



# 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.

**On Line Bill Payment** – We now have an online bill payment option on our web site. We began offering this feature at the request of many of our customers. There is a link on our web site at [www.southharrisonwater.com](http://www.southharrisonwater.com) that says “Access My Account / Online Bill Payment”. That link will take you to our bill payment portal where you can create an account, login, and view your bills online. You can also pay online with a credit card.

**E-Bills** – Later this year, we also plan to offer an option for our customers to opt out of receiving a paper bill in the mail and receive an e-bill notification instead. Customers would use the same online bill payment portal described above, to create a password protected account. When customer bills are mailed, those opting out would instead receive an electronic e-bill notification. The customer would then login, view and pay their bill online, or mail in a check for payment. You will still need to submit a meter reading to us and may do so by mail, phone, email, or the web site form. Those customers wishing to receive paper bills in the mail will not need to change anything. This is another feature being provided at the request of many of our customers.

**Water Rates** – Our rate increase was approved in September 2010 by the Indiana Utility Regulatory Commission. We have not had a retail rate increase in 20 years. The rate increase took affect with your December bill, payable by January 15, 2011. You may view and print a copy of the entire rate tariff on our web site at the URL shown above. Click the link that says “Rate Schedule”. We will also mail you a copy of the rate tariff if you call the office and request one.

**Completed Construction Projects** – We have finally finished installation of our emergency power generators at all of our critical locations. Hopefully we will not have another major event that requires their extended use. This was a major investment for us, with partial funding provided from the Harrison County Council and Commissioners.

**2011 Planned Construction Projects** – No major construction is planned for 2011. We will be inspecting two water towers that are next on our painting and maintenance schedule. These paintings will probably take place in 2012.

**Grant Application** – In last year’s newsletter, we discussed a grant application to the State of Indiana for a 12” water line project along Lake Road. We did not meet the low to moderate income standard established by the State of Indiana as a prerequisite for the grant’s submission. Therefore, we did not qualify to even submit an application. Thank you to everyone that participated in the telephone survey conducted on our behalf by Ball State University.

**Automatic Bank Draft** – We continue to offer this service to our customers and it is a very popular program. 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.

**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.

**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 2010 we had 114 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 2011 Annual Meeting is tentatively scheduled for May 18<sup>th</sup> at New Middletown School. The meeting agenda includes the election of three board members and a review of 2010 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.