



**INDIRECT PERMITTED WASTE HAULER
PROCEDURES AND REQUIREMENTS**

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REGULATIONS

All discharges into the HRSD sewerage system are subject to the requirements detailed in the HRSD Industrial Wastewater Discharge Regulations. Enforcement mechanisms for violations of HRSD's Industrial Wastewater Discharge Regulations are outlined in the Pretreatment & Pollution Prevention (P3) Enforcement Response Plan.

Electronic copies of these documents are available at HRSD.com.

RATE SCHEDULE

The HRSD Rate Schedule is available at www.hrsd.com/finance. Rate schedules are subject to change every July 1st.

WASTE HAULER TRAINING

The HRSD Waste Hauler Training Program has a series of videos demonstrating the correct procedures for discharging at HRSD receiving stations. A direct link is included below. This content is mobile friendly and available at www.hrsd.com/waste-hauler.

[Waste Hauler Training Videos](#)

USE OF HRSD FACILITIES

Users shall follow all posted instructions at HRSD Wastewater Treatment Facilities and are expected to conduct themselves in a professional manner while on HRSD property.

Report any broken equipment to plant staff prior to use. Additionally, any equipment or property damaged during discharge must be reported.

While actively discharging, users must stay with their vehicle.

Prior to leaving a receiving site, users are expected to clean any spills and place residuals in the hoppers provided. If a user arrives and finds residual debris or evidence that another hauler failed to clean, please report the issue prior to use.

Issues may be reported using one of the call boxes on site or by contacting your HRSD inspector.

All HRSD Wastewater Treatment Facilities are under video surveillance.

The Permittee or their designees are prohibited from taking on potable or Non-Potable Water (NPW) from any HRSD Wastewater Treatment Facility.

PERSONAL PROTECTIVE EQUIPMENT

Hard hats must be worn while on HRSD property. Hard hats are not provided by HRSD. A high visibility vest or shirt must be worn at any plant site under construction.

SCALE SYSTEM

HRSD uses an automated scale system to track hauled waste discharges. Permitted waste haulers must use the scale when discharging at HRSD Wastewater Treatment Facilities, except for Boat Harbor, which does not have a scale and is billed at full load only.

The scale system will print a paper discharge ticket at checkout. Discharge tickets ensure proper volume determination for billing. Failure to obtain a discharge ticket from any HRSD Wastewater Treatment Facility will result in the billing of a full load and may result in enforcement action.

The Waste Hauler Training Videos include detailed instructions on scale use.

MANUAL TICKET PROCEDURES

Manual tickets are paper tickets used to record waste hauler transactions when the automated scale system is not available for use OR the scale does not successfully print a ticket. All waste hauler transactions must be recorded either in the automated scale system or by completing a manual ticket. An example manual ticket is shown on page 19

[Manual Ticket Training](http://www.hrsd.com/waste-hauler) is available www.hrsd.com/waste-hauler.

Inbound and Outbound weights may be recorded from the scale display if operable. If the scale is completely inoperable, plant staff must be notified, and an estimated volume must be recorded before discharge using the vehicles' sight glasses. Vehicles without this equipment will be charged at the rate of a full load.

Haulers will be charged a full load if they fail to obtain a completed, signed manual ticket and may face enforcement action.

RECEIVING PLANTS

HRSD accepts hauled waste at five (5) treatment plants. Plant location, accepted waste types, and open hours are detailed in the table below.

