



**Hampton Roads Sanitation District
Regional Residuals Facility (RRF) Best Management Practice**

This Best Management Practice (BMP) is issued in accordance with all terms and conditions of the Hampton Roads Sanitation District Industrial Wastewater Discharge Regulations, and in accordance with any applicable provision of Federal or State law or regulation.

The **Regional Residuals Facility (RRF) BMP** is applicable to all municipalities and subcontractors disposing of waste at the facility.

Effective April 1, 2015
Revised August 1, 2025

A handwritten signature in blue ink, appearing to read "Mr. M", is written over a horizontal line.

General Manager
(By Direction)



**HRSD'S REGIONAL RESIDUALS FACILITY (RRF) BEST
MANAGEMENT PRACTICE**

EFFECTIVE APRIL 1, 2015
REVISED AUGUST 1, 2025



The Regional Residuals Facility was designed and approved by the organizations listed above through the cooperative efforts of the Hampton Roads Planning District Commission (HRPDC). Special thanks to John Carlock, Executive Director HRPDC for orchestrating the development of this regional facility. This Best Management Practice was prepared by HRSD's Operations and Water Quality Divisions for use with the Regional Residuals Facility located at the Nansemond Treatment Plant.

TABLE OF CONTENTS

1. INTRODUCTION	1
1.1 Background	1
1.2 Objectives	1
1.3 Sanitary Sewer Collection System Pollutants, Sources, and Impacts	1
1.4 Facility Purpose	2
2. FACILITY USE	3
2.1 Site Location	3
2.2 Hours of Operation	4
2.3 Safety	4
2.4 Authorized Users	4
2.5 Authorized Discharges	5
2.5.1 Decanting	5
2.6 Unauthorized Discharges	5
2.7 Authorized Vehicles and Access Badges	6
3. ADMINISTRATION	7
3.1 Recordkeeping	7
3.1.1 Treatment Plant	7
3.1.2 User Discharge Logs	7
3.2 Billing and Invoicing	7
3.3 Notifications	7
3.4 Enforcement	8
4. FACILITY OPERATION	9
4.1 Facility Oversight	9
4.2 Signage	9
4.3 Scale Operation	9
4.4 Housekeeping Requirements	9
4.5 Vehicle and Equipment Rinsing	10
4.6 Building Alarms	10
4.7 Residuals Disposal	10
4.8 Reporting Maintenance and/or Discharge Issues	10
4.9 Emergency Contact	10
4.10 Standard Operating Procedures (SOPs)	11
4.10.1 General Discharge Procedures	11
4.10.2 Vehicle and Equipment Rinsing	13
4.10.3 Spill Cleanup	14
4.10.4 Facility Housekeeping	15
4.10.5 Manual Discharge Tickets	16
APPENDIX A – ELECTRONIC DISCHARGE TICKET	18
APPENDIX B – DISCHARGE LOG	19
APPENDIX C – HRSD CONTACTS	21

1. INTRODUCTION

1.1 Background

In 1987, the Hampton Roads Planning District Commission (HRPDC) developed a long-range plan for the Hampton Roads region to design and construct facilities to receive and process residuals generated from the maintenance and cleaning operations from municipal sanitary sewer collection systems and HRSD regional interceptor system. HRSD and the cities of Chesapeake, Norfolk, Portsmouth, and Suffolk conceptually agreed to develop and fund a regional facility on the Southside of Hampton Roads.

At that time, the region had no viable or cost-effective alternative for disposal of the sanitary sewer collection system residuals. Legislation regarding sanitary sewer overflows (SSOs) prompted increased maintenance and cleaning activities of the collection systems to meet regulatory requirements. Increased volumes of residuals were also a major concern. The Regional Residuals Facility (RRF) was designed to meet the near- and long-term goals for residual solids disposal.

This Best Management Practice (BMP) seeks to further implement these goals in order to improve water quality throughout the Chesapeake Bay watershed. This document is intended to provide local support to municipal staff for the facility operation and use.

