



# Rate Schedule

For Fiscal Year 2027

(July 1, 2026 - June 30, 2027)





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RATE SCHEDULE • Effective July 1, 2026 – June 30, 2027

- 1. WASTEWATER TREATMENT RATES** – All customers except those in the Small Communities
- Consumption based accounts with water meters per 100 cubic feet\* \$9.84
  - Minimum charge per day – metered customers \$0.45
  - Flat rate accounts (single family residential) per day: less than 1-inch meter \$1.66
  - Flat rate accounts (single family residential) per day: 1-inch meter \$2.84

- 2. SMALL COMMUNITIES RATES** – (Small Communities include Mathews, King William, Middlesex, Urbanna, Surry, West Point, and the communities of Virginia’s Eastern Shore.)

Community	Wastewater Treatment & Collections		
	Rate Per 1,000 gallons	Residential Flat Rate per day Less than 1-inch meter	Residential Flat Rate per day 1-inch meter
Small Communities (except King William)	\$20.46	\$2.65	\$3.83
King William	\$20.63	\$2.67	\$3.85

Community	Wastewater Treatment Only		
	Rate Per 1,000 gallons	Residential Flat Rate per day Less than 1-inch meter	Residential Flat Rate per day 1-inch meter
Small Communities (except King William)	\$13.15	\$1.66	\$2.84
King William	\$13.32	\$1.68	\$2.86

Metered customers minimum charge per day \$0.45  
 Unmetered customers – Single Family Residential (Flat Rate per day) \$2.65  
 Unmetered customers – (Other than Single Family Residential) shall be billed a flat rate based on Equivalent Residential Unit (ERU).

Service	Cost per ERU per day
Treatment and Collections	\$2.65
Treatment Only	\$1.66

Lawnes Point (a subdivision of Isle of Wight County) metered customers - billed the Sewer Rate published by Isle of Wight Public Utilities in addition to the Wastewater Treatment Rate listed in the aforementioned section 1.

- 3. TOWN WHOLESALE TREATMENT RATE** – Incorporated towns with population less than 2,000  
 Consumption per 1,000 gallons \$3.55

**4. HIGH STRENGTH OR UNUSUAL WASTE SURCHARGE**

Type	In Excess of	Per mg/L per 100 Cubic Feet*	Per 100 pounds
Biochemical Oxygen Demand (BOD)	297 mg/L <sup>^</sup>	\$0.000190	\$ 3.04
Total Suspended Solids (TSS)	282 mg/L <sup>^</sup>	\$0.000642	10.29
Total Phosphorus (TP)	7 mg/L <sup>^</sup>	\$0.008870	142.09
Total Kjeldahl Nitrogen (TKN)	57 mg/L <sup>^</sup>	\$0.003256	52.16

Other Unusual wastes may be assigned a special rate. <sup>^</sup> Domestic Quality Wastewater

**5. NUTRIENT CREDITS**

Type	Asset Charge (\$/pound/year)	Operational Charge (\$/pound)
Total Suspended Solids (TSS)	\$8.73	\$0.3825
Total Phosphorus (TP)	60.74	2.9520
Total Nitrogen (TN)	14.33	0.6956

**6. HAULED WASTEWATER** (Indirect discharge waste)

Type	Per gallon
Fats, Oils, and Grease (FOG)	\$0.3990
Other Approved Hauled Wastes	\$0.1936

**7. WASTEWATER FACILITY CHARGE**

Water Meter Size	Facility Charge	Water Meter Size	Facility Charge
5/8-Inch	\$2,745	3-Inch	\$99,365
3/4-Inch	\$4,275	4-Inch	\$191,905
1-Inch	\$8,045	6-Inch	\$485,320
1 1/2-Inch	\$20,345	8-Inch	\$937,365
2-Inch	\$39,280	10-Inch	\$1,561,910