Treatment Plant	Address & Phone	Accepted Waste Types	Open Hours	Special Conditions
<u>Atlantic (AT)</u>	645 Firefall Dr. Virginia Beach, VA 23454 Phone: (757) 821-7401 After Hours: (757) 821-7408	<u>Fats, Oils, and Grease (FOG)</u> <u>Other Approved Waste Types:</u> <ul style="list-style-type: none"> • Domestic Septage • Municipal or Private Pump Stations (excluding sludge) • Portable Toilet (to include domestic holding tanks) • Mixed Load (excluding FOG) • Shipboard Domestic (CHT Tank) • Pump-Around 	<u>Fats, Oils, and Grease (FOG):</u> 24 hours a day, seven (7) days a week <u>Other Accepted Waste Types:</u> 24 hours a day, seven (7) days a week	Dedicated receiving station for FOG. HRSD assigned access badges are required for plant access and scale usage. FOG Receiving: Three (3) inch male cam lock connection.
<u>Boat Harbor (BH)</u>	300 Terminal Ave. Newport News, VA 23607 Phone: (757) 244-1670 After Hours: (757) 244-1676	<u>No Fats, Oils, and Grease (FOG) Accepted</u> <u>Other Approved Waste Types:</u> <ul style="list-style-type: none"> • Domestic Septage • Municipal or Private Pump Stations (excluding sludge) • Portable Toilet (to include domestic holding tanks) • Mixed Load (excluding FOG) • Shipboard Domestic (CHT Tank) • Pump-Around 	<u>Fats, Oils, and Grease (FOG):</u> No Fats, Oils, and Grease (FOG) Accepted <u>Other Accepted Waste Types:</u> 6 A.M. to 7 P.M., seven (7) days a week	No scale, all trucks charged for a full load HRSD assigned access badges are required for plant access. Permanent Plant Closure Scheduled July 1, 2026.
<u>Nansemond (NTP)</u>	6909 Armstead Rd. Suffolk, VA 23435 Phone: (757) 956-3510 After Hours: (757) 956-3524	<u>Fats, Oils, and Grease (FOG)</u> <u>Other Approved Waste Types:</u> <ul style="list-style-type: none"> • Domestic Septage • Municipal or Private Pump Stations (excluding sludge) • Portable Toilet (to include domestic holding tanks) • Mixed Load (excluding FOG) • Shipboard Domestic (CHT Tank) • Pump-Around 	<u>Fats, Oils, and Grease (FOG):</u> 24 hours a day, seven (7) days a week <u>Other Accepted Waste Types:</u> 24 hours a day, seven (7) days a week	Dedicated receiving station for FOG. HRSD assigned access badges are required for plant access and scale usage. FOG Receiving: Four (4) inch male cam lock connection. Septage Receiving: Four (4) inch female cam lock connection.
<u>Williamsburg (WB)</u>	300 Ron Springs Dr. Williamsburg, VA 23185 Phone: (757) 258-6440 After Hours: (757) 258-6450	<u>Fats, Oils, and Grease (FOG)</u> <u>Other Approved Waste Types:</u> <ul style="list-style-type: none"> • Domestic Septage • Municipal or Private Pump Stations (excluding sludge) • Portable Toilet (to include domestic holding tanks) • Mixed Load (excluding FOG) • Shipboard Domestic (CHT Tank) • Pump-Around 	<u>Fats, Oils, and Grease (FOG):</u> 4 A.M. to 7 P.M., seven (7) days a week <u>Other Accepted Waste Types:</u> 6 A.M. to 7 P.M., seven (7) days a week	Dedicated receiving station for FOG. HRSD assigned access badges are required for plant access and scale usage. FOG Receiving: Four (4) inch male cam lock connection. Septage Receiving: Four (4) inch female cam lock connection.
<u>York River (YR)</u>	515 Back Creek Rd. Seaford, VA 23696 Phone: (757) 833-1760 After Hours: (757) 833-1766	<u>No Fats, Oils, and Grease (FOG) Accepted</u> <u>Other Approved Waste Types:</u> <ul style="list-style-type: none"> • Domestic Septage • Municipal or Private Pump Stations (excluding sludge) • Portable Toilet (to include domestic holding tanks) • Mixed Load (excluding FOG) • Shipboard Domestic (CHT Tank) • Pump-Around 	<u>Fats, Oils, and Grease (FOG):</u> No Fats, Oils, and Grease (FOG) Accepted <u>Other Accepted Waste Types:</u> 6 A.M. to 7 P.M., seven (7) days a week	HRSD assigned access badges are required for plant access and scale usage.

Approval must be obtained from P3 prior to discharge at an HRSD treatment plant outside normal operating hours. In the event of an emergency, P3 staff must be contacted to coordinate with the Treatment Plant for access and use of the facility.

PLANT DISCHARGE SITE CLOSINGS

In the event an HRSD Wastewater Treatment Facility must close to hauled waste discharges, the P3 Department will notify Permittees via email through p3data@hrsd.com. Details on the hours and/or dates of closure will be included in the email.

If an HRSD Wastewater Treatment Facility remains open to waste haulers during construction or maintenance, follow all posted signs or special instructions and proceed with caution.