1.2 Objectives

- Provide an understanding of the facility and its operation and administration
- Assist with training
- Promote guidance for the disposal of sanitary sewer system residuals from municipal and HRSD collection systems

1.3 Sanitary Sewer Collection System Pollutants, Sources, and Impacts

Residuals generated from maintenance and/or cleaning of sanitary sewer systems are regulated as liquid industrial waste by the Virginia Department of Environmental Quality (VDEQ). Collection system maintenance and cleaning results in liquid and solid residue that contains pollutants that can harm human health, degrade water quality and aquatic habitat, and impair ecosystem functions. Regular and frequent cleaning of wet wells and sanitary sewer systems are required for proper operation of the infrastructure to reduce SSOs from occurring due to blockages or leaks in the system. Elevated bacteria levels impair water quality and can lead to restrictions on

the use and enjoyment of natural resources such as shellfish beds and swimming areas. Understanding the sources of these pollutants and their impacts can help inform municipal planning and assist in identifying priority goals and objectives when managing and/or operating a sanitary sewer collection system.

1.4 Facility Purpose

The RRF was developed and constructed to receive and process residual material captured during maintenance and cleaning operations of the public sanitary sewer collection system within the HRSD service area. It is intended to receive solid residuals, with minimal liquid, that are non-hazardous by definition and can be easily dewatered using gravity separation.

2. FACILITY USE

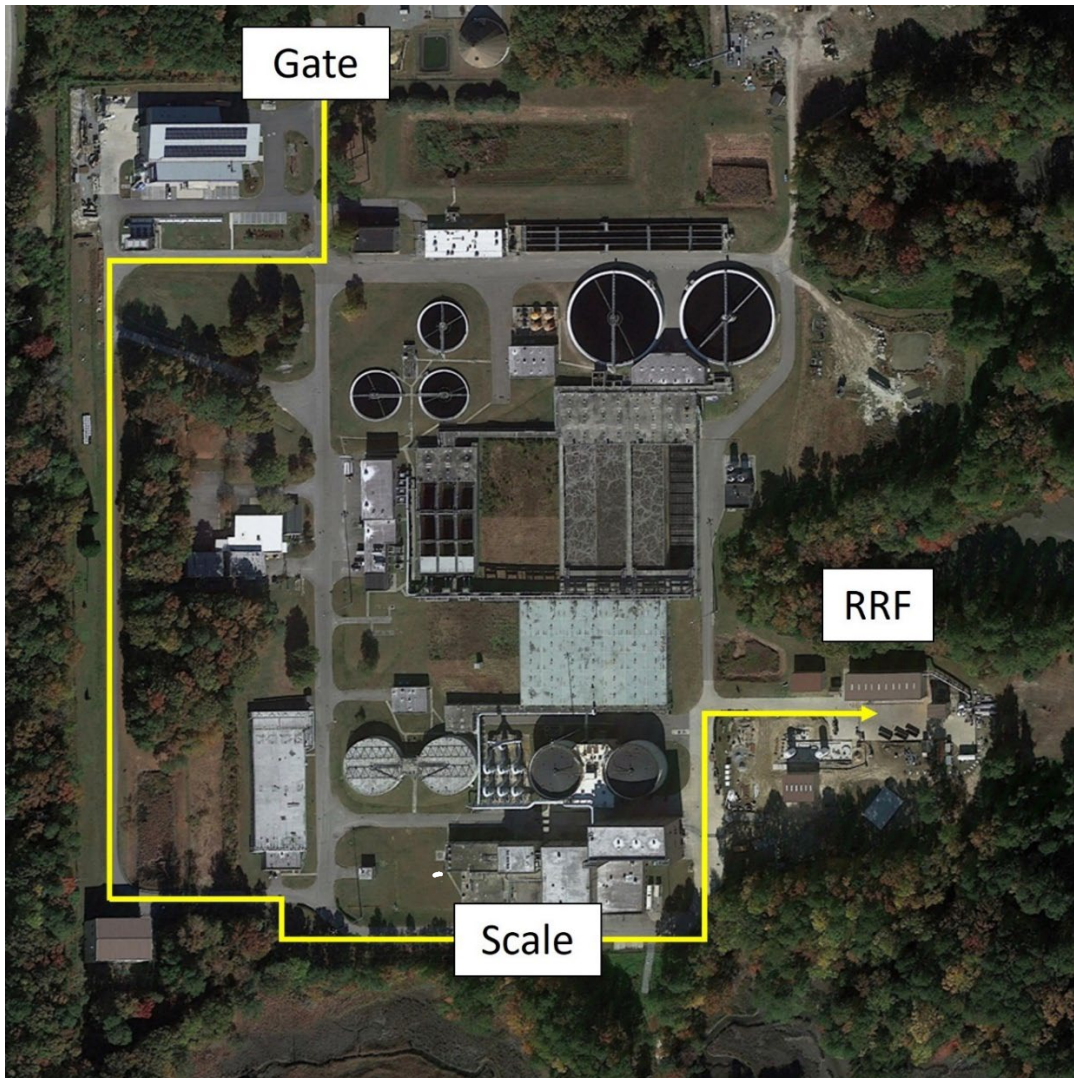
2.1 Site Location

The RRF is located at the HRSD Nansemond Treatment Plant at 6909 Armstead Road, Suffolk, Virginia 23435.

