

November 2019
Issue 22

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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 Membership Meeting to be Held on March 6, 2020 in Rockne

Aqua Water Supply Corporation will hold its annual membership meeting on March 6, 2020, at the Sacred Heart Parish Hall in Rockne. Elections will be held for Directors representing Zones 1, 6 and 7.

The first two digits of your Aqua account number indicate your zone number. The Official Candidacy Application and petition forms are available at Aqua's administrative office and may also be obtained from 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 1, 6 or 7.

Official Candidacy Applications for Directors Election Must be Submitted Between December 1 – 31, 2019

Effective September 1, 2011, the law governing 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, 2019.

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.

Reminder: To help us better serve you, please be sure to indicate any changes to your mailing address, phone number or email on your payment stub, or contact the Aqua office at (512) 303-3943. Thank you!

Important Payment Information

Beginning January 1, 2020, Aqua Water Supply's Customer Service department will no longer take payments verbally over the phone.

This process improvement is intended to further ensure protection of our members' credit card information.

Aqua Water Supply offers a variety of other convenient payment options:

Pay by Phone — Pay your bill with the automated telephone payment service 24 hours a day, 7 days a week. Call (512) 303-3943, press option 5 (available in English or Spanish).

Pay Online — Use the Aqua Water Supply online payment center to pay online at www.aquawsc.com, click "Pay My Bill."

Quick Payment — Use this online option if wanting to make a one-time payment without registering.

Sign up for Autopay — Have your bill automatically drafted from your bank account, credit card or debit card on the due date.

Sign up for Bank draft — Provide a bank draft form with a voided check and your bill payment will automatically

draft from your bank account on the due date.

Pay by Mail — Send a personal check, cashier's check, or money order to Aqua Water Supply Corporation, P.O. Drawer P, Bastrop, TX 78602.

Pay in Person — Visit our office at 415 Old Austin Hwy during business hours Monday through Friday: Walk in from 8:30 a.m. to 4:30 p.m., or pay at the drive-through window between 8:00 a.m. and 4:30 p.m.

Drop Box — Payment drop boxes are located in the drive-through area.

Community Happenings

Red, White & Blue Veterans Banquet

Saturday, November 9, at the Bastrop Convention & Exhibit Center. Annual veterans' recognition ceremony and banquet. View military memorabilia and equipment exhibits; listen to the Honor Choir; learn about veterans' benefits; buy raffle tickets. For more information, visit www.rwbveterans.com or email rwbveteransofbastropcounty@gmail.com

Rockne Market Day

Saturday, November 30, from 8 a.m.-3 p.m. at 4045 FM 535. The annual Rockne market day will feature lots of handmade items from local vendors.

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."

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.

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.

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.

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.

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.

Pilot Knob VFW 8925

Monthly Country Dance held the second Sunday of each month, 3:00-7:00 p.m. Admission and food \$6. Located on FM 812 near 183 South.

***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.

Do I Need a Water Treatment System?

At Aqua Water Supply, we are serious about water quality. The water we supply is routinely tested according to state and federal requirements, so your family can rest assured that your water is safe and free from any harmful contaminants. But water quality can mean different things to different people.

In Central Texas, water from underground sources may sometimes have a specific taste or smell, and is typically described as 'hard' water. While this water is still perfectly safe, some families might prefer to install a home water treatment system.

Different water filters have different functions. Some systems make your water taste better, while others filter out chemicals or germs. No single

filter can eliminate every type of contaminant. So what are the available options?

- Water softeners reduce the amount of hardness in the water, removing dissolved minerals which can cause lime deposits or decrease the efficiency of detergents.
- Reverse osmosis, distillation and ultraviolet systems are effective at removing bacteria, viruses and common chemical contaminants.
- Point of use filters attach to a faucet, removing potential contaminants to improve taste or smell of drinking water.

The decision whether or not to install a water filtration system will depend on your individual needs. But regardless of which type of filtration

system you choose, don't forget to change your filters regularly. Neglected filters can make your water worse.

And if you would like to see the latest annual water quality report from Aqua Water Supply, please visit: www.aquawsc.com/reports



How to Read Your Water Bill

ACCOUNT NUMBER		SERVICE LOCATION			BILLING DATE	DUE DATE
12345		123 Main Street			10/01/15	10/10/15
CUSTOMER NAME					FROM	SERVICE TO
John and Jane Doe					08/07/15	09/04/15
METER NUMBER	PREVIOUS READING	CURRENT READING	UNITS USED	NO. OF DAYS	DESCRIPTION	AMOUNT
	523230	529200	5970	28	PREVIOUS BALANCE	46.17
					PAYMENTS	46.17
					WATER	47.65
					LPG	0.60
					TCEQ	0.24

CONSUMPTION HISTORY

Average Daily Usage : 213

Please note that on the Aqua statement, members are billed for water used during a previous month. For example, although the chart reads "S" for September, this October bill actually covers the cost of units (or, gallons) used during the month of August.

AMOUNT DUE	48.49
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AQUA

WATER SUPPLY CORPORATION

415 Old Austin Hwy.
Drawer P
Bastrop, TX 78602

Aqua Water Supply Corporation

415 Old Austin Hwy.
Drawer P
Bastrop, TX 78602

Phone: (512) 303-3943
Fax: (512) 303-4881
TDD: 1-800-735-2989
Email: info@aquawsc.com
Website: www.aquawsc.com
Lab Site: www.aquawsc.com



[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.