

TO: All Customers and Users

South 43 Water Association, Inc.

IMPORTANT! Please read. Failure to read does not absolve customers and users of rights and responsibilities described in this letter.

1. Company Structure

South 43 is a non-profit utility operating under Indiana Rural Water Association. All owners of property receiving water from South 43 Water whose account is in good standing are members of the Association. New memberships are \$125.00. The meter installation or tap-on fee cost is approximately \$1,750.00. The membership and all its rights and responsibilities will be transferred after property sale to the new owner only if the previous membership is in good standing. Departing members are responsible for all billing up to the closing date of the sale. The Association is controlled by a seven-member Board of Directors, each serving a three-year term.

2. Policy on Rental Properties

Water service to rental properties will be billed to the property owner.

3. Change of Service

In the case of property sale, transfer of membership must be requested and approved by the company. New members will be asked to complete an information form upon their request for service.

4. Meters and Leaks

All users should be alert to possible leaks inside or outside their residence. Outside, be alert to any bubbling-up or pooling of water near your meter or along the line to your residence.

Some leaks may not be obvious until the next reading shows an abnormally high usage. The company has a leak policy so that customers are not unduly penalized for lost water. However, the company will not compensate for a customer's failure to repair the problem after the first notification of the problem either by a high billing or by direct contact from a company representative. Customers must realize that any leak on their side of the meter is their responsibility to have properly repaired as soon as possible. If it is necessary to have the meter shut off to allow repair, please call 765-720-9468. Do not risk damage to the meter or other mechanical or electrical parts by using improper tools. Such damage could increase your repair costs and delay resumption of service.

Easy and safe access to meters must be maintained. If weeds, animals, or other hazards interfere with the reading, and if the problem is not resolved after notice is given, a charge of \$40.00 may be assessed and/or the service may be terminated. With our touch-reading meters, any grass or other matter lying across the touch pad will interfere. **DO NOT DRIVE vehicles or mowers over the top of the meter.** Replacement parts for damaged meter/meter pit will be billed to the homeowner.

5. Bills/Disconnections/Reconnections and Payment Procedure

Meters are read on or near the first of each month. The corresponding bill is mailed on or after the 16th, with payment due on or before the 15th of the following month. All payments are to be mailed to the company at: P.O. Box 918, Greencastle, IN 46135. The company also offers an automatic debit service (referred to as ACH) that ensures customers will not be

charged late fees and payment will be made timely. An authorization form is required from the customers and can be obtained upon request. Payments can also be made online at South43water.org, there is a service fee for using this service.

All other payments must be received at P.O. Box 918, Greencastle, Indiana 46135. Please allow adequate time for mailing of payment and include the correct 6-digit account number when using on-line check writing services. We are NOT responsible for mail delivery, checks in transit, and/or checks lost in transit. Failure to receive bill does not waive your obligation to pay.

The company will henceforth enforce the following timetable for delinquent accounts: Customers whose accounts are more than 60 days' past due are subject to shut off. A disconnection warning notice will be issued by first class mail with payment required within 10 days. If your water is shut off there will a \$50.00 reconnect fee charged before water can be turned back on. South 43 Water has 24 hours to reinstate water after confirming payment. Exceptions: Any customer receiving a disconnection warning who would be at a health risk due to loss of water service must explain and verify the situation as soon as possible. Owners of rental units receiving a disconnection warning are responsible for any hazard, health or other, which would be incurred by their tenants. Customers with severe financial constraints must explain reasons for inability to make full payment. In no case may a delinquent customer maintain service without paying a percentage of the total balance due every month until the account is in balance.

Delinquent accounts are subject to being turned over to collection agency or small claims filing. The customer is responsible for all collection agency fees and/or court costs. The insufficient funds/returned check fee is \$35.00.

READING YOUR BILL AND PAYING YOUR BILL

The bill includes the following information:

- (1) current and previous meter readings and monthly consumption in gallons,
- (2) water charge,
- (3) water loss and/or water line insurance
- (4) state tax (7%),
- (5) arrears, if any, for late or partial payments,
- (6) amount due.

This total amount due appears in the "PAY THIS AMOUNT" box on both stubs of your bill. A higher amount is due if payment is received after the due date. Failure to pay the full amount by ignoring the tax, penalty or arrears leaves the account with a balance due and results in an even larger charge on the next bill. Make checks payable to South 43 Water Association and MAIL YOUR PAYMENT TO: SOUTH 43 WATER ASSOCIATION, P.O. BOX 918, GREENCASTLE, IN 46135. Payment instructions also appear on the back of your bill.

To ensure correct payment application, be sure to include the correct stub (see instructions on the back of the bill) and keep the other stub for your records. If using an on-line check writing service, be sure to note the correct 6-digit account number on your payment.

Policies and Procedures

2022



South 43 Water Association
P.O. Box 918
Greencastle, IN 46135

U.S. POSTAGE
First Class Mail
P A I D
PERMIT NO. 327
Greencastle, IN 46135

6. Pressure Regulators and Check Valves

With new installations of water service and all repairs of service, customers should consider asking their contractor to add a pressure regulator either at the point of connection to the meter (this is preferred) or at the entry to the residence. This device protects against possible damage due to the high pressure as supplied by the Greencastle Water Utility. Water pressure is highest for services closest to the Greencastle sources just north and south of the city.

Another accessory is a check valve (or cross connection device). Its function is to prevent a possible back flow of water from the user's line into the system should the system pressure be lost or reduced due to a necessary shut-down of the system. This device is required on commercial services such as hospitals and service stations. Residential customers may have one installed. With or without a check valve residents must avoid dumping chemicals, herbicides, and such in areas where they could enter the water line should a break occur. Septic systems are required to be installed at a safe distance. Whenever a shutdown of a water main is required to repair a leak and it is determined that the main may be exposed to inflow of materials, a boil water alert is declared and announced through the media. Such occurrences are rare thanks to the skilled and prompt action taken by our system operator and contractors.

7. Finances

Because South 43 Water does not have wastewater service and because the company has a relatively low payroll, your water charges have been maintained at a level lower than on

most water systems. With customers' and users' cooperation this advantageous situation should continue. Rates could increase if the Greencastle rate to us increases or if we face other unavoidable new costs.

The ratio of our income from total billing collected to our cost of purchasing water from Greencastle is very nearly 2 to 1. The difference represents several other expenses. The chief of these is (1) system maintenance and supplies, (2) computer billing and bookkeeping supplies, (3) required insurance, (4) postage for bills and required Consumer Confidence reports, (5) contracted services for repairs and installations, (6) transportation costs, (7) required testing, (8) electric, gas and phone charges, (9) accounting services, (10) payroll, social security, Medicare and payroll taxes.

CONTACTS:

- For new service, changing service and questions about service call 765-657-5000. Please leave a message if no one answers.
- For questions about billing and account status, call 765-657-5000. Please leave a message if no one answers.
- For water emergencies or water shut-off, call 765-720-9468 or 765-657-5000.

Officers, Directors and Staff
South 43 Water Company