Directions to the Nansemond Treatment Plant:

1. From I-664, take Exit 8A - College Drive North.
2. Go straight until the roundabout at the intersection of College Dr and Armstead Rd.
3. Take the first roundabout exit at Armstead Rd.
4. Proceed to the end of the road and arrive at the gate.

Main route to RRF, which is subject to change due to construction or other plant activities:



2.2 Hours of Operation

The RRF hours of operation are 6AM to 2:30PM, 7 days per week for all authorized users, except during routine maintenance or emergency closures.

2.3 Safety

In accordance with OSHA/EPA Standards (29 CFR 1910.119), HRSD hereby notifies municipalities and their subcontractors that hazardous materials are present at HRSD wastewater treatment facilities. All non-HRSD personnel are expected to abide by applicable requirements concerning hazardous materials at HRSD facilities. All non-HRSD employees must enter and leave HRSD facilities using the most direct route to and from the RRF and shall not loiter on HRSD property. Vehicles must follow all posted instructions at HRSD wastewater treatment facilities. Required personal protective equipment (PPE) for the Nansemond Treatment Plant includes a hard hat and safety shoes at a minimum. HRSD may require additional PPE if conditions warrant.

2.4 Authorized Users

Municipalities and their subcontractors within the HRSD service area are eligible to use the facility after authorization through HRSD's Pretreatment & Pollution Prevention (P3) Department. Prior to utilizing the facility, users are required to:

1. Complete mandatory training provided by P3 Department
2. Submit the following no later than December 31st of each year (subcontractors only):
 - a. A signed copy of the RRF Indemnification Statement
 - i. The RRF Indemnification Statement can be found on the HRSD website at:
https://www.hrzd.com/sites/default/files/assets/Documents/pdfs/iwd_regs/RRFIndemnificationStatement_2025.pdf
 - b. An active Certificate of Insurance (COI)
 - i. The certificate of insurance shall contain, at a minimum, the following information:
 1. General Liability Limits: \$1,000,000 per occurrence and \$2,000,000 annual aggregate, **naming HRSD as an additional insured**
 2. Auto Liability Limits: \$1,000,000 per accident
 3. Workers Compensation: Statutory Limits
 4. HRSD must be listed as a certificate holder with HRSD's address included – 1460 or 1434 Air Rail Ave, Virginia Beach, VA 23455.

3. Obtain vehicle-specific HRSD access badge(s)
 - a. All vehicles must be clearly labeled with company/municipality name and truck number.

2.5 Authorized Discharges

The RRF only accepts non-hazardous solid residuals, with minimal liquid, generated from public sanitary sewer collection system maintenance and cleaning. In the event that a user discharges unauthorized material, HRSD will notify the users' organization to investigate the source of the materials and make arrangements for disposal.

2.5.1 Decanting

Trucks that **do not** have hydraulic rear doors must decant prior to hauling sanitary sewer collection system cleaning waste to the RRF. Trucks that have hydraulic rear doors are not required to decant, but they must discharge in a controlled manner by slowly opening the door to control the flow of the discharge in bays 3, 4, or 5 to prevent wastewater from overflowing the bay.

2.6 Unauthorized Discharges

The RRF only accepts residuals from public sanitary sewer collection systems from within HRSD service area. The facility does not accept any military, federal, private pump station, or stormwater catch basin residuals. No person shall discharge or cause to be discharged into the RRF any wastes which may, as determined by HRSD:

- Violate any law or governmental regulation
- Have an adverse or harmful effect on the sewerage system; maintenance personnel; wastewater treatment plant personnel, processes, or equipment; air quality; and/or public or private property
- Endanger the public or the local environment
- Create a nuisance
- Interfere with or adversely impact wastewater treatment, treatment plant effluent quality, biosolids technology, and/or beneficial reuse (i.e., aquifer recharge)

If an authorized RRF vehicle transports waste other than those authorized for discharge at the RRF (such as waste from oil/water separators, stormwater catch basins, etc.), the driver shall have the tank thoroughly cleaned internally prior to transporting and discharging authorized RRF waste.

