



South Harrison Water Corporation

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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.

IURC Opt out special meeting – Our board of directors will hold a special meeting of the members to attempt to remove South Harrison Water from burdensome state regulations by the Indiana Utility Regulatory Commission. The meeting will be held May 15, 2013 at South Central High School. Because South Harrison Water is customer owned and our customers elect our governing board of directors, we have the option of removing ourselves from these costly and unnecessary regulations. Please watch for further information about this meeting and watch for information on our web site at www.southharrisonwater.com. Click the link at the top of the page that says “IURC Opt Out”. To encourage customers to attend and vote at the meeting, the first 160 to register at the door will receive a \$25.00 gift card. Remember Only one vote per membership. If you have multiple names on your membership, only one can vote, and only one will receive the complimentary gift card.

Maurice Roby – Board member Maurice Roby passed away on December 26th. Mr. Roby represented the Boone Township district and served on the board for 37 years. He was first elected in 1975. Mr. Roby was a very active board member, was our current board secretary, and will be missed by all at South Harrison Water. Our heart felt condolences go out to his entire family.

Boone Twp. Board Seat Vacancy – Due to the death of Mr. Maurice Roby, we now have a vacancy on our board of directors. Our bylaws state that the board may appoint an interim replacement until our next annual customer meeting, at which time the membership may elect a replacement to fulfill the term that is vacant. The board has decided not to appoint an interim representative because our annual meeting is coming up very soon on May 15th. Anyone interested in running for election to fulfill the Boone Twp. seat should contact our office. A form must be filled out where you declare your intention to run for the board in writing prior to April 15th. You must be a member in good standing (do not owe any outstanding debt to South Harrison Water), reside in Boone Township, and receive South Harrison Water service in your primary residence. The Boone Twp. board seat will then be up for re-election at the May 2014 annual meeting for a normal 3 year term.

E-Bills – We are offering an e-billing option for our customers and many are taking advantage of this feature. Go to www.southharrisonwater.com and click the link that says “Access My Account”. That takes you to our billing portal where you can login and view or pay your water bill online. After logging in, click the link on the left that says “ebill delivery settings”. If you choose “email” and update the status, an email will be sent to your email address. After you receive that email and click the link to acknowledge it, you will receive email notifications instead of a paper water bill in the mail. You may also choose an ebill texting notification where text notifications are sent to your mobile device.

On Line Bill Payment – Our online billing portal also offers an option to pay your bill online with a credit card. After logging in, click the link on the left that says “pay your bill”. You will be prompted for the steps necessary to pay by credit card on line. As with card payments in our office, there is a nominal \$2.00 processing fee for this service.

E-Checks – Later this year, we also plan to offer an option for our customers to pay online with an e-check. This feature will allow you to enter your paper check information into a web form and submit the payment online. The payment amount would then be drafted directly from your account. We do not plan on charging for this service.

Online Customer Services – The above items are examples of the expanded customer service features that we continue to offer our customers via our online billing portal. Many customers have asked about adding these features and we have responded to your requests. If you choose the e-billing option and pay online, your water billing and payment is entirely a paperless process. It is quicker, easier and uses fewer resources.

2013 Planned Construction Projects – We have no major construction projects planned for 2013.

Automatic Bank Draft – We continue to offer this service to our customers and it is a very popular program. Over 300 of our customers are using this service. 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 “BANK DRAFT – DO NOT PAY”. 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 15th. 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.

After Hours Calls – For many years now, we have used a 24 hour call center for after hour’s customer calls. Just call our regular telephone number (968-3425) and you will be transferred to our call center. They do not have access to customer billing records. They can take messages and also meter readings over the phone. They can also contact our on call crew for emergency repairs. As a reminder to our customers, our on call crew will not repair leaks on customer owned lines, nor enter your home for plumbing issues.

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 2013 Annual Meeting is tentatively scheduled for May 15th at South Central School. The meeting agenda includes the election of three board members and a review of 2012 business. This year we will also be electing a board member to fill the vacant Boone Township seat for a one year term.

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.