

Web Site: We have a full featured web site including a portal to view, print and pay your bills. You may pay with debit or credit cards. You may also sign up for paperless billing and receive a text or email alert when your bill is available online. A transaction fee is added for all online payments of 30 cents plus 2.2% of the transaction amount.

Online Payments: If your service has been disconnected for non-payment, or is due for disconnection, you MUST call our office to make a payment and have your service reconnected. DO NOT PAY ONLINE in these circumstances. We can take your credit or debit card payment over the phone.

Connection Fee: Each applicant shall pay a fee to cover the costs of excavating and tapping the main line, furnishing and installing service line from the main to the meter pit, the meter, setter, pit and lid. The cost for a 5/8" x 3/4" water meter is \$1,000 plus the membership fee (if not already a member). The fee for larger meters (if requested) shall be calculated individually and will be based on actual labor, material, and overhead costs, but not less than the cost for a 5/8" x 3/4" meter.

Membership Fee: The membership fee shall be \$110.00 per membership owned in the corporation and shall be considered non-refundable. Memberships may have more than one name listed and are transferable. Membership rights and responsibilities are outlined in the Utility's Bylaws.

Late Payment Charge: The late payment charge will be added in the amount of ten (10) percent of the first three (3) dollars and three (3) percent of the excess of three (3) dollars.

Reconnection Charge: A \$40.00 reconnection charge will apply when the service is disconnected for non-payment of a bill, or whenever for any reason beyond the control of the utility a re-establishment of service is required by a customer during working hours. Outside of normal working hours, the fee is the same as the General Service Charge – Non Working Hours and is \$80.00.

General Service Charges: Working Hours – A \$50.00 general service charge may apply for any trip to the customer premises, at their request, for conditions on the customer side of the meter during working hours. **Non-Working Hours** – An \$80.00 general service charge may apply for any trip to the customer premises, at their request, for conditions on the customer side of the meter during non-working hours. **Our personnel are not allowed to work on any customer owned plumbing.**

Meter Reading Charges: Unless you have an Automated Meter installed, you are required to read your meter once per month and turn that reading into the office. You may mail, email, or call your reading in 24 hours per day. If you do not read your meter for one month, your account will be estimated on previous water usage for a fee of 50 cents. If you do not read your meter for a second consecutive month, your account will be estimated again for a fee of 50 cents. If you do not read your meter for a third consecutive month, our personnel will read your meter and a fee of \$10.00 will be added to your bill.

Annual Meter Reads: Corporation personnel will read every water meter on the system at least once per year as a spot check of readings provided to the utility. If an account is found to have been mis-read for any reason, the account will be billed based on the utility's meter reading.

Delinquent Accounts: Payments received after the 15th of each month must pay the "amount after due date" as shown on the water bill. Customer accounts that are more than seven (7) days past the due date are then considered delinquent.

Returned Check Fee: A \$35.00 returned check fee shall apply per check which has insufficient funds to cover the check.

Renter Deposit: Renter's are not subject to the corporation's membership fee, but must pay a renter deposit instead. The renter must come to the office and fill out a Renter's Agreement, provide a photo ID, and pay an \$80.00 deposit. The deposit is deducted from the renter's final bill when they move off the system and any remaining balance is refunded.

Call Before You Dig: Indiana State Law requires a 48 working hour notice before you dig for location of underground facilities. In Indiana just call 811.

IMPORTANT INFORMATION:

- Please make any inquiries about this bill prior to the due date.
- To pay your bill by mail please use the return envelope provided.
- To pay your bill in person, visit our office at 2381 New Middletown RD SE, Corydon, IN 47112.
- An after-hours depository drop box is located by our office front door.
- Payments may be made by cash, check, debit or credit card, money order or online.
- Past due balances shall include a penalty.
- Past due bills are subject to disconnection for non-payment.
- Failure to receive your bill in the mail does not change the due date or possibility of disconnection for non-payment.

ACH Payments: We also offer bank drafting of your account to pay your bill. Fill out this form and return to our office with a voided check.

AGREEMENT FOR PRE-AUTHORIZED PAYMENTS: Please contact your financial institution to see if they are active in the ACH program. I (We) hereby authorize South Harrison Water to initiate debit entries to my (our) checking account indicated below and the depository named below to debit the same to such account.

DEPOSITORY NAME _____ City _____ State _____ Zip _____

TRANSIT / ABA NUMBER _____ ACCOUNT NUMBER _____

This authority is to remain in full force and effect until South Harrison Water and Depository has received WRITTEN NOTIFICATION from me (or either of us) of its termination in such time and manner as to afford South Harrison Water and Depository a reasonable opportunity to act.

NAME(S) _____ UTILITY ACCT NUMBER _____

DATE _____ SIGNED (X) _____