



Summer 2009

Dear HRSD Commercial and Multi-Family Residential Pool Customer:

HRSD's Pool Policy will change effective July 1, 2009. After that date we will offer commercial and multi-family 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. You may have your water purveyor install a separate water service for filling your pool, watering your lawn, washing your car, etc. If only water plumbed to that meter is used 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 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, providing that 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 that 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 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 have attached the phone numbers of local water.

Customers who registered their pools before July 1, 2009, will receive their final annual pool credit in the fall of 2009. 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

## Local Water Purveyors

<b>Cities / Private Water Purveyors</b>	<b>Counties</b>
<a href="#"><u>Aqua America – 1-800-537-4865</u></a>	<a href="#"><u>Gloucester - (804) 693-4044</u></a>
<a href="#"><u>Chesapeake - (757) 382-6352</u></a>	<a href="#"><u>Isle of Wight - (757) 365-6232</u></a>
<a href="#"><u>Newport News - (757) 926-1000</u></a>	<a href="#"><u>James City - (757) 253-6800</u></a>
<a href="#"><u>Norfolk - (757) 664-6700</u></a>	<a href="#"><u>Smithfield – (757) 365-4200</u></a>
<a href="#"><u>Portsmouth - (757) 393-8524</u></a>	
<a href="#"><u>Suffolk - (757) 514-7000</u></a>	
<a href="#"><u>Virginia Beach - (757) 385-4631</u></a>	
<a href="#"><u>Williamsburg - (757) 220-6188</u></a>	