Discharges at the RRF shall not contain any prohibited waste listed in Section

301 of the HRSD Industrial Wastewater Discharge Regulations, which can be found at www.hrsd.com.

2.7 Authorized Vehicles and Access Badges

Vehicle authorization and HRSD access badges for the RRF will be issued by P3. Each authorized vehicle is subject to inspection by HRSD personnel.

Authorized vehicles:

- Must be clearly labeled with company/municipality name and truck number prior to use of the facility.
- Will be provided a vehicle-specific access badge. The access badge is not transferrable between vehicles and must stay with the assigned vehicle at all times. The access badge is required for gate access, scale operation, and use of the facility. If the access badge does not operate properly or is lost, contact HRSD's P3 Department to obtain a replacement. Replacements for lost badges incur a replacement fee as outlined in the most current HRSD Rate Schedule. The access badge is property of HRSD and must be returned when it is no longer operational, no longer in service, or the contract expires.

3. ADMINISTRATION

3.1 Recordkeeping

3.1.1 Treatment Plant

A scale system records and provides tickets for all transactions that occur at the RRF. Upon request, HRSD's P3 Department can provide scale usage information. If the scale system malfunctions, users shall obtain a manual discharge ticket (see [Section 4.10.5 - Manual Discharge Tickets](#)).

3.1.2 User Discharge Logs

All RRF users shall maintain a discharge log in each vehicle to record discharges of waste which are collected, transported, and disposed of at the RRF. The logs must include the following information for each discharge:

- Cleaning date
- Discharge date
- Pump station location and number (if applicable)
- Line location and size (if applicable)
- Municipality serviced
- Weight in
- Weight out

Users may utilize the discharge log template located in [Appendix B](#). Records shall be maintained for current 12-month period and available for inspection by authorized HRSD personnel at any time.

3.2 Billing and Invoicing

There is no fee for use of the RRF; however, HRSD reserves the right to review associated operational and maintenance costs to determine necessary adjustments if needed. A user may be billed for civil liability or costs associated with a violation of this BMP and/or HRSD's Industrial Wastewater Discharge Regulations.

3.3 Notifications

In the event of a facility closure, an email and/or text notification will be sent to user-provided contacts. Notifications may also be sent out upon facility re-opening, to inform users of facility changes, to provide reminders, etc.

3.4 Enforcement

Any user who violates this BMP and/or HRSD's Industrial Wastewater Discharge Regulations will be subject to P3's Enforcement Response Plan.

4. FACILITY OPERATION

4.1 Facility Oversight

Every RRF user is required to follow the requirements of this BMP when using the facility, as well as any additional instructions or direction provided by treatment plant staff. The facility, including the scale and receiving stations, are monitored and recorded 24/7 by closed circuit TV. The recordings are used to monitor operations and can be used as evidence in the event a user violates this manual.

4.2 Signage

Users are required to follow all posted instructions at HRSD wastewater treatment facilities.

4.3 Scale Operation

Each vehicle that enters the facility to discharge is required to utilize the scale system before and after discharge and obtain an electronic or manual discharge ticket. See [Section 4.10.1](#) for detailed instructions on use of the scale and discharge procedures.

4.4 Housekeeping Requirements

After discharge, users are required to turn off water, store hoses, and return any tools they may have used. Users are required to wash down and clean up the discharge bay including, but not limited to, the concrete and drains immediately outside of the discharge bays. Residuals should be confined within the discharge bay and should not splash out of the bermed area or exit the RRF building. In the event this occurs, the driver shall take action to clean the area and immediately report the incident to plant staff using the call box located on the outside of the building. When cleaning, users shall rinse residuals into the bays rather than away from the facility. See [Section 4.10.4](#) for detailed procedures. Users may be asked by plant staff to assist with facility maintenance activities including, but not limited to, vacuuming out the facility's sediment traps. Residuals shall not be discharged at any other location at the treatment plant unless otherwise directed by plant staff. RRF users will be required to assist HRSD with additional RRF cleaning resulting from their discharge(s) or any spills caused by the user.

NOTE: A user may be billed for any follow-up cleaning HRSD must perform on behalf of the user.

