

### Welcome to Heritage Village Water! A subsidiary of Connecticut Water



The core of our mission is *"passionate employees delivering life sustaining, high quality water service to families and communities..."* To that end we are proud to:

- Have dedicated, trained employees who operate and maintain our water system and work to meet our customers' needs.
- Deliver world-class customer service that is measured in annual surveys conducted by an independent research firm.
- Treat and test water at the source, during and after the treatment process, and in the distribution system to verify that it meets or is better than required by state and federal drinking water standards.
- Invest in treatment facilities, storage tanks, water mains, and other infrastructure needed to deliver a dependable supply of water.
- Maintain a strong record of being good stewards of the environment and operating our groundwater sources being mindful of the Pomperaug River.

**Customer Service and  
24-Hour Emergency Assistance**  
**(203) 264-8100**

### Convenient Payment Options

Your water bill is due upon receipt and payment may be made by any of the following methods:

**Sign up at [www.heritagevillagewater.com](http://www.heritagevillagewater.com) for E-billing** or make a payment with a Visa or MasterCard, debit card, or your checking account.

**Auto payment** of your bill can be set up through E-billing at our website. Customers already paying Heritage Village through their bank or a third-party will need to update the account number and payment address to be sure the payment is properly credited to their new Heritage Village account number.



**Pay over the phone** using your Visa or Master Card, debit card or your checking account during normal business hours by calling (203) 264-8100.

**Mail a personal check** in the envelope enclosed with your bill. Please remember to write your account number on the check and include your bill payment stub.

**Pay in person by cash, check or credit card at our office**  
Heritage Village Water Company office  
450 Heritage Road  
Southbury, CT 06488

For more information, visit our website,  
[www.heritagevillagewater.com](http://www.heritagevillagewater.com) > Customers > Rates and Billing.

### GO PAPERLESS—Sign up for Electronic Billing Heritage Village Water's E-billing program saves you time, money and helps protect the environment.



1. Eliminate paper clutter, reduce check writing and save a stamp. Pay at your convenience.
2. Enrolling is easy and free. Once enrolled, you will get an email notifying you when your bill is issued.
3. You can set up automatic payments, which can save you even more time and eliminate late payments.

**Sign up at [www.heritagevillagewater.com](http://www.heritagevillagewater.com)**

## Water/Sewer Rates and Billing



We are proud to deliver you a safe, reliable supply of water and to maintain sewer service 24 hours a day, 365 days a year. To do so requires an investment in our water systems and trained personnel who operate the systems and serve our customers.

We work hard to manage our costs and deliver you water for less than 1 penny per gallon! A typical residential customer with average water usage gets the water to meet their daily needs for less than \$1 per day. We think that's a great value and hope you do as well.

The rates we charge for service were approved by the Connecticut Public Utilities Regulatory Authority (PURA) in 2015 after a complete rate case proceeding. Bills are due and payable upon receipt. Rate schedules that apply to your system are available on our website or by calling a customer service representative at (203) 264-8100.

### Your bill for water and wastewater service may include the following charges:

**Water Basic Service Charge** – a daily rate which covers the cost associated with basic operation, billing and customer service. The size of your water meter determines the amount of the Basic Service charge.

**Water Usage** – based on the number of gallons of water used, multiplied by the approved rate.

**Sewer Basic Service Charge** – a daily rate which covers the cost associated with basic operation, billing and customer service. The size of your water meter determines the amount of the Basic Service charge.

**Sewer Usage** – based on the number of gallons of water used, multiplied by the approved rate.

**Water Flat Rate Charge** - based on the schedule for unit types, a set quarterly amount regardless of usage.

**Sewer Flat Rate Charge** - based on the schedule for unit types, a set quarterly amount regardless of usage.

**PURA approved surcharges or credits** such as the Water Infrastructure and Conservation Adjustment (WICA), Water Revenue Adjustment (WRA), or other rate adjustment mechanisms which are applied on a percentage basis on customers' bills. Further explanation of any such charges or credits is included on the bill or on the rate fact sheet on our website.



## Shut Off for Non-Payment

We never want to terminate customers' water service, but sometimes it is the only way to resolve a delinquent bill and ensure that our paying customers are not burdened by expenses incurred from others' unpaid bills.

If a bill remains unpaid 30 days after it is issued, interest charges will be added on the balance and water service will be subject to our termination procedures as follows:

- reminder notice is sent if a bill is unpaid after 30 days;
- shut off notice is mailed if bill remains unpaid 33 days after the reminder notice (63 days after original bill), and
- water service may be terminated if payment is not received within the 15 days following a shut off notice being issued.

If service is terminated for nonpayment, any outstanding balance plus additional charges for the turn off and turn on fees will have to be paid before water service is restored. Please notify us promptly if you have forwarded payment that has not yet been applied to your account. We will investigate to avoid any unnecessary interruption to your service.

