



03-12-2024

Dear Valued Dupont Water Company Customer,

My name is Ronald (Ron) Hendershot, General Manger at Dupont Water Company. I have made it one of my main priorities since taking this position in October of 2022 to improve our company's customer service and relations. Thank You for being a valued customer of Dupont Water Company. I would like to apologize for the fact that some of our customers have not received their water bills for March 2024, in the mail as of today.

It has been brought to my attention that customers with an address other than Dupont, Indiana have not received their water bills in the mail as of today. I assure you that the water bills were delivered to the USPS Office in Dupont Indiana on Saturday 03-02-2024 at around 9:30am that morning. Rest assured I will be contacting the USPS to determine what has caused this situation.

As a friendly reminder your water bill is still due in our office on 03-17-2024. In case you are not aware of the methods of payments available to pay your bill, the following is a list.

1. **Payment in person:** Dupont Water Company office located at 6430 W South St, Dupont IN 47231. Hours are Monday thru Friday 9:00am to 4:00pm. We accept cash, check, credit cards and money orders for payment of water bill.
2. **After hours payment drop off:** Dupont Water Company office located at 6430 W South St, Dupont IN 47231. You may deposit your after-hours payment in the drop box located just to the left of our office door. Please include your bill payment stub, account number or address with your payment so it will be credited to the correct account number. We accept cash, check or money orders in the After Hours Drop Box.
3. **Payment by mail:** If paying by check or money order through the mail, please send all payments with your payment coupon. To avoid late fees, please mail your payment at least five-seven business days before the due date specified on your bill.
4. **Automatic bank draft:** The worry-free way to pay your water bill. With this service, the amount of your monthly bill is automatically deducted from your bank account

and credited to your utility account. There is no set-up fee or charge associated with this method of payment. To set up Automated Bank Draft, simply contact our office for an ACH Recurring Debit Form, fill it out and drop it off or mail it to our office, along with a voided check. You may also scan your filled out ACH Recurring Debit Form and email to our office at [dupontwaterh20@seidata.com](mailto:dupontwaterh20@seidata.com)

5. **Payment by Phone:** If paying by phone, please call our 24/7 phone number 1-855-244-8170.
6. **Dupont Water Company Customer Web Portal:** Log in the Dupont Water Company's Web site at [www.dupontwaterin.com](http://www.dupontwaterin.com). Click on "Bill Payment" then "Pay Your Bill Now". Next enter your "User Name and Password" then follow the pages to make a payment. If you have not registered yet then Click on "Consumer Registration" follow the steps to register then login again using your login information to make a payment.

If you have any questions or problems in completing your payment through one of the above methods, please feel free to contact the office during normal business hours and one of our friendly office staff will be willing to assist you.

Thank you again for your understanding and patience while we work to resolve this situation.

Regards,

Ronald Hendershot  
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