4.5 Vehicle and Equipment Rinsing

Vehicles shall not leave the RRF with any liquids or solids dripping on the ground. Vehicle and tank rinsing shall be conducted within the RRF bays. Hoses and brushes are provided. Leaking hoses or broken equipment should be immediately reported to the plant staff by utilizing the call box. Under no circumstances, shall a truck take on potable or non-potable water (NPW) from anywhere on the Nansemond Treatment Plant. See [Section 4.10.2](#) for detailed procedures.

4.6 Building Alarms

A fire alarm is installed at the RRF. Flashing LED lights and sirens are located inside the RRF. Additionally, gas monitors are installed which continuously analyze the enclosed space for toxic gases. If gas concentrations exceed safe levels, an alarm will sound, and a beacon will flash red. Do not enter the building if any audible or visual alarms are active. If you are inside the building when an alarm sounds, exit immediately.

4.7 Residuals Disposal

All dewatered residuals are collected by HRSD personnel and disposed of properly. Use of HRSD's loader by non-HRSD employees is strictly prohibited. Suits and gloves worn for discharge may be disposed of in the dumpsters at the facility. No other trash shall be disposed of at the RRF.

4.8 Reporting Maintenance and/or Discharge Issues

All users shall utilize the RRF call box to promptly notify HRSD plant personnel of any unusual discharge, toxic gas alarms, and maintenance or housekeeping issues.

4.9 Emergency Contact

For on-site emergencies, use a call box to contact plant staff. For other questions or concerns, see [Appendix C](#).

4.10 Standard Operating Procedures (SOPs)

Standard Operating Procedure for:		
4.10.1 General Discharge Procedures		
Purpose of SOP:	To provide instructions for scale operation and discharge procedures.	

Discharge Procedure:

NOTE: A hard hat and closed-toed shoes are required at all times at HRSD treatment plants.

1. Hold HRSD Access Badge against the badge reader at the front gate. Gate alarm will sound, then the gate will open.
2. Follow posted signage by taking the first right and following the perimeter of the treatment plant to the scale.
3. If a green light is displayed, pull to end of scale. Stoplight will turn from green to red. Do not enter the scale if another truck is on it.
4. Exit the truck, and make sure all tires are fully on the scale.
5. Scan the HRSD Access Badge. You should hear a beep.
6. Select “RRF” as your waste type. Select, “OK.”
7. Select the locality corresponding to the waste on your truck. If you do not see the locality, scroll to the right until it appears on the screen. Select, “OK.”
 - a. NOTE: If you do not press “OK”, the scale will not weigh the vehicle, and your transaction will not be recorded.
 - b. If you select the wrong municipality or your badge does not work, you are required to complete a manual ticket (See [Section 4.10.5](#)).
8. Ensure the information is correct on the screen and select, “Accept.”
9. Notate the inbound weight in your logbook.
10. The light will turn green, and the screen will display, “Pull off the scale”.
11. Proceed to the RRF.
12. When you arrive at the facility, verify which bays are in service. If the overhead door is closed, the light above the bay is red, a cone is in the bay, or the bay is full, the bay is not available for use. Bay 1 is not for use unless directed by plant staff. Bay 2 is designated for sand and grit only. Bays 3, 4, and 5 are designated for pump station residuals and more liquid loads.
13. Back up to the available bay based on the contents of your discharge. Stop the vehicle approximately 10 feet from the bay door.
14. Back vehicle half-way into bay. Do not back the truck to the end of the bay.
 - a. NOTE: The RRF is equipped with a toxic gas alarm that includes a light.

If the light is flashing at any time while inside the building, immediately exit the building, use the call box on the outside of the RRF to notify plant staff, and wait for plant staff to inform you when it is safe to reenter the building.

