

Dear Valued Customer,

HRSD serves as your regional wastewater utility and billing service (HRUBS), providing wastewater treatment services to over 1.9 million people across southeastern Virginia. As a HRUBS utility billing customer, you have previously received one combined bill which included charges for city-provided water and other utility services along with charges for wastewater treatment services provided by HRSD.

Beginning August 2025, you will begin receiving separate bills from Hampton Roads Sanitation District (HRSD) for your wastewater treatment service and from the City of Williamsburg for water service.

When you receive your first HRSD bill, please visit www.hrsd.com/customers to view information on how to manage your account and pay your bill. If you have questions or need further assistance, please email ASK@hrsdc.com

Our promise is to treat wastewater and recover natural resources to protect public health and the environment. To learn more about HRSD visit www.hrsd.com.

Thank you for your attention and for allowing us to serve you.

Sincerely,

HRSD Customer Care Center

ASK@hrsdc.com

<https://www.hrsd.com/customers>

Please disregard this notice if these changes do not apply to you.