

**November 2018
Issue 18**

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Office Hours:
MONDAY - FRIDAY
8:30 a.m. - 4:30 p.m.

Drive-Thru Window:
8:00 a.m. - 4:30 p.m.

Aqua Water Supply Annual Membership Meeting to be held March 1, 2019, at Elgin VFW Hall

Aqua Water Supply Corporation will hold its annual membership meeting on March 1, 2019, at the VFW Hall in Elgin. Elections will be held for Directors representing Zones 2 and 5. The first two digits of your Aqua account number make up your zone number.

The Official Candidacy Application and petition forms are available at Aqua's administrative office and may also be obtained from Aqua's website at www.aquawsc.com. From the Homepage, select the "Online Forms" tab at the bottom of the page, and you will see a link for the Official Candidacy Application and petition forms. Upon request, forms will be mailed to any Aqua member receiving service or residing in Zones 2 or 5.

Effective September 1, 2011, the law governing

Official Candidacy Applications For Directors Election Must Be Submitted Between December 1 – 31, 2018

elections held by nonprofit water supply corporations does not allow (1) proxies to be cast; (2) nominations for directors from the floor; or (3) write-in votes.

In 2013 the law was further modified, and the Aqua Board of Directors approved new procedures to comply, as follows: A person who desires their name be placed on the Official Ballot as a candidate for a Director position must complete and file with Aqua an Official Candidacy Application, including a petition executed by 20 members located within the candidate's zone, biographical information, and

a photograph, between the first and thirty-first day of December, 2018.

To be eligible to serve as Director, you must be a member of Aqua, receive water within the Aqua Zone you represent, be 18 years of age or older and have not been determined, by a final judgment of a court exercising probate jurisdiction, to be (a) totally mentally incapacitated; or (b) partially mentally incapacitated without the right to vote; and have not been finally convicted of a felony from which you have not been pardoned or otherwise released from the resulting disabilities.

Happy Holidays!

Announcing New Billing Cycles for Aqua Customers

In May 2019, Aqua Water will be transitioning to multiple billing cycles. Following is information about how this will affect your water utility billing and payment process. For any additional questions, please contact the Aqua office at (512) 303-3943.

Q: What does this mean for me?

All members will receive a bill dated May 1 for their March usage. Cycle 1 members will receive another bill dated May 20th for April usage, with a due date of June 1st. The due date will then remain the 1st of each month. Cycle 2 members will receive another bill dated June 5th for April usage, with a due date of June 15th. The due date will then remain the 15th of each month.

Q: Will the new billing cycle affect my usage period?

No, the usage period will remain the same.

Q: How do I know which cycle my account will be on?

Cycles will be based on zone numbers. The first two digits of your account number are your zone number. Cycle 1 will consist of Zones 1, 4, 5, and 8. Cycle 2 will consist of Zones 2, 3, 6, and 7.

Q: Can I change my billing cycle?

No, the system is set up to process billing based on zones, not individual account numbers.

Q: What if my account is set up for auto pay?

You do not need to do anything if your account is set up for auto pay. The balance will continue to be drafted on the due date.

Q: What is my due date?

Zones 1, 4, 5, and 8 will have a due date each month on the 1st of the month. Zones 2, 3, 6, and 7 will have a due date each month on the 15th of the month.

Community Happenings

Rockne Historical Association Fundraiser

Join Rockne Historical Association for their annual fundraiser on Sunday, February 10, 2019, at Holtman Hall, 4045 FM 535 in Bastrop. The event features a huge silent auction at 11:00 a.m., a spaghetti lunch at noon and a live auction at 1:00 p.m. Funds raised benefit the Rockne Museum.

Lost Pines Leathernecks Detachment 1384

Marine Corps League in Bastrop County meets third Sunday of each month at 5:00 p.m. at the Bastrop American Legion Post. Good meal following meeting provided by members.

Ernest Bartsch VFW 2527, Rockne

Post and Auxiliary meetings are held the second Tuesday at 7:00 p.m. Bingo Wednesday – Doors open at 6:30 p.m.; Games start at 7:30 p.m. Located at 1503 FM 20 in Rockne, 10 miles SW of Bastrop. Hall for rent; call (512) 321-2610 for information.