15. Slowly open the back door of the truck to allow contents to gradually discharge and to avoid a sudden discharge.
16. Use the Non-Potable Water (NPW) hose to wash down the bay and your truck and tank, if needed (see [Section 4.5](#) and [Section 4.10.2](#)). However, minimize water usage to prevent flooding in the bay. Do not remove spray nozzles from hoses.
17. Once discharge is complete, turn off water, return any used tools, and rewind hoses. Assess the area for cleanliness (see [Section 4.10.3](#) and [Section 4.10.4](#)). Clean any residuals that may have flowed out of the discharge bay or over the wall.
18. Return to your vehicle and exit the bay.
19. Return to the scale to record your discharge.
20. Pull up to the scale's outbound control box.
21. Exit the truck, and make sure all tires are fully on the scale.
22. Scan the HRSD Access Badge. You should hear a beep.
23. Once the scale has stabilized, notate the outbound weight in your logbook.
24. Ensure the information on the screen is correct. Select "Print".
25. Check the ticket to ensure the information is correct.
 - a. NOTE: If a ticket does not print or information on the ticket is incorrect, fill out a manual discharge ticket (see [Section 4.10.5](#)).
26. Exit the scale and plant site.

Standard Operating Procedure for:		
4.10.2 Vehicle and Equipment Rinsing		
Purpose of SOP:	To utilize proper vehicle and equipment washing techniques, utilize authorized washing locations, and to properly dispose of wash water.	

Always:

- Rinse exterior of vehicle, vehicle tank, and equipment in the discharge bay.
- Minimize water usage and time spent in the bay after discharging.
- Discharge all rinse water into the discharge bays.
- Maintain vehicles and equipment to prevent oil/grease leaks and drips from being washed into the roadway, grates, or discharge bays.

Never:

- Perform engine washing or vehicle maintenance at the RRF.
- Wash vehicles over storm drains.
- Use any chemicals or cleaners when rinsing.
- Take on any potable or NPW from the treatment plant.

Standard Operating Procedure for:		
4.10.3 Spill Cleanup		
Purpose of SOP:	To prevent unauthorized discharges to the environment and treatment plant, maintain a clean facility, and abide by all local and federal requirements.	

Always:

- Stop the source of the spill and contain any liquids and/or solid residuals.
- Immediately report any spills or leaks to HRSD plant staff using the call box.
- Cover the spill with absorbent material such as kitty litter, sawdust, and/or oil absorbent pads using either your own spill kit or one provided at the facility.
- Dispose of used absorbent material as directed by HRSD plant staff.
- Use water only when necessary and minimize use.
- Deploy containment booms if the spill could potentially reach a storm drain or water body.
- If an oil or fluid leak occurs from a truck, position mats to contain the leak until repaired.
- Report to HRSD plant personnel any equipment used from the provided spill kit.

Whenever Possible:

- Install low-level or low-pressure alarms and/or cut-off systems on hydraulic equipment.

Never:

- Leave the RRF without reporting any spills or leaks.
- Wash a spill into the storm drain or body of water.
- Leave a spill without cleaning it up.

Standard Operating Procedure for:		
4.10.4 Facility Housekeeping		
Purpose of SOP:	To protect the RRF by maintaining a clean and organized facility.	

Always:

- Decant prior to discharging at the RRF if you **do not** have a hydraulic rear door.
- Discharge slowly to avoid splashing.
- Clean the discharge bay after discharging your load.
- Turn off and hang up hoses before leaving the facility.
- Keep restroom presentable by flushing the toilet and reporting empty soap and/or paper towels to plant staff.
- Conduct regular employee training to reinforce proper housekeeping.

Never:

- Leave hoses unattended while discharging.
- Utilize bulking material or HRSD large equipment without HRSD staff.
- Use any non-HRSD authorized cleaning solutions in the discharge bay.

Standard Operating Procedure for:		
4.10.5 Manual Discharge Tickets		
Purpose of SOP:	To provide direction for proper manual ticket procedures to ensure all discharges are recorded.	

Manual tickets shall be used in any situation where an electronic ticket does not print or needs to be corrected. Examples include, but are not limited to:

- The scale system down/offline.
- A scale transaction timed out.
- A ticket did not print.
- The driver selected the incorrect municipality.
- An access badge does not function properly. If this happens, complete the manual ticket and contact HRSD's P3 Department immediately to obtain a new HRSD access badge prior to the next discharge.