**8. SERVICE FEES**

- Access Card Replacement \$25
- Account Documentation Fee \$10 per account per 12-month period
- Advance Service Fee Based on previous 12-month billing
- Damaged Lock Fee \$100
- Damaged Meter/Antenna Fee \$250 plus cost of meter and/or antenna
- Delinquency and Restoration Fee \$15 plus cost imposed by water supplier, if applicable
- Inaccessible Meter Fee \$50
- Late Payment Fee 1.5% per month
- Meter (Deduction) Fee \$2.00 per meter per month
- Meter Reading Fee \$75
- Meter Removal Fee Based on the charge imposed by water supplier
- Returned Payment Fee \$25
- Service Restoration Fee \$100

\*100 Cubic Feet = approximately 748 gallons  
 Additional information is available at: [www.hrsd.com/finance](http://www.hrsd.com/finance) or by calling 757.460.2261

**Rate Schedule**  
**Fiscal Year - 2027**  
**(July 1, 2026 – June 30, 2027)**

1. WASTEWATER TREATMENT RATES (All customers except those in the Small Communities)

Accounts are billed either according to a water meter reading or, in the absence of a water meter, at a flat rate per day. A minimum rate per day applies to all metered accounts.

Customers without a utility-owned water meter (typically well water customers) shall be billed according to their own water meter, which must be installed and maintained in accordance with the requirements of this Rate Schedule (except Flat Rate accounts).

Consumption Based Accounts – Accounts with water meters (wastewater charges are generally based on water meter readings)

Flat Rate Accounts (typically limited to Single Family Residential) – These are primary residence accounts without water meters or that use a significant amount of water not discharged to the sanitary sewer (irrigation, swimming pools, etc.). Charge is based on actual or typical water meter size.

2. SMALL COMMUNITIES RATES

Small Communities include Mathews, King William, Middlesex, Urbanna, Surry, West Point and the communities of Virginia's Eastern Shore.

A minimum rate per day applies to all metered accounts.

Unmetered Accounts

Single Family Residential customers without a utility-owned water meter (typically well water customers) shall be billed a Flat Rate per day.

All other customers, including commercial, government, professional, and multifamily customers without a utility-owned meter (typically well water customers) shall be billed a flat rate based on an Equivalent Residential Unit (ERU) basis. A schedule of fractions or multiples of the ERU is determined by HRSD based on the facility category. This schedule may be subject to verification or revision.

For wastewater service not described herein, such as decentralized wastewater service, HRSD may bill a rate adequate to cover the cost of service and asset renewal.

All other rates and fees in this Rate Schedule apply to Small Communities accounts when applicable.

WASTEWATER TREATMENT AND COLLECTION RATES – Lawnes Point - For metered locations in the Lawnes Point subdivision of Isle of Wight County, accounts are billed the Sewer Rate published by Isle of Wight Public Utilities in addition to the Wastewater Treatment Rate listed in the aforementioned section 1.

All other rates and fees in this Rate Schedule apply to accounts in the Lawnes Point subdivision in Isle of Wight County when applicable.

3. TOWN WHOLESALE TREATMENT RATE - The Town Wholesale Treatment Rate is the rate paid by an incorporated town per specified unit of measure to recover the costs of conveyance and treatment of Domestic Quality Wastewater when the town does not use all HRSD facilities or need all services provided to a typical customer. This rate is only applicable to incorporated towns with a population less than 2,000.

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#### 4. HIGH STRENGTH OR UNUSUAL WASTE SURCHARGE

##### a. Surcharges

Unusual wastes not covered by this Rate Schedule will be considered separately and may be assigned a special rate.

##### b. Characterization

To determine the applicability of the surcharge, HRSD will assign an average concentration based on results obtained from similar businesses or may make an initial wastewater monitoring survey of the discharge. Based on business classification averages or survey results, HRSD will institute the surcharge. In cases of unusual wastes not covered by existing surcharge rates, HRSD may allow the customer to provide such tests and equipment needed to provide adequate basis for the surcharge. When wastewater discharge is subject to surcharge, the surcharge may be based on the normal characteristics of that waste. These will be determined from wastewater surveys of discharges from similar operations, wastewater surveys from the individual source, or from industrial, chemical, engineering or other appropriate reference.

