



To the Attention of the Owner or Manager:

This letter will introduce you to Hampton Roads Sanitation District (HRSD) and its method of billing for wastewater treatment services.

HRSD is a political subdivision of the Commonwealth of Virginia responsible for the transport and treatment of wastewater. As a non-profit public utility, HRSD must bill residences, commercial, and industrial users for their appropriate share of the cost of the HRSD operation.

Some industries and commercial establishments are known to be capable of discharging high strength wastes [Biochemical Oxygen Demand (BOD), Total Suspended Solids (TSS), Total Phosphorus (TP), and Total Kjeldahl Nitrogen (TKN)] into the sewerage system. These facilities are sampled and tested by HRSD to determine if a high strength waste surcharge is warranted.

The testing is accomplished by installing an automatic sampling device to sample only that waste discharged by the facility. The facility is sampled for a full business week with the sampler being serviced daily.

If an adequate sampling point is not available or the facility has insufficient flow for monitoring purposes; average surcharge values will be assigned for BOD, TSS, TP, and TKN based on analytical data obtained from similar facilities. A facility without an adequate sampling point may install a sampling point at its expense. Coordination with HRSD must be made in order to identify the suitable sampling point location.

Restaurants are just one example of facilities that may discharge high strength wastes into the sewerage system. Discharge of food solids, animal and vegetable oils and greases and cleaning chemicals can all increase BOD, TSS, TP, and TKN concentrations. Improper maintenance of grease control devices or not having a grease control device may also result in higher strength wastes. In addition, the use of garbage grinders may significantly increase wastewater strength.

All HRSD wastewater treatment charges are based on appropriate water meter readings and BOD, TSS, TP, and TKN concentrations. The current surcharge rates may be found in the HRSD Rate Schedule located at www.hrsd.com.

If after reading this you still have questions or require technical assistance, please feel free to contact the Pretreatment & Pollution Prevention Division at (757) 460-7045.

Thank you for your cooperation.