



NEWSLETTER

To our over 3,100 members, the Board of Directors would like to share current and past year news about your water utility.

ANNUAL MEETING NOTICE

APRIL 2024

The Annual Membership Meeting of your water utility is Monday, June 10, 2024. The meeting, held in the Corporation Office and Treatment Plant located at 4735 W Carlos Folger Drive, Columbus, Indiana starts at 7:00 p.m. The Board invites all Members to attend.

The meeting provides an opportunity to learn about the corporation's financial results, other 2023 accomplishments and for the future goals.

You will also have an opportunity to meet the Board of Directors and to participate in the election of two Directors.

The Board is comprised of five fellow volunteer members of the Corporation. The current members of the Board are:

Bradley J. Vacketta	President
Joseph L. Lohmeyer	Vice President
Eric C. Schneider	Treasurer
Michael Foushee	Secretary
N. Keith Maus	Director

This year, there are two, three-year term vacancies to be filled. Director Schneider and Director Maus have expressed the intention to submit a nomination for reelection.

Nomination for the Board of Director's requires filing the NOMINATION FOR BOARD OF DIRECTORS form at the Corporation Office on or before 4:00 p.m. Friday, May 17, 2024.

The Board meets regularly on the second Monday of each month to review the preceding month's performance, to reevaluate and adjust in place plans and programs and consider future activities for your water utility.

In addition to attendance at the regular monthly Board meetings, Directors should be available to attend special meetings and to carryout specific assignments made by the President of the Board.

It is also desirable for the Board Member to bring to the Board skills and knowledge that will both expand and/or augment those of the previously elected Board Members.

Within the ten days following the annual meeting the Board of Directors elects, from their ranks, the Corporation Officers.

Southwestern Bartholomew Water Corp.

4735 W. Carlos Folger Drive

Columbus, Indiana 47201

Phone: 812-342-4421

Monday - Friday

7:00 a.m. - 11:00 a.m. 12:00 p.m. - 4:00 p.m.

After Hours (Emergency Only)

Calls are forwarded to 24 hr. call center

SYSTEM IMPROVEMENTS UPDATE

In summer of 2020, a new capital project began with the installation of drive-by radio read meters. The radio read meters will allow Southwestern Bartholomew Water employees to notify a customer sooner of a higher water usage. Installation of drive-by radio read meters will also allow for a quicker read time freeing up employees for other customer service, approximately 200 miles of distribution mains and other system responsibilities. The company now has 1180 radio read meters installed. There have been budgeted for 720 meters to be purchased during 2024. During 2024, a tank rehabilitation will be performed on the Ogilville tank located on 525 S. This will include the tank being taken out of service to be sandblasted and repainted as well other maintenance issues and updates.

LEAD SERVICE LINE INVENTORY

Environmental Protection Agency (EPA) has mandated a Lead Service Line Inventory of the companies watermain and service line material. The inventory is to include the customer side of the meter and pipe material going into the home. A link on the website will take you directly to the survey. A Lead Service Line Survey was mailed to each customer. If you have not completed the survey please do so. Again, this is mandatory for all public water systems.

E-BILLING

If you would like to receive your water bill via email, please provide your email address to the office. There is also the option to sign-up for email on your customer portal. Water bills are being mailed at the end of each month to allow office staff more time for account review.

WEBSITE – swbwc.com

Customers are able to pay their water bill online, send the company an email, forms, calendar of upcoming events, boil water advisories, list of Board of Directors. Customers need to set up an online portal for access to their account. Signing up for Auto-draft (ACH) is not available through the website. Please contact the office for any issues.

PAYMENT OPTIONS

Auto-Draft

Bill Pay through your Financial Institution

Credit Card Payments – Online at PAYGOV.US via UtilityBillingSystem.net

Checks, Cash, Money Order, and Credit Cards are accepted at the office. The credit card company Paygov charges a 3% processing fee.

A drop box is available on the front door of the office for your convenience.

RATE INCREASE REMINDER

Higher operating costs and the need to improve aging infrastructure, the City of Columbus petitioned and received approval from Indiana Utility Regulatory Commission (IURC) for a rate increase to fund these costs in three separate phases. Phase 1 was implemented August 1, 2021. Phase 2 increase was implemented February 1, 2023. Phase 3 was implemented February 1, 2024. The new rates are reflected in the Current Rate Chart.

CURRENT 2024 RATE CHART

These are the base tariff and Phase 1, 2, and 3 “Water Tracker” rate increases prior to taxes.








First 3,000 Gallons	\$10.66 per Thousand Gallons	w/ Water Tracker - \$12.00
Next 7,000 Gallons	\$9.78 per Thousand Gallons	w/ Water Tracker - \$11.12
Next 10,000 Gallons	\$7.22 per Thousand Gallons	w/ Water Tracker - \$8.56
Next 40,000 Gallons	\$6.76 per Thousand Gallons	w/ Water Tracker - \$8.10
All Thereafter	\$4.48 per Thousand Gallons	w/ Water Tracker - \$5.82

Total Water Tracker Rate via City of Columbus 3 phase rate increase - \$ 1.34

SCHEDULE OF RATES AND CHARGES

A complete list of charges can be found on the company website (www.swbwc.com).

- Membership Transfer Charge - \$50.00
- Reconnect Fee changed to Non-Payment Fee - \$75.00
 - General Service Charge - \$30.00
 - General Service Surcharge - \$40.00
 - Returned Check Charge - \$25.00
 - Reinstallation/Lock Charge - \$50.00

Water Loss In Gallons					
Leak this Size	Loss Per Day	Loss Per Month	Leak this Size	Loss Per Day	Loss Per Month
•	120	3,600		6,640	199,520
•	300	10,800		6,964	209,520
•	693	20,790		8,424	252,720
•	1,200	36,000		9,585	296,640
•	1,920	57,600		11,324	339,720
•	3,095	92,880		12,750	361,600
•	4,295	128,880		14,952	448,560

METERS AND METER PITS

Meters, meter pits, and all contents are the property of Southwestern Bartholomew Water Corp. Customers are not authorized to be in the meter pits. Any damages caused to these properties will be charged to the customer and/or the contractor. Customers are encouraged to install an easily accessible shut-off valve for their personal use.

811 CALL BEFORE YOU DIG

Homeowners often make risky assumptions about whether they should get their utility lines marked, but every digging job requires a call even small projects like planting trees and shrubs. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood; harm you and those around you. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

CONTACT INFORMATION

Southwestern Bartholomew Water Corporation has made some communication changes when there is a need to alert a customer and/or customers. Please update your contact information so that we can effectively contact you for Boil Water Advisories, billing issues, etc.

2024 HOLIDAY SCHEDULE

See website for date each holiday is observed.

New Year's Day, Good Friday, Memorial Day, Independence Day,
Labor Day, Thanksgiving Day, Day after Thanksgiving,
Christmas Eve, Christmas Day, New Years' Eve

Employees of Southwestern Bartholomew Water Corporation

Kimberly "Darlene" Keller – General Manager

Doug Prather – Superintendent

Amanda Doyle – Office Manager

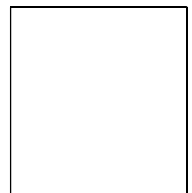
Dave Allen – Meter Reader/Laborer

Braden Allman – Meter Reader/Laborer

Connie Ruble – Office/Customer Service

Heather Lucas – Office/Customer Service

**SOUTHWESTERN BARTHOLOMEW WATER CORP
4735 W CARLOS FOLGER DRIVE
COLUMBUS, IN 47201**



ADDRESS CORRECTION REQUESTED