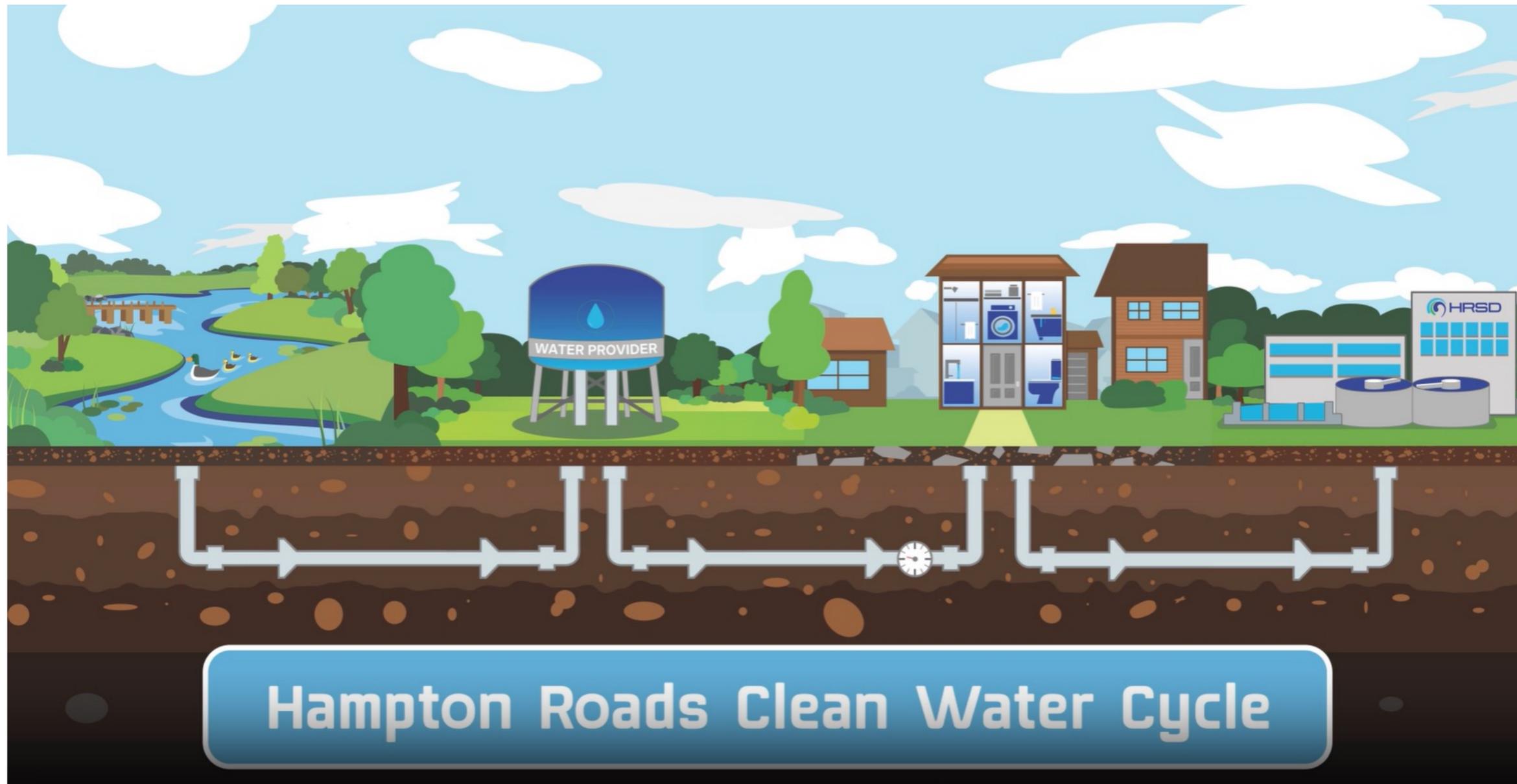


HAMPTON ROADS SANITATION DISTRICT (HRSD) Water Cycle Video: Water from Source to Sanitation

NEAA26 PUBLIC INFORMATION & EDUCATION: VIDEO



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HRSD

Sustainable, Innovative Wastewater Treatment

In addition to providing regional wastewater treatment, HRSD provides utility billing services for several of the localities it serves. The Hampton Roads Utility Billing Service, better known as HRUBS, provides customers with one combined bill rather than multiple bills for water, wastewater and other related municipal services. Currently, nine of the 20 localities served by HRSD participate in the HRUBS billing model. Participating localities provide HRSD with the billing information for each customer and HRSD consolidates the municipal utility charges with the HRSD wastewater treatment charge into one itemized bill. This saves participating localities the expense of bill production and distribution and also provides customers with the convenience of paying for multiple services in one transaction.

One of the pain points for HRUBS customers has been confusion surrounding how charges are assessed for water and wastewater treatment, and which entity to contact when questions arise. Each locality provides its residents with water services, and HRSD charges for wastewater treatment is derived by water usage as determined by the meter readings received from the localities. While the HRUBS bill denotes each charge on the combined bill along with the entity charging for it, perhaps because HRSD is the billing entity (the messenger), water charge disputes are often incorrectly directed to HRSD. Customers become frustrated when they contact HRSD for bill adjustments, corrections or meter read requests only to find out they must contact their own locality's public works department.

To help HRUBS bill customers better understand their bills, HRSD developed an animated video that explains the process of where and how water arrives to homes and businesses and how the used water makes its way to HRSD's wastewater treatment facilities to be cleaned and safely returned to area waterways. A similar graphic will be included as bill inserts several times a year to maintain messaging consistency and assist new and existing customers in understanding HRSD's role in the community.