



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 classifications of business 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 classifications of business are sampled and tested by HRSD to determine average BOD, TSS, TP and TKN concentrations and whether a high strength waste surcharge is warranted.

The testing is accomplished by temporarily installing an automatic sampling device to sample only that wastewater discharged by certain classifications of business. Multiple facilities from each classification of business are sampled for a full business week with the sampler being serviced daily. Results from the sampling are compiled to determine average surcharge concentrations for each classification of business.

Discharge of food solids, animal and vegetable fats, 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 increase wastewater strength.

All HRSD wastewater treatment charges are based on your actual water usage and BOD, TSS, TP, and TKN concentrations for that classification of business. The current surcharge rates may be found in the HRSD Rate Schedule located at [www.hrsd.com](http://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.