##### c. Pretreatment

Wastewater discharge limitations may be imposed by HRSD to protect transmission and treatment structures or processes and to ensure compliance with federal and state effluent limitation guidelines. Pretreatment before discharge or elimination of the discharge may be required to meet the above guidelines, and/or all health standards as required by the Safe Drinking Water Act. It also may be necessary to remove any type of waste or alter any manner of discharge determined by HRSD to be detrimental to either transmission and treatment structures or processes.

##### d. Damage to Facilities

In the event either transmission or treatment structures or processes are damaged, or the flow through said structures or processes is hampered by a customer's wastewater discharge, HRSD may make or require to be made, at the customer's expense, such repairs as are necessary to restore transmission or treatment structures or processes to normal system operation.

#### 5. NUTRIENT CREDITS

Nutrient Credit Rates are established to recover the marginal operational cost to treat pollutants and the capacity of assets consumed to treat the pollutants. HRSD, as provided in its Nutrient Credit Management Policy, may elect to sell these credits if it doesn't jeopardize compliance with its waste load allocation.

Generally, the Operational Charge is paid in advance every five years based on the then current rate. The charge will be reassessed every five years based on the rate in effect at the time of reassessment. On a case-by-case basis, intervals other than five years may be considered to support alignment with the credit recipient's permit cycle or needs.

Credits required to meet Virginia Pollutant Discharge Elimination System (VPDES) allocations must be paid annually.

6. HAULED WASTEWATER (INDIRECT DISCHARGE WASTE)

Waste including fats, oils, and grease (FOG) or other approved hauled wastes brought directly to an authorized HRSD Treatment Plant. Refer to [www.hrsd.com/waste-hauler](http://www.hrsd.com/waste-hauler) for additional information.

7. WASTEWATER FACILITY CHARGE

Wastewater facility charges cover the cost of treatment and conveyance capacity consumed by new connections, new development, or redevelopment resulting in increased wastewater volume or higher strength waste. Facility charges are applied to any sewer or sewer system discharging into HRSD facilities and any increase to existing service. For development occurring at a property previously connected to an existing sanitary sewer tap, the applicable facility charge will be waived for equivalent flow capacity. If a property previously served by a septic tank is connected to the sewer system, the applicable facility charge may be waived for equivalent flow capacity.

a. Volume-Based Facility Charges

These charges apply to all connections and are due and payable prior to the issuance of a building permit/sewer permit by the local jurisdiction. The facility charge shall also be due and payable prior to the renewal and/or reissuance of a building permit except in cases where the applicable facility charge was paid when the building permit was originally issued.

b. Special Exceptions

Where an expansion of existing facilities is planned, a facility charge will be paid for the difference in meter size.

In the case of a property use change (redevelopment), where the number and/or size of meters change, the facility charge will be computed based on the difference between the facility charge (at present rates) for the existing facility and the facility charge for the new facilities. In the case of redevelopment where neither the number nor size of meters change, there will be no facility charge required. No refund will be made for decreases in capacity.

Where service by a single master meter is changed to multiply individual meters, no utility charge will be required if aggregate usage remains unchanged.

When oversized water meters are used for fire service, to decrease pressure loss, to provide residential sprinkler systems or other unusual situations, the facility charge will be based on the meter normally sized for the service involved without these special considerations. The sizing required for service will be based on American Water Works Association (AWWA) flow requirements, certified by a Registered Professional Engineer or Architect and approved by HRSD.

When a significant quantity of metered water is not returned to the sewer, the facility charge will be based on one of the following:

- i. The size of the meter supplying water returned to the sewer.
- ii. The size of the meter supplying water minus the size of the customer-owned deduction meter, rounded up to the next available meter size. The deduction meter will be calculated in accordance with AWWA M22 Standards.
- iii. The appropriate water meter size (as determined by HRSD) if effluent metering is the only alternative.

If the usage pattern changes from that originally intended and more flow enters the sewer system, the facility charge will be increased accordingly.

When a water meter is not installed and the customer is connected to the sewer system, HRSD will use an ERU calculation to determine the comparable water meter size.