MONTHLY REPORT

HRSD Indirect Wastewater Discharge Permits require the submission of a certified monthly report, due to HRSD by the tenth (10th) day of the following month. Page 12 of this document includes a sample monthly report. This is the general format that should be used when submitting a monthly report indicating the commercial and residential customers serviced for the month. This sample is a guidance tool that shows the required information, but the report is not required to be identical to the one provided. Please review your HRSD Indirect Wastewater Discharge Permit for specific submission requirements.

If there are no discharges to HRSD during the reported month, a statement indicating "No discharge to HRSD Wastewater Treatment Facilities this month" must be submitted, along with a certification statement signed by an authorized representative.

EMAIL CORRESPONDENCE AND SUBMITTALS

The preferred method for submitting correspondence to HRSD is via email to p3data@hrsd.com. This email address may be used for monthly reports, enforcement response, and other general correspondence. In the subject line of the email please include the company name and purpose of the email. For example: ABC Septic Company April 2026 Monthly Report.

INSURANCE REQUIREMENTS

A copy of an active certificate of insurance (COI) must be received in this office prior to being issued an HRSD Indirect Wastewater Discharge Permit. The certificate of insurance shall contain, at a minimum, the following information:

General Liability limits: \$1,000,000 per occurrence and \$2,000,000 annual aggregate, naming HRSD as an additional insured

Auto Liability limit: \$1,000,000 per accident

Worker's Compensation: Statutory limits

All HRSD Indirect Wastewater Discharge Permits require annual submission of the COI. The COI is due no later than **December 31st of each calendar year.**

INDEMNIFICATION STATEMENT

An indemnification statement is included with the permit application. This form must be signed by an authorized representative and submitted before an HRSD Indirect Wastewater Discharge Permit will be issued or renewed.

DISCHARGING AT ALTERNATE LOCATIONS

The HRSD Indirect Wastewater Discharge Permit does not prohibit waste haulers from discharging at other facilities that will authorize and accept wastewater. If a hauler is found to be discharging into an unauthorized location, appropriate enforcement action will be taken.

PUMP AND HAUL FROM INTERMEDIATE STORAGE TANKS

The practice of pumping and hauling wastewater to an intermediate tank (e.g. frac tank) or other storage containers for subsequent pumping and hauling of the combined waste streams to HRSD is prohibited.

USE OF PERMITS

HRSD does not have permit fees. However, there are costs to HRSD to maintain permits. Every indirect permit issued requires input from HRSD staff at all levels. Once a permit is active it requires continuous effort from P3 staff regardless of the frequency of discharge. It is HRSD's expectation that permittees actively use their discharge privileges to justify HRSD maintaining a permit. HRSD reserves the right to drop permits for inactivity, as determined by HRSD. Permitted waste haulers who are dropped for non-use are eligible to submit a new permit application for consideration as needed.

OWNER TRUCK NUMBER LABELING

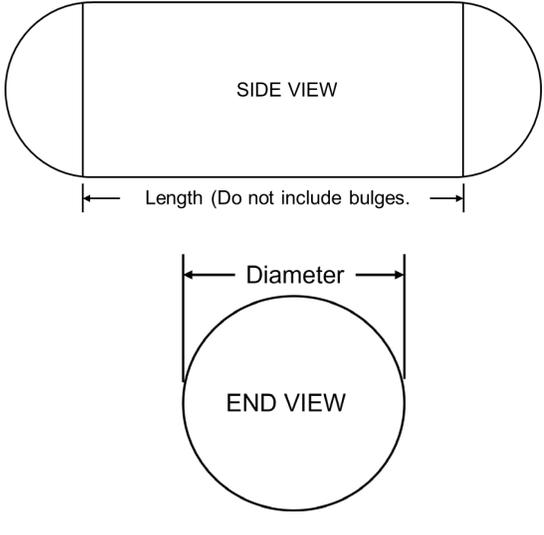
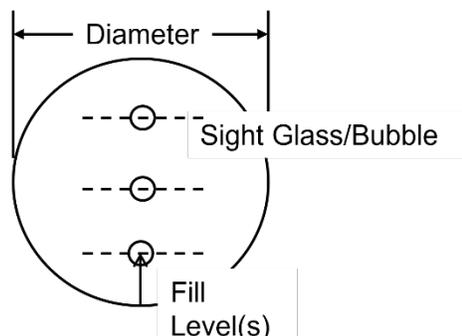
Permittees are responsible for assigning a truck number to each permitted vehicle. The company name, truck number and tank volume must be affixed to the truck and will be included on the HRSD access badge.

