

## Your Balance With Us

**Customer:** Town of Oxford  
**Account Number:** 00364280  
Previous Account Balance: \$0.00  
Payments during the period: \$0.00  
Current Charges: \$13.78  
**Amount Due:** Payable upon receipt, to avoid interest pay by 11/11/20 **\$13.78**

## Detailed Account Activity

**Premise Served:** 40 Great Oak Rd Irrigation  
Oxford - Heritage Village, CT 06478  
**Customer Type:** Public Authority  
**Billing Period:** 07/10/20 to 08/24/20  
**Billing Frequency:** Quarterly  
**Usage-Gals:** 0  
**Avg Daily Use-Gals:** 0  
**Type of Reading:** Actual

Current Charges	Meter Size/#	Meter Reading	# Days/ Usage	Rate	Amt
Daily Basic Service Water			46	.322192	14.82
Water Usage	39548973		0	.002660	0.00
DPH Safe Drinking Water Fee			46	.006600	0.30
Revenue Adjustment Charge Wtr				-.090600	-1.34

## 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](http://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

**\$13.78**

## Contact Information

Customer Service: 1-203-264-8100  
For payment options, go to [www.heritagevillagewater.com](http://www.heritagevillagewater.com)

## Remittance

**Customer:** TOWN OF OXFORD  
**Invoice Date:** 09-09-2020  
**Account Number:** 00364280  
**Amount Due:** **\$13.78**  
**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,



450 Heritage Road  
Southbury, CT 06488-0873

TOWN OF OXFORD  
OXFORD MIDDLE SCHOOL  
486 OXFORD ROAD  
OXFORD CT 06478-1298

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

00033003642800000013781

### 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](http://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](http://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: \_\_\_\_\_