

HARDINVILLE WATER COMPANY

P.O. Box 164, Robinson, IL 62454
Phone 618-557-3556, Cell 618-562 3446, Fax 618-557-3555
Email: hardinvillewater@gmail.com
March 31st, 2024

To: Hardinville Water Company Customers:

The board of directors of the Hardinville Water Company would like to inform you of the following:

Be sure and check out the Company's web site at <http://www.hardinvillewater.com>. There you will find historical info on the Company as well as conservation links and new service application forms.

The Company currently has 1,356 users who are serviced by four full-time employees and one part-time employee.

The Company is offering **Electronic Funds Transfer** (E.F.T.) as another form of convenient bill payment. If you are interested in this payment form, please contact the office and we will send you the required form. We will send you a bill around the 5th of each month, as we do now, and then we will debit your account for the amount due around the 22nd of each month. We currently have 440 customers utilizing this form of payment.

You are reminded that you cannot have a private well connected to our water system (Cross Connection). We do random inspections of residential water systems to make sure our customers are safe from this potentially dangerous situation. You are allowed to have a private well water system, but it cannot be interconnected to our system, even with a shut off valve. If an interconnection is found during a random inspection, the water meter will be shut off and locked until the situation is corrected.

You are also reminded that if you do not have a water service line shut off in your house system you should have one installed. There is a shut off valve in the meter pit, but you may have trouble reaching it during a water leak in your house. The Company cannot be responsible for water damage to your home. It is up to each user to have a shut off valve, and to know how to use it.

The Company Annual Water Quality Report (CCR) is available on request by calling (618) 557-3556 or you may access it directly at <http://www.hardinvillewater.com/CCRScan.pdf>

This institution is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at <http://www.ascr.usda.gov/complaint/cust.html>, or at any USDA office, or call (866) 632-9992 to request a form. You may also mail your completed form to U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Ave, S.W. Washington, D.C. 20250-9410, or fax to (202) 690-7442, or email at program.imtake@usda.gov

When making payments please enclose your check or money order and payment stub. Cash payments will not be accepted.

Emergency number for after hours (618) 562-3446

Please do not call after hours with billing or other general questions. After-hours calls shall be limited to emergency related calls such as water leaks, etc.

Sincerely,

HARDINVILLE WATER COMPANY

Zel Adams, President