



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.

Automated Meter Reading System – All customers now have the new AMR meter installed. We can now read every water meter on our system by driving around the system in less than 6 hours. This is a great benefit to both you and SHW. Thank you for your patience as we changed the meters out over a period of years to keep costs down.

Water Rates – Since it has been five years since our last rate increase, we are in the process of gathering and reviewing the information necessary to make a decision on rates. Customers can expect some kind of rate increase in the first half of 2021. We will do our best to keep any increase to the minimum necessary for our operations. We will take steps to notify every customer.

Our Online Bill Payment Portal Is Changing – Our bill payment service provided by Smartbill, will be upgrading the online payment portal March 26th. The portal site will be unavailable March 24th & 25th. If you use a “Bookmarked Shortcut” to that site, it will no longer work. Customers with existing login credentials will get an email from Smartbill with instructions to Log In and Reset their passwords. The site will look different, but customers will still be able to pay online, view and print bills. When calling the office after March 26th, there will be a 24 hour Pay By Phone number you can call to make a payment with Credit / Debit cards. If customers prefer to speak to someone in our office to make the card payment, call during working hours, we will process the card payment, and a service fee will apply.

E-Bills – We continue to offer 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. Click on “Sign Up” and you can create an account, choose your e-bill options, login and view or pay your water bill online.

Automatic Bank Draft – We continue to offer this service to our customers and it is a very popular program. Over 500 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. Call our office for details of signing up for this payment method.

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.

Phone Numbers on File – As customers continue to move to cell phone only service and disconnect traditional land lines, remember to let your utility companies know your new phone numbers. We do try to call customers to inform them about planned water outages, higher than normal bills, and possible customer leaks. We often times find out that the numbers we have on file are disconnected. Please contact our office and give us your new phone number!! It will help us better serve you.

Clean Up Work – We still have areas where we have dug that have not been cleaned up yet. We do have a list of clean ups in our office and as soon as the weather dries up some in the spring, we will be out taking care of your yards. Please accept our apologies. It is not our intention to leave a mess on your property and not clean it up, but when it is wet and muddy, we have no choice but to wait until it is drier.

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 (812-968-3425) and you will be transferred to our call center. They do not have access to customer billing records. They can take messages and also 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. If you call our crew out for a customer problem that is not our responsibility to repair, an after hours service call of \$80.00 may be charged.

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 2020 Annual Meeting ended up being held with “drive thru” voting because of the Covid virus. We may do this again for 2021, but no final decision has been made.

Pressure Regulators – Every home should have a pressure regulator installed. This device makes sure that your plumbing is not subject to our full line pressure and 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 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! Some customers will lay a hay bale on the meter lid to help prevent any possible freezing.

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.

Customer Water Leaks – “My bill is too high, there must be something wrong with your meter!” This is a common customer comment to our staff. A small continuous water leak in the customer's plumbing of ½ gallon per minute will result in over 21,000 gallons of water going through your meter in 30 days, just due to the leak. A small leak like that might not even show up as a wet spot in your yard. Common plumbing problems that cause high water usage include frost free yard hydrants, cattle waterers, water softeners, dripping faucets, and leaking toilet tank flapper valves. We have no way of knowing where the water goes, only that it has registered on the water meter. We are also not licensed plumbers and CANNOT by law, work on your plumbing. If you have a leak, call a plumber and have it fixed. We do offer a once per year leakage adjustment AFTER the leak is fixed. And by the way, we have had many, many water meters tested and NONE have ever been found to be over registering water usage. Meters are mechanical and slow down with age, registering LESS water usage. They do not speed up.