		Indirect Discharge Manual Ticket			
Discharge Location (circle one)	AT	BH	NP	WB	YR
Discharge Date _____	Discharge Time _____				
Inbound Wgt _____	Outbound Wgt _____				
Company/City _____					
Badge No. _____		Vehicle No. _____			
Waste Source _____					
Estimated Vol (Gal) _____		Estimated Wgt (lbs) _____			
(Estimated volume and weight only required if scale is out of operation)					
Signature of Deliverer _____			Signature of HRSD Representative _____		
Reason for manual ticket: _____					

White Copy - HRSD	Yellow Copy - Company/City		Pink Copy - Ledger (Do Not Remove)		
Retain Tickets for 60 Days					

Select Waste Type

☐ Residential Septage

☐ Food Service Grease Trap

☐ Pump Station Cleaning

☐ Portable Toilets

☐ Mixed (NO GREASE)

☐ Shipboard Domestic (CHT)

☐ Pump-Around

☐ Regional Residuals Facility (RRF)

☐ Special Discharge

☐ Foreign Biosolids

Data Entered By _____ Date _____
(Office Use Only)

Manual Ticket Procedure:

1. Pull on to the scale.
2. Exit the truck, and make sure all tires are fully on the scale.
3. Notate the inbound weight in your logbook.

4. Discharge as you normally would.
5. Once the discharge is complete, proceed onto the scale and pull up to the outbound control box. Record outbound weight in your logbook.
6. If a ticket is not printing, do not scan your badge multiple times.
7. Proceed to the administration building to obtain a manual ticket. Access badges are required for all discharges.
8. Circle the name of the plant, which will be NP for Nansemond Plant.
9. Fill in discharge date, discharge time (time you arrived), company name or locality.
10. Record inbound weight as shown on the scale screen and noted in your logbook.
11. Record outbound weight as shown on the scale screen and noted in your logbook.
12. If the scale is not in operation, fill out the estimated weight of discharge.
13. Record badge number from access badge.
14. Record truck number from access badge.
15. Record what municipality the residuals are from.
16. Mark "RRF" as the waste type discharged.
17. Notate reason for manual ticket (e.g., wrong locality selected, ticket did not print, etc.).
18. Sign it. Tickets must be signed by you (the RRF user) AND an HRSD representative. Unsigned tickets may result in enforcement actions.
19. All three copies must be signed. Signatures should be made before removing any copies from the ledger book.
20. Take the **yellow** copy.

APPENDIX A – ELECTRONIC DISCHARGE TICKET

After each discharge the scale will print out an electronic discharge ticket. This ticket signifies the discharge was recorded in the system.

HRSD Regional Residual Facility

Date: 4/8/2025

Arrival Date: 4/8/2025

Arrival Time: 11:20 AM

Departure Date: 4/8/2025

Departure Time: 11:39 AM

Discharge Location: NP

ACCT: Company Name

CITY: Locality Name

Truck ID:

Waste Type: GG

Inbound Wgt: 49060 lbs

Outbound Wgt: 42420 lbs

Discharge Wgt: 6640 lbs

Volume: 796.16 gal

Transaction ID: 51672

APPENDIX B – DISCHARGE LOG

RRF users shall maintain a log to record all wastes which are collected, transported, and discharged at the RRF. Users may develop their own logs or utilize the provided template. A Microsoft Excel file can be provided upon request. All information shall be completed where appropriate. Specific source locations, such as line or pump station location, are required. The discharge log must be kept in the vehicle at all times and available for inspection by HRSD staff.

REGIONAL RESIDUALS FACILITY (RRF) DISCHARGE LOG

Contractor/Municipality:

Truck Number:

Badge Number:

[illegible]

APPENDIX C – HRSD CONTACTS

Users should contact the appropriate HRSD staff member based on the issue or concern that needs to be addressed. If you leave a message, please state the following:

- Name of individual requesting response
- Subject
- Urgency of the matter (e.g., routine, immediate, or emergency)
- Call back number

	Contact	Office/Cell	Email	Issue
1.	Nansemond Plant operator onsite	Call box at facility	-	Onsite emergencies, facility operational issues 24/7
2.	Nansemond Plant Operator	757-956-3524	npops@hrsd.com	Plant questions, operational issues after hours
3.	Lenzie Ward, P3 Specialist	757-910-3702 757-837-7853 (c)	ward@hrsd.com	Primary contact: vehicle permitting, inspection, subcontractor use, special/emergency situations, HRSD access badges
4.	P3 Department	757-460-7045 (office hours) 757-460-3200 (after hours)	P3data@hrsd.com	General inquiries
5.	P3 Dept and Nansemond Plant Operators	-	HRSDrrf@hrsd.com	Other

Correspondence and forms may be submitted via email to p3data@hrsd.com or mailed to:

HRSD
Pretreatment & Pollution Prevention Department
PO Box 5902 Virginia Beach, VA 23471-0902