

Effective July 1, 2009, HRSD began offering residential customers two options to help avoid high seasonal bills that result from filling/refilling swimming pools and irrigation usage. These options are available for customers that do not discharge a significant portion of water into the sanitary sewer system.

1. To avoid high seasonal charges, you may choose to pay the flat rate in HRSD'S current [rate schedule](#). This offers the advantage of allowing you to precisely budget your HRSD expenditures for the year. This rate is based on the winter average residential water consumption of existing flat rate accounts. As of July 1, 2024, the winter average for current flat rate accounts is 7.86 CCF\* per 30 days. Below is an example of how to calculate a monthly average.

**Billed Bimonthly:**

Meter Number	Previous Read02/06/12	Current Read04/06/12	Usage	Usage
40661505	1,251	1,262	11 CCF	8,228 GAL

**Find the last 6 bills and add the Usage from each**  
**17, 20, 24, 18, 30, 11**

- **Add the usage:  $17 + 20 + 24 + 18 + 30 + 11 = 120$**
  - **Divide by the number of months:  $120 / 12 = 10$**
  - **Average monthly usage is 10 CCF – Flat Rate would be beneficial to this customer.**
2. You may have your water purveyor install a separate water 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. You should contact your water purveyor for details because in some localities this option also may allow you to avoid local sewer charges.
  3. The General Manager or Director of Finance may approve a flat rate account for water meters greater than 1" if the requester provides sufficient evidence that there is a significant portion of water that is not discharged into the sanitary sewer system relative to average residential water consumption.

If you would like to become a flat rate customer, please return the attached form and email it to [hrsd.billing@hrsd.com](mailto:hrsd.billing@hrsd.com). 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 attached form.

If you have questions regarding these options, please contact HRSD Customer Service using one of the following methods:

1. Email: [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 from outside the local service area, our toll-free number is 1-888-275-4782.

**FLAT RATE ENROLLMENT**

**Single Family Residential Only - Meter Size 1" or smaller**

**THIS ENROLLMENT IS FOR THE HRSD WASTEWATER TREATMENT CHARGES ONLY**

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

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

BEST CONTACT NUMBER: \_\_\_\_\_ HOME ☐ WORK ☐ CELL ☐

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: [hrsd.billing@hrsd.com](mailto:hrsd.billing@hrsd.com).**  
(Must attach scanned image of signed form)

**If your water meter size is larger than 1" and/or a significant portion of water is not discharged in the sanitary sewer system and you would like to be on flat rate billing, please contact HRSD Customer Service.**

**\*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: \_\_\_\_\_ METERSIZE \_\_\_\_\_ LAST READ: \_\_\_\_\_ NOTIFY WB: \_\_\_\_\_