Bastrop VFW Post 12104

Meetings are held the first Sunday of each month, temporarily, at the Bastrop American Legion, 3003 E Loop 150, at 2:00 p.m.

Bastrop County Veterans Honor Guard

Meetings are held the first Saturday of each month at the Smithville VFW at 10 a.m. "We served with honor" now "We honor those who served."

Elgin VFW 6115

1st Friday Fish Fry 6:30 p.m. Tuesday Free Texas Hold'em game starts at 6:30 p.m. Thursday Bingo doors open at 6:30 p.m.; Games at 7:30 p.m. Friday Karaoke starts at 8:00 p.m.

Bastrop County Audubon Society

Meetings held third Tuesday of the month (excluding July & August) in Community Room of the First National Bank at 489 Texas 71 W., Bastrop. Meetings start at 7:00 p.m.; please arrive by 6:45 p.m. Visit www.bastropcountyaudubon.org.

***Please Note:** The Aqua Water Supply customer newsletter is published 4 times per year. To submit Community Announcements for publication in an upcoming quarterly issue, please send your news in writing to the main Aqua office or via email info@aquawsc.com by the fifth day of January, April, July or October.

Water Utility Issues in Texas

In January 2019, the Texas State Legislature will convene a new session. Among the many issues expected to be discussed next year, there is one in particular that could affect rates for rural water utility customers. This issue involves decertification of designated geographic areas where utilities have the exclusive right and legal obligation to supply water, known as the Certificate of Convenience and Necessity (CCN).

As Texas has grown, there have been occasional conflicts between cities, land developers and rural water suppliers regarding who should provide water service to new developments. Over the past 13 years, the Texas State Legislature has modified the laws governing CCN certification, making it easier for developers to opt out of a utility's CCN through a decertification process, instead of receiving service from the designated water supplier.

In modifying these laws, the government suggested that a decertified utility would be compensated for any

losses related to investments made by the water utility. But, unfortunately, utilities are not receiving any compensation due to the way the law is being implemented by the Public Utility Commission. This can create real problems for utilities that are required by the state to invest and plan for future growth in their service area, only to lose potential customers just as their infrastructure investments in new developments are about to become profitable.

Typically, necessary investments to accommodate future growth are funded by current water supply customers. Then when those investments result in new customers, they share in the utility's operational costs and help offset future cost increases. In this way,

everyone benefits from economies of scale.

However, by making it easier for developers to decertify from a utility's CCN without compensating them for the lost customers, the normal business model is interrupted. This can sometimes result in increased water rates to cover the cost of improvements.

At Aqua Water, we believe that growth should pay for growth. Our hope is that new developments should not become a burden for our membership.



Third-Party Billing Notice

Please note that third-party electronic billing companies not affiliated with Aqua's billing system, such as Doxo and others, could result in late fees being applied to online payments. If using a third-party billing company, please be aware of their delivery and posting times, as Aqua Water

cannot guarantee that payments made through a third-party will be credited to an account prior to the due date.

To make a payment, please use the Pay Online tab at www.aquawsc.com or visit: www.iwebms.net/aquawsc. Thank you for your cooperation.

AQUA

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[www.facebook.com/
AquaWaterSupply](http://www.facebook.com/AquaWaterSupply)

Free automated phone payment and online bill pay are available 24/7. You can pay with all major credit cards, E-Check or automatic bank draft.

Payment by phone: Call Aqua at (512) 303-3943 and select option 5 — the interactive voice response system will guide you through the process.

Online: Visit www.aquawsc.com and select Pay My Bill. You will be redirected to a secure website with instructions for payment.

Automatic bank draft: Complete a Bank Authorization form, available from our office or website, and return the completed form to our office with a voided check.

Go Green: To start receiving an e-bill please email a request along with your 10-digit Aqua account number to: ebilling@aquawsc.com.

Safe ♦ Reliable ♦ Sustainable

CALL AQUA BEFORE YOU DIG:

Aqua Water will locate the Aqua water lines for you. Calling for a line locate before any type of excavation is a good idea. Water loss and service interruptions from damaged lines are avoidable, please call the Aqua office: (512) 303-3943.