MEASURING TANK VOLUMES

HRSD requires waste haulers to submit manufacturers tank specifications or take measurements and provide diagrams of any tank that will be used to discharge at an HRSD Wastewater Treatment Facility.

HRSD inspectors will assist with tank measurements and volume calculations as needed. There are also free online tools which may be used to calculate tank volumes after measuring.

Guidelines for tank measurement are included below.

<ol style="list-style-type: none">1. Measure the length for the tank, do not include the rounded ends. If a truck has a potable water tank, exclude it from the length measurement.2. Measure the diameter of the tank.3. Total tank volume can be calculated using the length and diameter.	 <p>The diagram illustrates the measurement of a tank. The top part shows a 'SIDE VIEW' of a tank with rounded ends. A horizontal dimension line below it is labeled 'Length (Do not include bulges.)'. The bottom part shows an 'END VIEW' of the tank, which is a circle. A vertical dimension line across the circle is labeled 'Diameter'.</p>
<ol style="list-style-type: none">1. If level indicators (sight glasses/bubbles) are equipped, measure the distance from the bottom of the tank to each level indicator.2. Fill volume at each level indicator can be calculated using the length of the tank and distance to an indicator.	 <p>The diagram shows a cross-section of a tank. A horizontal dimension line at the top is labeled 'Diameter'. Three horizontal dashed lines represent level indicators. The top indicator is labeled 'Sight Glass/Bubble'. The bottom indicator is labeled 'Fill Level(s)'.</p>

PUMP-AROUND POLICY

The following information and policies are provided concerning the pumping and hauling of publicly or privately owned pump station wastewater:

“Pump-Around” Discharges” - Those wastes which are pumped from a public or private pump station and subsequently discharged into a downstream sanitary sewer access point. Generally, pump arounds are performed when there is a pump station malfunction or maintenance is being performed.

Pump-around discharges are generally handled under the direction of the locality where the work is being performed. Prior approval from HRSD’s P3 Department is not required if the pump-around occurs in the field and no wastewater is hauled to HRSD.

In the event of a pump station malfunction or similar emergency wastewater may need to be pumped and hauled to an HRSD Wastewater Treatment Facility for disposal. Under these circumstances the wastewater being pumped may be discharged at an HRSD Wastewater Treatment Facility free of charge provided the following requirements are met:

- Volume of water being hauled is from within the HRSD service area and has been accounted for by a city water meter, effluent meter, or otherwise recorded for billing purposes.
- The discharge(s) must be reported to the P3 Department within 24 hours. Reports may be made via phone, text, or email message and shall include the following information: Physical address, volume, date and time of discharge, and HRSD Treatment Facility.
- Permitted waste haulers must select the “PA – Pump-Around” waste type when weighing-in at the automated scale system. Transactions improperly coded will be billed at the current hauled wastewater rate. There will be no exceptions.
- Non-permitted waste haulers performing pump and haul services for HRSD under the HRSD Wastewater Pumping and Hauling Services Contract must fill out a manual ticket for all Pump-Around discharges at an HRSD Wastewater Treatment Facility.
- If the automated scale system is inoperable and a manual ticket is used, the Pump-Around waste type must be marked. Improperly marked tickets will be billed at the current hauled wastewater rate. There will be no exceptions.
- **Under no circumstances shall the “pump-around” wastes be mixed with any other wastes (e.g., portable toilet wastes or domestic septage).** If it is not possible to segregate pump-around wastewater from other hauled waste types, the entire truck contents must be discharged at an appropriate HRSD Treatment Plant. The entire discharge volume will be billed at the current hauled wastewater rate.
- Permitted waste haulers must record all pump around discharges in logbooks and on certified monthly report submittals.

