

## Section 21. Utility Company Information

All water, sewer, electric, cable TV, telephone and gas utilities are buried so as not to disturb the natural beauty of HVL. Central water and sewer lines are provided to all lots.

### A. Cable TV – Comcast      Phone Number: (800) 266-2278

### B. Electrical Power - Southern Indiana REMC

**Mailing Address:** 712 South Buckeye Street  
P.O. Box 196  
Osgood, IN 47037

**Office Hours:** 7:30 a.m. - 4:30 p.m., EST, Monday - Friday

**Phone Numbers:** Local - (812) 689-4111  
Toll Free - (800) 737-4111  
Repair service - (0) 689-4111 (call collect)  
Call Before Digging - (800) 382-5544

**Internet Access:** E-mail - [contact\\_us@seiremc.com](mailto:contact_us@seiremc.com)  
Web site - <http://www.seiremc.com>

#### To Report an Outage:

- 1) Check your circuit breakers or fuses first.
- 2) If possible, check to see if your neighbors are also having an outage.
- 3) Phone (812) 689-4111 or toll free (800) 737-4111, 24 hours a day and report the outage. Provide the name the service is listed under. If possible, provide the map location and the account number from a bill.
- 4) Provide your phone number in case they need to call back. State the problem, such as loss of power, partial power, and dimming or flickering lights.
- 5) Please be patient, crews will restore service as quickly as possible.

### C. Natural Gas - Valley Rural Utility Company (VRUC)

**Phone Numbers:** Non-emergency gas inquiries - (888) 863-0032  
24-hour gas emergencies - (888) 784-6160

#### Natural Gas Connection Fees:

The VRUC performs taps and meter installations for gas service after the appropriate fees are paid

To apply for new gas service a signed application must be delivered to the VRUC office or mailed to the address on the card. Application cards are available at the VRUC office or will be sent to you if you call the non-emergency number above. All gas customers will be subject to the Rules and Regulations governing gas distribution services as approved by the Indiana Utility Regulatory Commission. You will receive a copy of these rules upon application for service. Natural gas will be available on all streets throughout the HVL Development. The initial fee to connect to the VRUC gas system varies. Please call the Gas Company for appropriate fees. This charge shall entitle the customer to a tap into the mainline, a service line owned by VRUC up to and including the curb valve, and the meter. All service line from the curb valve to the house (houeline) will be the responsibility of and owned by the customer. This includes the meter bracket on the house. The customer must ensure that the houseline installer has an operator qualification certificate with the U.S. Department of Transportation (DOT).

#### Natural Gas Bills:

Charges vary. Please contact the Gas Company for rates at 1 (888) 863-0032. Gas bills will be sent separate from water and sewer and will be mailed monthly. Payment for gas service must be sent to the lock box account shown on the monthly bill.

### D. Telecommunications - Indicom

Indicom is a provider of telecommunications services based in Lawrenceburg and provides a full range of telecommunications services. Indicom offers custom calling plans to provide unlimited local calls from Lawrenceburg numbers to the Greater Cincinnati area (including Bright), and from Bright numbers to Southeastern Indiana area. Indicom is also the premier provider of Verizon wireless telephones in the area.

**Mailing Address:** 777 East Eads Parkway  
Lawrenceburg, IN 47025

**Phone Numbers:** Indiana - (812) 537-3301  
Ohio - (513) 564-0135

### **E. Telephone – Century Link**

**Phone Numbers:** (800) 257-3212  
Repair Service - (800) 736-6369

### **F. Telephone – Cincinnati Bell**

**Phone Numbers:** (513) 565-2210  
Repair Service – 611

**Internet Access:** Web site: - <http://www.cincinnati-bell.com/>

### **G. Trash Pickup - Rumpke, Inc.**

**Trash pick-up from Rumpke is scheduled depending upon your street address.** Recycling is picked up Friday mornings. Please call the HVL POA office to sign up for service, schedule pick-up of large items or if you have any questions.

HVL property owners are billed by the HVL POA semi-annually for Rumpke trash pick-up. The yearly fee is \$198.00. An additional yearly fee of \$42.00 applies if a property owner opts to rent a Rumpke wheeled trash container.

The HVL POA requests that residents do not place garbage containers, recycle bins and other items for trash pickup at the roadside prior to noon of the day before the scheduled trash collection and that all garbage containers, container lids, recycle bins and any material not collected be removed from the roadside by the end of the day of the scheduled trash collection. The POA requests that trash is placed out the night prior to pickup as the trash collectors tend to pick up very early in the morning.

### **H. Water and Sewage - Valley Rural Utility Company (VRUC)**

**Mailing Address:** 19435 Alpine Drive  
Lawrenceburg, IN 47025

**Office Hours:** 8:30 a.m. - 4:30 p.m. EST. Monday – Thursday and 8:00 am – 4:00 pm on Fridays

**Phone Numbers:** Indiana - (812) 539-3330  
Ohio - (513) 564-1500

After Hours - Call either of the above numbers and your call will be forwarded appropriately.  
Underground facility locating - (800) 382-5544

#### **Availability Fee:**

An availability fee of \$96.00 is payable annually according to deed restrictions on each vacant lot in HVL. A vacant lot is defined in a motion by the Board of Directors dated 4/30/96, along with an accompanying drawing. A 10% late penalty will be charged on all delinquent accounts. The availability fees follow the land and not the owner. Therefore, any amount due will be attached to the land and will be payable by the new owner if not settled at the closing by the previous owner.

#### **Payment of Utility Bills:**

VRUC reads the water meters each month beginning on approximately the 17th. The sewer portion is based on the metered gallons of water. All bills are mailed on the final business day of the month and are due on the **20th** of the following month. All payments received after the **20th** will incur a late charge of 10%. If the bill is not paid by the end of the month, service will be disconnected. A **reconnect charge of \$100.00 will be added to the amount owed and payable before reconnect.** Snowbirds who want their water turned off for the winter will not receive a bill during those months they are gone. A **\$25.00 reconnect fee will be charged when customer returns.**

Payments can be made at the office of the VRUC, 19435 Alpine Drive or deposited into one of the two VRUC drop boxes located across from the entrance to the HVL POA offices and across from Lake Melody near the main gate of HVL.

**Separate Water Meter Policy:**

Separate water meters are available for sale to homeowners at a one-time cost of \$90.00. Said meters must be used on the outside of the homeowner's residence, only during the period of **April 15th through October 15th** for such purposes as filling a swimming pool, watering the yard/garden, etc. The VRUC retains the sole discretion to monitor and to decide proper use of the meters. (See VRUC policy available at the VRUC office and also necessary for signature prior to receiving meter).

**Tap In Fees:**

For new construction, the water tap in fee is \$560.00 and the sewer tap in fee is \$680.00. You will also be required to pay the Greendale System Development Fee of \$3,350.00 at the time you apply for your tap fee. The VRUC performs taps and meter installations for water and sewer after the appropriate fees are paid. Water availability fees must be current in order to apply for your tap fee.

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