



May 2010

Dear HRSD Pool Customer:

HRSD's Pool Policy changed on July 1, 2009. After that date we began offering residential customers two options to help avoid high seasonal bills that result from filling and refilling swimming pools. Both options, which are described below, eliminate sewer treatment charges on all water not discharged to the sanitary sewer.

1. To avoid high seasonal charges, you may choose to pay the current flat rate per HRSD'S effective rate schedule. This offers the advantage of allowing you to precisely budget your HRSD expenditures for the year. This rate is based on average residential water consumption rates for single family homes and does not consider water used for pools and irrigation. Therefore, customers with pools are likely to benefit from the flat rate.
2. You may have your water purveyor install a separate water service for filling your pool, watering your lawn, washing your car, etc. 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.

If you would like to become a flat rate customer, please return the attached form in the enclosed envelope. 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 on the enclosed form.

Customers who registered their pools before July 1, 2009, have received their final annual pool credit. If you have questions about the new options to help avoid high seasonal bills, please contact us by one of the following methods:

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

Sincerely,

Melissa Josey-White  
Chief, Customer Information Services



## FLAT RATE ENROLLMENT

THIS ENROLLMENT IS FOR THE HRSD WASTEWATER TREATMENT CHARGES ONLY

CUSTOMER NAME: \_\_\_\_\_ ACCOUNT NUMBER: \_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

By signing this form, I am authorizing HRSD to change the **wastewater treatment** billing rate for the account listed above, from a metered consumption rate to the current flat rate, per HRSD's effective rate schedule\*. I understand this change becomes effective with the next billing period following processing of this request and shall remain in effect for a period of no less than 12 months.

I certify that I am authorized to make changes to the account listed above:

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

\*\*\*Unsigned forms will not be processed\*\*\*

Please submit your signed Flat Rate Enrollment Form to HRSD using one of the options below

**MAIL: HRSD**  
**PO BOX 5912**  
**VIRGINIA BEACH, VA 23471-0912**  
**Fax: (757)464-9449**

**E-MAIL: [Ask@hrsd.com](mailto:Ask@hrsd.com)**  
(Must attach scanned image of signed form)

\*Flat rate subject to change annually (typically July 1<sup>st</sup>)

**IF YOU PREFER TO HAVE A SEPARATE CITY-OWNED/WATER-ONLY METER INSTALLED, PLEASE CONTACT YOUR WATER PURVEYOR. FOR YOUR CONVENIENCE, LOCAL WATER UTILITIES PHONE NUMBERS ARE LISTED BELOW.**

LOCAL WATER PURVEYORS		
AQUA AMERICA - 1-800-537-4865	PORTSMOUTH - (757) 393-8524	GLOUCESTER - (804) 693-4044
CHESAPEAKE - (757) 382-6352	SUFFOLK - (757) 514-7000	ISLE OF WIGHT - (757) 365-6232
NEWPORT NEWS - (757) 926-1000	VIRGINIA BEACH - (757) 385-4631	JAMES CITY - (757) 253-6800
NORFOLK - (757) 664-6700	WILLIAMSBURG - (757) 220-6188	SMITHFIELD - (757) 365-4200

\*FOR OFFICE USE ONLY\* DATE ENTERED: \_\_ PROCESSED BY: \_\_\_\_\_

AVERAGE MONTHLY CCF: \_\_\_\_\_ LAST READ: \_\_\_\_\_ NOTIFY WB: \_\_\_\_\_