbreviation for 100 cubic feet, the unit of measure on which HRSD bases its billing.) Your water usage also may be presented in gallons.

- 10. Back of Bill:** If there is not enough space on the front, your bill information will continue on the back, where you also will find additional helpful information such as contact numbers.
- 11. Remittance Stub:** Detach this portion and send it along with your check if you are paying by mail. Please note the new mailing address.
- 12. Amount Enclosed:** This is where you fill in the amount of your payment.

Page 1 of 2



1440 Air Rail Ave.
Virginia Beach, VA 23455
www.hrsd.com

Account	1234567890	Total Amount Due	\$ 0.00
		Current Charges Due Date	04/02/12
Bill Date	03/01/12	Current Charges	\$ 0.00
Previous Balance	\$0.00		
Payment Received	\$0.00		
Balance Forward	\$0.00	Total Amount Due	\$ 0.00

ACCOUNT DETAIL

Customer Name : DOE, JOHN N
Service Address : 123 ANY STREET, YOUR TOWN, VA 23000-0000

HRSD Charges

Service from 12/28/11 - 02/27/12


8 CCF x \$0.00	0.00
Wastewater Treatment	0.00
HRSD Subtotal	
\$ 0.00	
Total Current Charges	
\$ 0.00	
Total Amount Due	
\$ 0.00	

Meter Number	Previous Read	12/27/11	Current Read	02/27/12	Usage	Usage
99999999	393		401		8 CCF	5,984 GAL

MESSAGES

You can now manage your account online and register for e-Bill at www.hrsd.com.

Important information on back of bill!



1440 Air Rail Ave.
Virginia Beach, VA 23455
www.hrsd.com

000007 000000001

DOE, JOHN N
123 ANY STREET
YOUR TOWN VA 23000-0000

PAYMENT SECTION

Account Number	1234567890
Current Charges Due Date	04/02/12
Total Amount Due	\$ 0.00
Amount Enclosed	\$ _____

Past due portions of your balance are subject to a finance charge.

MAKE CHECK PAYABLE TO:

HRSD
PO BOX 71092
CHARLOTTE, NC 28272-1092

RETURN THIS PORTION WITH PAYMENT - DO NOT SEND CASH THROUGH MAIL

30907 P 0601 6110041.TXT-13-0000001

123456789960000000000015843123456789963

Your HRUBS bill has a new look

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- 1. Account Number:** This is the 10-digit number used when you sign up for online services, pay your bill or contact us regarding your account.
- 2. Bill Date:** This is the date your bill was printed.
- 3. Total Amount Due:** This is the amount you now owe. It includes current charges plus any previously billed amounts or adjustments.
- 4. Current Charges Due Date:** Your payment for current charges is required by this date. A previous balance, if shown, is due immediately.
- 5. Municipal Service Charges:** This section shows your charges for the listed municipal services.

- 6. HRSD Charges:** This breakdown includes your wastewater treatment charge and any other applicable fees.
- 7. Meter Number:** This number, which is found on your water meter, identifies your meter.
- 8. Messages:** This space will often include important information about your bill or services.
- 9. Readings:** Current read is the most recent reading for the meter. Previous read is the reading at the time of your last billing. The dates associated with both readings reflect the period covered by the current charges.
- 10. Water Usage:** Subtract your Previous Read from your Current Read to determine the amount of water used during this billing period. Your water usage is used

to calculate your wastewater treatment charges if you have a consumption based account. (CCF is the abbreviation for 100 cubic feet, the unit of measure on which HRSD bases its billing.) Your water usage also may be presented in gallons.

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- 12. Remittance Stub:** Detach this portion and send it along with your check if you are paying by mail. Please note the new mailing address.
- 13. Amount Enclosed:** This is where you fill in the amount of your payment.

Hampton Roads Utility Billing Service

HRUBS

HRSD
1440 Air Rail Ave.
Virginia Beach, VA 23455
www.hrsd.com

Your Town
456 Main Street
Your Town, VA 23000
Website Address

Page 1 of 2

Account	1234567890	Total Amount Due	\$ 0.00
Jurisdiction Account	Optional	Current Charges Due Date	04/02/12
Bill Date	03/01/12	Current Charges	\$ 0.00
Previous Balance	\$0.00		
Payment Received	\$0.00		
Balance Forward	\$0.00	Total Amount Due	\$ 0.00

ACCOUNT DETAIL

Customer Name : DOE, JOHN N
Service Address : 123 ANY STREET, YOUR TOWN, VA 23000-0000

LOGO

Your Town Charges

Service from 12/28/11 - 02/27/12

Water	0.00
Wastewater Collection	0.00
Refuse Disposal	0.00
Your Town Subtotal	
\$ 0.00	

HRSD

HRSD Charges

Service from 12/28/11 - 02/27/12

8 CCF x \$0.00	0.00
Wastewater Treatment	0.00
HRSD Subtotal	
\$ 0.00	
Total Current Charges	
\$ 0.00	
Total Amount Due	
\$ 0.00	

Meter-Number	Previous Read 12/27/11	Current Read 02/27/12	Usage	Usage
99999999	393	401	8 CCF	5,984 GAL

MESSAGES

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Important information on back of bill!

Hampton Roads Utility Billing Service

HRUBS

HRSD
1440 Air Rail Ave.
Virginia Beach, VA 23455
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000007 000000001

DOE, JOHN N
123 ANY STREET
YOUR TOWN VA 23000-0000

PAYMENT SECTION

Account Number	1234567890
Current Charges Due Date	04/02/12
Total Amount Due	\$ 0.00
Amount Enclosed	\$ _____

Past due portions of your balance are subject to a finance charge.

MAKE CHECK PAYABLE TO:

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CHARLOTTE, NC 28272-1092

RETURN THIS PORTION WITH PAYMENT - DO NOT SEND CASH THROUGH MAIL

309071-6603
81100411TX13-00000001

1234567899600000000000015843123456789963