



# South Harrison Water Corporation

P. O. Box 308  
New Middletown, IN 47160  
Phone: (812) 968-3425 Fax: (812) 968-3713  
[www.southharrisonwater.com](http://www.southharrisonwater.com)

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Dear South Harrison Water customer,

Once again, we are sending out our annual customer newsletter this winter. Please read this newsletter carefully for information regarding South Harrison Water Corp. If you have any questions, feel free to call our office during working hours.

**Non-recurring Charges** – We filed with the Indiana Utility Regulatory Commission in July 2008 to raise several of our non-recurring charges. We received approval to do so in September 2008. We have begun the new charges effective January 1, 2009. The fees are explained on the [back of your water bill](#) and are also listed on our web site under the “Rate Tariff” link. The fees that were raised include: new service fee, reconnection charge (unlock meter fee), general service charges, meter reading charge, returned check fee and our renter deposit. These fees were raised to cover increased costs of labor, material and transportation. Many of the fees had not been raised since 1998.

**Water Rates** – The increase in non-recurring charges does not change your water rate. The last retail rate increase for South Harrison customers was in 1991. In fact, we raised the non-recurring charges to try to put off a water rate increase for another year. Eventually, we will have to increase our water rates to cover our increased operating expenses.

**New Style Water Bills** – This past year we changed our billing procedures and outsourced our bill printing. By doing so we saved our utility money and were able to provide a more professional looking bill to our customers. The new bills arrive at your residence in a sealed envelope which provides more privacy to you. A return envelope is included with each bill. We have received many positive comments regarding our new style water bill.

**2009 Construction Projects** – We recently finished a regular maintenance painting of our Laconia Tank on Merk Road. The tank was taken out of service, sand blasted to bare metal inside and out, and three coats of drinking water safe paint were applied. We are currently constructing 18,000 feet of 12” water main along SR 135 and Hillcrest DR. The construction will provide fire protection sprinkler system service to Norstam Veneers and also increase fire protection service to residents in the area. This project is funded by Harrison County, Norstam Veneers, and a grant from the State of Indiana. Construction should be finished in the spring, with clean up and seeding as weather allows. Thank you for the patience of the property owners along the construction route. If budget allows, our Lanesville Tank on Hess Jawtak RD may be sand blasted and maintenance painted in the summer of 2009.

**Web Site** – Our web site continues to be popular with our online customers. We are located online at [www.southharrisonwater.com](http://www.southharrisonwater.com) and remember you can submit your meter reading online. We also have a “Forms” section where you can download many of our common forms, such as membership transfer, automatic payment, users agreement, and our utility easement. Corporation by-laws and our rate tariff are also shown on our web site.

**Automatic Bank Draft** – We are offering this service to our customers. This is a voluntary, no cost, program where your bill will be sent to you on the first of the month as always and will contain the words “DRAFTS ON OR ABOUT THE 15TH”. If you agree with the amount billed, do nothing, and the amount will automatically be deducted from the bank account of your choice on the 15<sup>th</sup>. You will still need to submit a meter reading to us and may do so by mail, phone, email, or the web site form. Call our office for details of signing up for this payment method.

**Fire Hydrants** – All planned fire hydrants have been installed. New hydrants will be installed as new water main projects are built. In 1997 we had a total of 9 fire hydrants in service. At the end of 2008 we had 108 fire hydrants.

**Well Head Protection Program** – South Harrison Water has an active well head protection program in place to help ensure protection of our wells and aquifer. We are very aware that clean drinking water is a valuable natural resource that should not be taken for granted. We are taking steps to ensure that our well field area is protected from contamination. These include taking our well head property out of agricultural production and limiting public access to our private property. We hope that these steps help ensure a continued supply of fresh drinking water. You can help us protect all ground water sources by disposing of house hold chemicals properly and being aware that any chemical dumped on the ground has the potential to contaminate ground water, and eventually your drinking water. Please help us keep your drinking water clean and safe.

**Memberships** – As a reminder to all our member customers, you can easily transfer your membership to another person by filling out a form available at our office or online at our web site. More than one name can be listed on a membership, but only one person will have voting rights. For example a child (or another heir) can be listed on the membership with an elderly parent. In this example when the elderly parent dies, the membership is still active in the child's name. Since the water corporation was formed in 1972, our bylaws have always stated that a membership ceases upon the persons death, meaning that a membership cannot be transferred after a person dies. Call our office for more details if you are interested in transferring your membership, or adding more than one name to an existing membership.

**Membership & Business Meeting** – The bylaws of our corporation state that a membership meeting shall be held once a year. Our meeting is always the third Wednesday in May, at 7PM local time. The meeting has generally been rotated around our service area to encourage attendance. The meeting locations are usually South Central School, Heth Washington School, and New Middletown School. The 2009 Annual Meeting is tentatively scheduled for May 20<sup>th</sup> at Heth Washington School. The meeting agenda includes the election of three board members and a review of 2008 business.

**Pressure Regulators** – As a reminder, remember that every home should have a pressure regulator installed. This device makes sure that your plumbing is not subject to our full line pressure and the pressure fluctuations caused by pumps starting and stopping. If you need a regulator, please contact a plumber as we do not install or maintain these devices for you. This device may save you money on water consumption and may also prevent expensive leaks and plumbing repairs.

**Frozen Water Meters & Customer Lines** – During these cold winter months, please take a moment to check your water meter. Make sure the lid covering the meter is securely in place and in good repair. If you need a new lid, call our office and we will take care of replacing it. As a reminder, 99% of the frozen line complaints we receive are either frozen customer lines, or the water meter is frozen where the lid has been left off. Our crews will thaw out the meter if frozen, but we do not work on private water lines from the meter to your home. You can prevent the inconvenience of a frozen meter by making sure the meter lid is on tightly!

Another tip to help prevent frozen water lines is to make sure your home's crawl space is closed off and secure. Cold air blowing through cracks in mobile home under pinning will quickly freeze even insulated water pipes. Also make sure that there are no open areas in the under pinning around freeze proof faucets. An opening that allows cold air to blow past the freeze proof faucet will allow pipes to freeze. One final tip is to install heat tape and pipe insulation on pipes that may be exposed to cold air and freezing.