## Customer Rights

We recognize these can be challenging economic times and are prepared to work with our customers should you have a problem paying your water bill, or if you or someone in your family is seriously ill.

If there is a **SERIOUS ILLNESS** in your home that can be certified by your doctor, please contact our office and we will coordinate with you to make equitable arrangements to pay your past due bills and stay current on bills issued while the illness continues.

If you have a question, complaint or dispute all or part of a bill, you should contact the company at (203) 264-8100. If the matter is not satisfactorily resolved by a Customer Service representative or their manager, you may ask for the Company Review Officer to consider the problem. Please contact us so that we may assist with any questions or concerns.



Copies of our Rates, Special Charges, Customer Rights, and Rules and Regulations are available on our website, [www.heritagevillagewater.com](http://www.heritagevillagewater.com) or by calling (203)-264-8100

## Wastewater Tips

What you do in the home matters: to our system, the environment and even to your rates. Every time you use a faucet or flush a toilet you are creating wastewater; a residential customer using 15,000 gallons of water per quarter will send up to 165 gallons down the drain every day.

FOGGS are household fats, oils, grease and grit—the most common causes of sewer blockages

- Keep grease from going down the drain.
- Don't use hot water to remove grease, cold water will keep it out of the drain.
- Scrape food residue into the trash can.
- Always run cold water when using the garbage disposal, hot water will send grease along too.
- Use a sink strainer to keep unwanted items out of the plumbing system.
- Consider composting to dispose of leftovers.



## Water Conservation Tips

Heritage Village Water has adequate water supplies to meet our customers' needs, but we always encourage the wise use of water to promote the conservation of our precious natural resources. Here are some ways to help you conserve water:

- ◆ Install water-saving devices in faucets, toilets, and appliances
- ◆ Check every faucet and toilet for leaks. Even a slow drip can waste a lot of water each day.
- ◆ Take short showers and shallow baths.
- ◆ Turn off the water while brushing your teeth, rinsing the dishes or washing your hands.
- ◆ Fill the dishwasher and clothes washer with dirty dishes and clothes. Washing partial loads can waste electricity and water.
- ◆ Keep a jug of drinking water in the refrigerator, then you won't have to run the water to cool it.
- ◆ Water the lawn and garden as little as possible and only in the early morning and evening.
- ◆ Choose plants that don't need much water.
- ◆ Don't let the hose run when washing a car. Use a bucket of water to wash the car and hose to rinse it.



See how much water you can conserve inside and outside your home with our **Water Calculator**.

Visit our website at [www.heritagevillagewater.com/conservation](http://www.heritagevillagewater.com/conservation)

## Protect Yourself From Imposters—Ask for an ID or Call Us to Check!

As we continue to see stories in the news of imposters posing as utility workers to gain access to people's homes, we want to remind our customers not to let anyone into your home who says they are from Heritage Village Water if they don't have a photo ID and drive a vehicle that displays our logo and phone number. Our people will happily wait outside while you call us at (203) 264-8100 to verify their employment.

- Do NOT allow anyone in your home if you are uncomfortable or suspicious.
- Heritage Village Water Company employees will not ask for or accept any form of payment or issue any monetary credit at a customer's home.
- Company employees will carry photo IDs and drive vehicles marked with the Company logo. Legitimate employees are happy to show their ID if you ask.
- Visits to customers' homes by the water company are scheduled in advance except in an emergency.
- Our employees do not enter customers' homes to collect past due bills; do not deliver rebates or refunds, won't sell utility products such as meters and do not solicit water testing services for customers.
- If someone claiming to be a water utility employee arrives at your residence without an appointment, or you are not certain if they are with the water company, do not allow them to enter our home – first call Heritage 24 hour customer service at (203) 264-8100 to verify their identify.
- If you are uncomfortable or suspicious, call the local police.



## Customer Communications and Notifications

Heritage Village Water uses our website: [www.heritagevillagewater.com](http://www.heritagevillagewater.com), and Facebook [www.facebook.com/heritagevillagewater](https://www.facebook.com/heritagevillagewater) to communicate with customers.

In addition, we use a notification service to quickly notify customers using phone, e-mail, and text messages when there is an important issue affecting water quality or service.

Please make sure that you receive these notifications by ensuring we have up to date contact information. If you haven't already provided us with your phone, email or mobile contact information, please call our customer service department at (203) 264-8100 with that information. You can also update this yourself by visiting [www.heritagevillagewater.com/notification](http://www.heritagevillagewater.com/notification) and entering your contact information online.

**We pride ourselves on serving customers and if you have questions or need assistance with your water and wastewater service, please call our customer service team at (203) 264-8100.**

**Copies of our Rates, Special Charges, Customer Rights, and Rules and Regulations are available by request or on our website, [www.heritagevillagewater.com](http://www.heritagevillagewater.com).**