INDIRECT PROHIBITED DISCHARGE POLICY

Portable toilet companies in the area may be using a common deodorizing agent known as paradichlorobenzene. Paradichlorobenzene is also known as 1,4 dichlorobenzene or simply dichlorobenzene and is listed on the label and Safety Data Sheets (SDS). These are the solid cakes placed in portable toilets for odor control. As paradichlorobenzene dissolves it contaminates the portable toilet wastewater. Recent testing by other wastewater agencies has indicated a level of around 14 milligrams per liter (mg/L) of paradichlorobenzene. At 7.5 mg/L, using the Toxic Characteristic Leaching Procedure (TCLP) method of analysis, the water is considered a hazardous waste in accordance with federal hazardous waste regulations. Additionally, HRSD has an established local limit of 1 mg/L for this chemical using methods established in 40 CFR Part 136. HRSD is not authorized to accept any type of hazardous waste within the confines of our wastewater treatment plants. Acceptance of this waste would be considered a violation of our permit with the State of Virginia. Therefore, we are prohibiting the use of these paradichlorobenzene cakes in portable toilets where the wastewater is hauled to an HRSD Treatment Plant for disposal. If you wish to continue using the solid cakes, both of the tests above must be performed on the wastewater. HRSD would have to provide approval prior to discharge of the wastewater at an HRSD Treatment Facility.

COMPLETE MONTHLY REPORT EXAMPLE

THE FOLLOWING PAGE INCLUDES AN EXAMPLE MONTHLY REPORT.

INDIRECT MONTHLY REPORT EXAMPLE

Refer to the example report below as a reference format for the certified monthly report due to HRSD by the 10th day of each following month. All columns in the table are required.

For Commercial (non-residential) customers, include business name and address; for Residential customers, list as "Residential" and include the city where pick-up occurred. For Portable Toilet waste, list as "Portable Toilet" and include City where pick-up occurred. If you are required to submit additional information as indicated in your Permit, please do so.

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

FROM: Permittee
Address
City, State Zip

SUBJECT: ABC Septic Company April 2026 Monthly Report

DATE: May 5, 2026

The following commercial and/or residential customers were serviced this month:

Customer Name	Address	Pick-up Date	Badge ID Number	Waste Type	Volume (Gallons)	Discharge Date	Discharge Location
Food Lion	1234 Main Street, Virginia Beach	4/2/26	85001	GT	20	4/2/26	AT
Country Club GC	321 Hogan Alley, Chesapeake	4/2/26	85001	RS	1550	4/2/26	AT
Residential	Chesapeake	4/4/26	81233	RS	1000	4/4/26	NP
Residential	Chesapeake	4/4/26	81233	RS	700	4/4/26	NP
Portable Toilet	Virginia Beach, Norfolk	4/5/26	82121	PT	1200	4/6/26	AT

Waste Types: Fats, Oils, and Grease (GT), Domestic Septage (RS), Portable Toilet (PT), Pump Station (PS), Mixed Load (MX), Shipboard Domestic (CHT), Pump Around (PA)

HRSD Wastewater Treatment Facilities: Atlantic (AT), Boat Harbor (BH), Nansemond (NP), Williamsburg (WB), York River (YR).

Note:

If no wastewater was discharged to HRSD Wastewater Treatment Facilities during a calendar month, you are required to submit a certified statement such as: "No discharge to HRSD Wastewater Treatment Facilities this month"

This certified calendar month report must be received in this office by the tenth (10th) day of the following month. Transmitting this report by email to p3data@hrsd.com is an acceptable method for meeting this deadline. Original signatures are not required for submittals to HRSD; however,

original certification statements/signatures that are not submitted to HRSD's Pretreatment & Pollution Prevention Department must be retained by the industry for a period of three (3) years.

Permittees are also required to maintain logbooks or other approved instruments on every waste transport vehicle which contain entries for each customer as outlined in their HRSD Indirect Wastewater Discharge Permit.

BLANK MONTHLY REPORT EXAMPLE

**THE FOLLOWING PAGE INCLUDES A BLANK MONTHLY REPORT EXAMPLE.
(UPDATE HIGHLIGHTED FIELDS AS APPROPRIATE)**

PRINTABLE LOGBOOK EXAMPLE

THE FOLLWING PAGE INLCUDES A PRINTABLE LOGBOOK EXAMPLE

MANUAL TICKET EXAMPLE

 **Indirect Discharge Manual Ticket**

Discharge Location (circle one) **AT** BH NP WB YR

Discharge Date **1/1/25** Discharge Time **0700**

Inbound Wgt **8,757** Outbound Wgt **7,000**

Company/City **Potty Pumpers LLC**

Badge No. **81366** Vehicle No. **TEST**

Waste Source **-**

Estimated Vol (Gal) **-** Estimated Wgt (lbs) **-**
(Estimated volume and weight only required if scale is out of operation)

Jack Brown **John Tanner**
Signature of Deliverer Signature of HRSD Representative

Reason for manual ticket: **Printer down.**

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