

Fall 2018

Straight from the Tap **HERITAGE VILLAGE** *Connecticut Water*



Pay your bill online by check or credit card at www.heritagevillagewater.com

Safe, Reliable Drinking Water



Imagine a Day Without Water

Water service is more than a convenience, it's essential to life and important to everything we care about – our families, communities, and businesses. Water supports health, public safety and creates opportunities for economic growth.

Some communities in America already know how disruptive to daily life it is to try to go a day without our most precious resource: Water. But it can be easy for Americans take for granted that they will have a safe reliable supply of water every day.

While we can make due for a few days when we experience power outages, it is hard to imagine a day without water. Just think of what that would be like. No water to drink, cook, shower, flush the toilet or do laundry. Hospitals would have to close without water and businesses would have to send employees home. Firefighters couldn't put out fires and public health and safety in local communities could be at risk.

At Heritage Village Water our dedicated employees work passionately to ensure you receive a reliable supply of high-quality drinking water investing in our systems and managing our water sources, treatment facilities and 82 miles of water main. That way you only have to imagine a day without water – you do not need to experience it.

Customer Satisfaction Strong

The 2018 mid-year survey, conducted by an independent research firm, asked residential customers for feedback on the company and the performance of our office and field customer service personnel. We thank those customers who participated in our Customer Satisfaction phone survey. Customers gave Heritage Village Water an overall Customer Satisfaction rating of 95.7 percent. Thank you for your confidence in us.



We are proud of our employees and their demonstrated commitment to customer service. They love what they do and it shows in their work.

If you ever have any questions or concerns about your water service, please call our customer service team at (203) 264-8100 or e-mail us at customerservice@heritagevillagewater.com.

Sign up at www.heritagevillagewater.com



Scan to enroll



Sign Up for Electronic Billing Today!

Convenience • Security • Savings • Accessibility

E-Billing and Auto Payment Service

Heritage Village Water offers safe, convenient E-Billing and Auto Payment service for your water and sewer bill.



You can sign-up by going to www.heritagevillagewater.com and clicking on the 'Pay Your Bill' button in the upper right. From there you'll be able to register, sign-up for E-Billing, make a one-time online payment, or set-up Auto Payment of your bill. It can save you time, money and helps protect the environment.

Once enrolled in E-Billing, you will get an email notifying you when your bill is issued. Signing up for Auto Payment can save you even more time and eliminate late payments.

Many Heritage Village Water customers have already signed-up for E-Billing and are enjoying the convenience of paying their bill online while saving money on postage.

Many have also enrolled in 'Auto Pay' that automatically pays the amount due with a linked credit or debit card, or a bank account. You get to choose the maximum amount that is preauthorized and your payments are delivered on time, even if you are away. We hope you consider these convenient options and know that we have our customer service team available at (203) 264-8100 if you have questions or need assistance with anything related to your water service or account.

Holidays

November 22 & 23 – Thanksgiving

December 24 & 25 – Christmas

Customer Service and 24-hour Emergencies (203) 264-8100

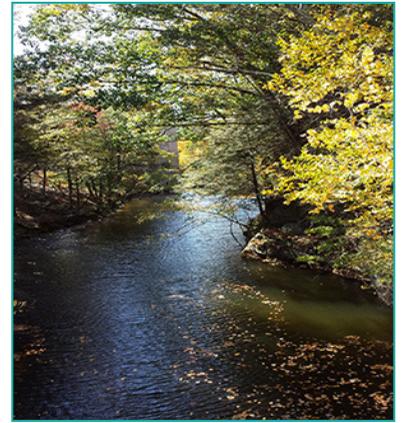


If you have comments or suggestions, send an e-mail to customerservice@heritagevillagewater.com.



Supporting the Pomperaug Watershed

Heritage Village Water's water sources are located in the Pomperaug River watershed and we donate annually to support the Pomperaug River Watershed Coalition (PRWC) mission to protect and educate about this vital resource in the community to ensure continued availability of high quality water.



PRWC uses the donations to expand community outreach, watershed protection and water resources planning programs, including the Dr. Marc J. Taylor Internship and the Youth Corp Program.

Heritage Village Water looks forward to partnering with the area towns and the Pomperaug River Watershed Coalition to protect the local water resources and advance shared environmental goals.

H2O – Help to Our Customers Hardship Assistance Program

Heritage Village Water knows some customers may be facing unique financial challenges so we offer our H2O "Help to our Customers" assistance program.



Heritage Village Water partners with local social service agencies to determine customer eligibility, which is based on federal and state income guidelines. We will work with eligible customers to identify potential available resources, establish a payment arrangement for unpaid balances, and provide assistance with their water bill if they meet the criteria.

If you are having difficulty paying your bill, it is important you contact us at 1-203-264-8100 so we can discuss payment arrangements and how we can work with you to maintain uninterrupted water service.