When a non-residential water meter size does not accurately represent the wastewater treatment and conveyance capacity consumed (based on HRSD's rate model), the facility charge will be calculated based on the projected capacity consumed multiplied by the rate model's equivalent unit charge \$/gallon per day.

c. Refunds

Because of HRSD's certification and allocation of flow policies, payment of a facility charge will not assure connection to the system at the same cost after one year from date of issuance. The holder of a HRSD facility charge receipt, upon written request, will be eligible for refund when:

- i. Prior to construction, a change is made in the property which would result in a reduced facility charge.
- ii. Building permits are denied or canceled.
- iii. Construction has not or will not begin within one year from date of issuance.
- iv. The collection was made in error.

No refunds will be issued if HRSD has added treatment or conveyance capacity to the Regional Sanitary Sewer System as a result of the proposed construction prior to the request for a refund.

d. Unusual Situations

For unusual connections or where otherwise indicated, HRSD may make or require to be expensed, such investigations as will provide adequate basis for determination of the facility charge.

8. SERVICE FEES

- a. ACCESS CARD REPLACEMENT FEE - When it becomes necessary to replace an electronic access card for automated entry into a HRSD treatment plant or plants, the customer will be required to pay a fee per card.
- b. ACCOUNT DOCUMENTATION FEE - A fee per account per 12-month period will be charged each time a customer requests account documentation.
- c. ADVANCE SERVICE FEE - In cases of repeated delinquency, the customer will be required to pay an advance service fee. The amount will be based on the customer's previous 12-month billing history. Advance service fees will be refunded or automatically applied upon final billing. A customer whose account has not been delinquent for two years may apply in writing for a refund of an advance service fee.
- d. DAMAGED LOCK FEE - When it becomes necessary to lock a meter, and the customer damages the lock or removes the lock in an attempt to resume water service, the customer will be billed a fee. HRSD will arrange for removal of the meter.

- e. DAMAGED METER/ANTENNA FEE - When it becomes necessary to replace a meter and/or antenna that the customer damaged, the customer will be billed a fee plus the cost of the meter and/or antenna.
  - f. DELINQUENCY AND RESTORATION SERVICE FEE - Each customer shall be billed a service fee when HRSD provides warning of impending disconnection or disconnects such customer's meter because of non-payment of wastewater treatment or other delinquent charges or fees.  
  
When any such services relating to the customer's meter are performed by the water supplier on behalf of HRSD, a fee to defray the charge imposed by the water supplier will be applied.
  - g. INACCESSIBLE METER FEE - When it becomes necessary to access a meter and the customer deliberately blocks access to the meter, the customer will be billed a fee.
  - h. LATE PAYMENT CHARGE - All bills are due and payable when presented. When full payment is not posted to an account by the due date, a late payment charge of the past due amount will be assessed per month.
  - i. METER (DEDUCTION) FEE - A fee will be assessed per deduction meter per month.
  - j. METER READING FEE - In the event HRSD must directly obtain a meter reading due to customer's failure to submit required meter readings, the customer will be required to pay a fee.
  - k. METER REMOVAL FEE - When water service has been disconnected for non-payment and it becomes necessary to remove the meter, a fee to defray the charge imposed by the water supplier will be applied.
  - l. RETURNED PAYMENT FEE - A fee will be billed each time a financial institution returns a customer's payment. This fee will be refunded upon receipt of satisfactory evidence that the payment was returned solely due to the financial institution's error.
  - m. SERVICE RESTORATION FEE - Customers who have made a sufficient payment following disconnection of water service and request to have service restored outside of standard restoration hours will be billed a fee.
9. PAYMENT PLAN - A courtesy payment plan may be available for customers temporarily having difficulty managing their bill. Customers approved for a payment plan must maintain eligibility requirements which include maintaining a current account and making timely scheduled payments without a history of late or returned payments.
10. SERVICES RECEIVED WITHOUT BILLING - Wastewater treatment charges may be assessed for services received but not billed (for any reason) for a period of up to three prior years. The rate in effect in the year wastewater treatment services were provided will be applied. If necessary, at HRSD's sole discretion, payment plans may be established for payment of delayed billing or unbilled previous service.
11. FLAT RATE ACCOUNTS

Single family residential customers using a significant amount of water not discharged into the sanitary sewer system (typically irrigation systems or swimming pools) can establish a flat rate account with HRSD.

