At Heritage Village Water we consider it a privilege to serve families and communities with quality water and service. A gallon of high-quality water is delivered to our customers 24 hours a day for less than a penny!

We are pleased to see that Heritage Village Water customers rate us highly on water quality and customer service. Our 2018 Customer Satisfaction Index, as measured by an independent research firm, shows a rating of 94.4%.

We provide valuable public fire protection services to all of our Heritage Village Water communities we serve and maintain pipes, storage tanks and treatment systems that can deliver hundreds of gallons per minute for firefighting and public safety.

As a local business in the community, Heritage Village Water is a taxpayer and helps fund essential local services such as education, public safety and local public works.

Helping Customers Conserve Water

Heritage Village Water has the water supplies to meet customers’ needs, but we always encourage the wise use of water and conservation of our precious natural resources.

Warm weather usually means an increase in water use as customers turn their attention to lawns, gardens, and other outdoor uses. Additional outdoor use can impact your water bill and even those who are billed on a flat rate, are encouraged to take steps to conserve. Please check our website at www.heritagevillagewater.com/conservation, for water-saving tips for outdoor water use.

Sign up at www.heritagevillagewater.com

Scan to enroll

Sign Up for Electronic Billing Today!
Convenience • Security • Savings • Accessibility
Opening Our Lands for Recreation

We are pleased to be able to offer certain recreation programs that balance the need to protect the quality of our water supply sources while opening designated lands to the public to enjoy for recreational use. You are welcome to participate in any of our recreation programs that we have permitted and approved by the state Department of Public Health at:

- Shenipsit Lake Reservoir – where hiking is authorized year round and fishing is permitted from the shoreline or in boats powered by oars or electric motors from April 13th through October 31st.
- Hiking trails in Killingworth – Open year round.
- Hiking trails in Tolland – Open year round.

Guided hikes will be offered at all of our trails on Saturday, June 1st at 10 a.m. as part of Connecticut Trails Day. For information on Trails Day visit [www.ctwoodlands.org](http://www.ctwoodlands.org).

Protecting Drinking Water Sources and Delivering Quality Water

Heritage Village Water works with local communities to be sure that local land use regulations and development plans protect our aquifer recharge areas.

To ensure the quality of the water delivered to your tap, state-certified professionals treat and test the water throughout the treatment process and in the distribution system.

From source to tap and all along the way, the safety and security of the water delivered to customers is at the forefront of everything we do.

Holidays

- May 27th – Memorial Day
- July 4th – Independence Day

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

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