

Your Balance With Us

Customer: Town of Oxford
Account Number: 00357568
Previous Account Balance: \$0.00
Payments during the period: \$0.00
Current Charges: \$54.81
Amount Due: Payable upon receipt, to avoid interest pay by 11/04/20 **\$54.81**

Detailed Account Activity

Premise Served: 40 Great Oak Rd Meter 1
Oxford, CT 06478
Customer Type: Public Authority
Billing Period: 06/11/20 to 08/31/20
Billing Frequency: Quarterly
Usage-Gals: 5,000
Avg Daily Use-Gals: 62
Type of Reading: Actual

Current Charges	Meter Size/#	Meter Reading	# Days/ Usage	Rate	Amt
Daily Basic Service Water			82	.565589	46.38
Water Usage	60897477	779	5000	.002660	13.30
DPH Safe Drinking Water Fee			82	.006600	0.54
Revenue Adjustment Charge Wtr				-.090600	-5.41

COVID-19 Safety Measures

To protect the health and safety of our employees, our offices are closed to visitors. Please conduct your business by phone, email, or online at ctwater.com. Additionally, if it is necessary for us to enter your home for a service issue, our service representatives will ask some basic screening questions about potential virus exposure. We have also halted shutoffs for nonpayment until further notice so that all customers will continue to have tap water for handwashing and other needs to protect their health during this time. As always, we will work with customers on payment arrangements if they are having trouble making full payment for their water service.

We have asked the CT Public Utilities Regulatory Authority for permission to merge Heritage Village Water into Connecticut Water, which have been sister companies for 4 years. It will eliminate duplicate record keeping required as a standalone company. You'll be served by the same employees and the merger will not affect water rates. Pending PURA approval, we expect the change to occur in late summer.

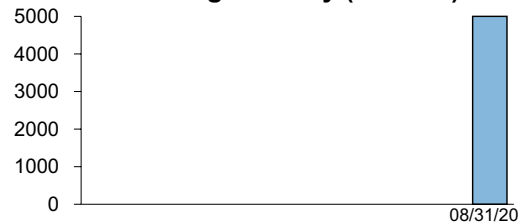
Current Charges

\$54.81

Contact Information

Customer Service: 1-203-264-8100
For payment options, go to www.heritagevillagewater.com

Your Usage History (Gallons)



Remittance

Customer: TOWN OF OXFORD
Invoice Date: 09-02-2020
Account Number: 00357568
Amount Due: **\$54.81**
Amount Enclosed: \$ _____

Please put your account number on your check and make payable to: **HVWC**

Heritage Village Water Company
P.O. Box 981015
Boston, MA 02298-1015,



☐ Check here for change of address (see reverse for details)

00033003575680000054813

Important Messages

If you are planning a construction project this spring, remember to notify **Call Before You Dig** at 1-800-922-4455 or 811 at least two full working days before you begin work. Never begin digging before underground wires, cables or pipes are located. *It's easy, it's free and it's the law!*

Convenient Ways to Pay Your Bill

- Online with a Visa or Master Card, debit card, or through your checking account at www.heritagevillagewater.com.
- Mail us a check in the envelope provided. Write your account number on the check and include your bill payment stub.
- Over the phone using your Visa or Master Card, debit card or through your checking account during normal business hours by calling 1-203-264-8100.
- A check issued via online banking from your bank to our processing center.

Understanding Your Bill

If you have questions about your bill, please call a customer service representative at 1-203-264-8100. If you prefer to write us with your questions, please use a separate piece of paper and include your name, address, and account number. Notes written on the bill may delay processing of your payment.

Direct any written communications to:
HERITAGE VILLAGE WATER COMPANY
Director of Customer Service
93 West Main Street
Clinton, CT 06413

An illustration and line-by-line explanation of a your bill, the rate schedule that explains various charges that appear on your bill, and copies of our Rules and Regulations are available on our Web site at www.heritagevillagewater.com, or by calling **1-203-264-8100**.

For Heritage Village Water Customers

We are holding base water and wastewater rates at current levels until at least 2020. Under the former ownership, the Connecticut Public Utilities Regulatory Authority (PURA) had ordered the addition of a Water Revenue Adjustment (WRA) on water and sewer bills issued after April 1, 2017. The exact percentage to be applied to your total water and sewer accounts is determined annually based on the company's actual year end revenues. If the company collected more than authorized in their last rate case, a credit will be applied; if the company collected less than authorized in their last rate case, a surcharge will be applied. The WRA surcharge/credit appears as separate lines on your bill.

In the future, the company may apply to PURA for a Water Infrastructure and Conservation Adjustment (WICA) charge if it is determined that there are eligible capital projects that need to be done before 2020. WICA allows water utilities to replace eligible aging infrastructure (water mains, valves, and hydrants) through a modest surcharge on water bills between general rate increases. Customers would be notified before a WICA is implemented.

ctw-133234

Have you moved or changed your phone number?

Please provide your new address or telephone number and return this portion with your payment. Your records will be updated on request.

Effective Date: _____ Account Name: _____

New Address: _____ City: _____ State: _____ Zip: _____

Contact Name: _____ Phone Number: _____

Work Number: _____ Signature: _____