The General Manager or Chief Financial Officer may approve a flat rate account for water meters greater than 1-inch if the requester provides sufficient evidence there is a significant portion of water not discharged into the sanitary sewer system relative to average residential water consumption. Alternatively, these customers may have a separate water service installed by their local water provider solely for the uses that do not discharge to the sanitary sewer. This separate service will not be billed wastewater treatment charges by HRSD. Other local water charges may apply. Customers should check with their local water provider for details.

## 12. CUSTOMER-OWNED METERS

### a. Service Meters

- i. Meters must be purchased, permanently installed and maintained at the customer's expense.
- ii. The customer is required to provide HRSD a meter reading by the 10th day of each month. Charges will be based on this Rate Schedule. If a meter reading is not received by the 10th day of the month, HRSD will bill estimated wastewater treatment charges (and applicable surcharges) based upon consumption determined by HRSD. If the customer fails to provide a meter reading for a third consecutive month, HRSD will read the meter and calculate wastewater treatment charges (and applicable surcharges) based on consumption since the last actual meter reading, less consumption on the estimated billings. A meter reading fee will be assessed.
- iii. All meters installed are subject to periodic inspection and reading by HRSD personnel to ensure the accuracy of billings. Meters may be required, at the customer's expense, to be certified as accurate to manufacturer's specifications. A copy of the certification, if required, must be provided to HRSD. Meters installed after July 1, 1992, must be installed in such a manner as to provide one person access as defined in HRSD's Confined Space Entry Program.
- iv. Defective meters must be repaired or replaced at the customer's expense. Billing in the interim will be based on an estimate by HRSD. If necessary, an adjustment will be made based on six months of metered consumption using repaired or replaced meters.

### b. Deduction Meters (sub-meters)

Existing commercial, industrial, multi-family residential customers with their own deduction meter installed and registered with HRSD prior to July 1, 2009, can meter their own water use not discharged to the sanitary sewer system. That meter information must be reported to HRSD for a reduction of billed consumption (wastewater treatment charges only). Failure to submit at least one deduction meter reading in a 12-month period will result in permanent termination of deduction meter credits for any single-family residential account. Customer-owned deduction meters shall be installed, maintained, read and reported to HRSD as follows:

- i. To receive a reduction in wastewater treatment charges, the customer must provide a deduction meter reading to HRSD each billing period. Customers should submit their readings to HRSD five to seven days prior to their scheduled meter-read date to ensure the maximum deduction. The meter-read date can be found on the customer's bill and generally falls on or about the same day of the month for each billing cycle. Deduction meter readings submitted after the stated meter-read date will not be reflected for that billing cycle. If multiple deduction meter readings are submitted within the same bill period, the latest read will be used to calculate the credit.

- ii. After receiving the deduction meter reading HRSD will make the appropriate reduction in billed consumption, which will be reflected on the next bill. **Billed wastewater treatment charges will not be reduced below the minimum charges per this Rate Schedule.**
  - iii. All installed meters are subject to HRSD's inspection and verification of submitted readings. HRSD may require meters to be calibrated and their accuracy certified at the customer's expense. A copy of any required certification must be provided to HRSD. Meters installed after July 1, 1992, must be installed in a manner that provides one person access as defined in HRSD's Confined Space Entry Program.
  - iv. Defective meters must be repaired or replaced at the customer's expense. Otherwise, no deduction will be allowed.
  - v. Installation of a meter must have complied with the local water jurisdiction's cross-connection control program (backflow prevention).
- c. Non-Residential Account – Special Meter
- For special situations, HRSD may require the installation of submeters and/or effluent meters if this is the most practical means of determining the Wastewater Treatment Charge. Installation and charges will be based on the requirements of this Rate Schedule.
- d. For commercial accounts and in unusual situations and when meters are not present or feasible to install, HRSD may approve the use of pump runtimes to calculate wastewater flows as a substitute for a meter.



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