



Summer 2009

Dear HRSD Pool Customer:

HRSD's Pool Policy will change effective July 1, 2009. After that date we will offer 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 a flat rate of \$20.16 per month, the average monthly HRSD bill for a single family residence. 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 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.

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, 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 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 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 a flat rate of \$20.16 per 30 day period. 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
(Must attach scanned image of signed form)

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: _____