



CUSTOMER SERVICE

Customer service representatives are available to assist customers with inquiries regarding:

- Billing and payment options
- Researching and resolving customer concerns
- Processing customer payments
- Confirming repairs
- Making bill adjustments
- Establishing and terminating water and wastewater service

For more information, call 664-6700, Monday through Friday between 7:30 a.m. and 4:30 p.m. Many services are available online.

ADMINISTRATIVE OFFICE

401 Monticello Ave.
Norfolk, VA 23510
757-664-6700

MAILING ADDRESS

P.O. Box 1080
Norfolk, VA 23501

WEBSITE

www.norfolk.gov/utilities

CROSS CONNECTIONS

Use a hose connection vacuum breaker to protect your plumbing system. For questions regarding backflow devices, contact the Cross Connection office at 757-441-5774, ext. 262 or 274.

PAYMENT DROP BOX LOCATIONS

Berkley Neighborhood Service Center

925 South Main Street
Norfolk, VA 23523
Phone: 757-664-6455

Fishermans Road Fire Station

1425 Fishermans Road
Norfolk, VA 23503

Granby Municipal Building

401 Monticello Avenue
Norfolk, VA 23510

Norview Community Center

6380 Sewells Point Road
Norfolk, VA 23510
Phone: 757-441-1440

Old Dominion Fire Station

1211 W. 43rd St.
Norfolk, VA 23510

Poplar Hall Drive Fire Station

5909 Poplar Hall Drive
Norfolk, VA 23510

Thole Street Fire Station

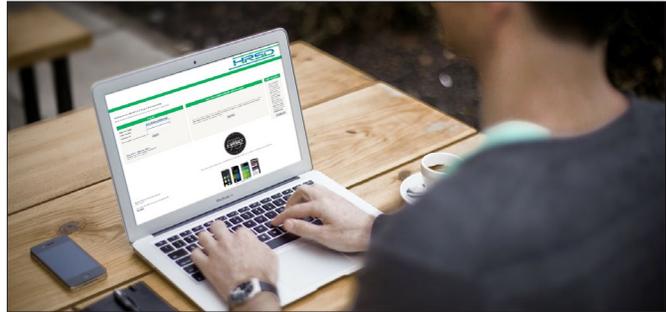
115 Thole St.
Norfolk, VA 23510



ONLINE AND PHONE PAYMENTS

BY PHONE: Dial **1-866-533-1567**. You will need your HRUBS account number.

ONLINE: Go to **www.hrsd.com** and select Click to Pay Bill Now under Manage My Account. Then follow the instructions to enter payment information. You may register for frequent online payments or make a one time payment.



NORFOLK TAP WATER

Quality water, without the bottle.



Norfolk Tap Water

The healthy, refreshing choice.



CONTACT US

The Department of Utilities is here to serve you 24 hours a day, 365 days a year. Our operators are always on call to address water and wastewater emergencies. Dial the number below at any time if you witness a broken water or wastewater main, or for any other water service emergency.

24-hour emergency number:
757-823-1000



OUR MISSION: *To enhance quality of life by providing excellent water and wastewater services at the best possible value for our customers.*

SERVICE AREAS

Norfolk's Department of Utilities provides quality drinking water to approximately 1 million customers in Norfolk, Virginia Beach, parts of Chesapeake and the U.S. Navy. Wastewater services are also provided to more than 64,000 households and businesses in Norfolk.

QUALITY DRINKING WATER

A ready supply of clean, healthy and dependable fresh drinking water is the lifeblood of a thriving community. It quenches our thirsts, fuels our economy, protects our communities, provides for a healthy lifestyle and is essential for sustaining the quality of life that Norfolk residents enjoy each day. Norfolk tap water has been recognized as among the best in the nation.

WATER SOURCES

Norfolk has eight reservoirs, including the intown reservoirs in Norfolk and Virginia Beach and the western reservoirs in the City of Suffolk and Isle of Wight County. Additional water sources include the Blackwater and Nottoway Rivers and four deep wells in Suffolk. Water treated for Virginia Beach is supplied from Lake Gaston.

WATER TREATMENT

Norfolk owns and operates two water treatment plants (Moore's Bridges and 37th Street) that provide high quality drinking water to residents and businesses.

WATER TESTING

From the reservoir, through every stage in the treatment process, and at testing sites located throughout the City, Norfolk water is rigorously tested for quality. Over 70,000 tests are conducted annually to assure that Norfolk drinking water is a pure, healthy choice for our consumers. Our water meets or exceeds all drinking water standards set by the Environmental Protection Agency and the Virginia Department of Health. Testing data is available on our website, or you can request a copy of the Annual Water Quality Report by calling 664-6701.

WATER DISTRIBUTION

Water distribution crews maintain more than 900 miles of pipes that transport drinking water to homes, businesses and fire hydrants.

WASTEWATER SERVICES

Utilities wastewater crews operate and maintain the pipes and pump stations that collect wastewater and transport it to the Hampton Roads Sanitation District (HRSD) for treatment.

CONSTRUCTION PROJECTS

Through capital improvement projects, the Department of Utilities maintains and upgrades water and wastewater infrastructure including reservoirs, pipes, pump stations, storage tanks and water treatment facilities. Visit us online for a list of improvement projects in your area.



KEEP YOUR DRAINS FOG FREE

When washed down the drain, fats, oils and grease (FOG) stick to the insides of pipes, building up over time and causing blockages. When sewer lines are clogged, wastewater can backup, possibly causing a disruption in wastewater service. Keep sewer lines clean and avoid costly plumbing repairs by properly disposing of fats, oils and grease. Pour fats, oil, grease and food scraps in the trash, not down the drain.