

December 2020
Issue 26

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Annual Aqua Water Supply Membership Meeting to be held March 5, 2021, at Elgin VFW

Aqua Water Supply Corporation will hold its annual membership meeting on March 5, 2021, at the Elgin VFW Hall located in Elgin, Texas. Elections will be held for Directors representing Zones 3, 4 and 8.

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 the Aqua 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

Official Candidacy Applications For Directors Election Must Be Submitted Between December 1 – 31, 2020

Aqua member receiving service or residing in Zones 3, 4 or 8.

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, 2020.

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!

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

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

Important Notice

Please note that we have reopened our office lobby with guidelines to help ensure the safety of our customers and employees. All customers that enter the lobby must wear a face covering and use hand sanitizer before entering. To promote social distancing, there is a maximum of four customers allowed at a time, and our restrooms are closed to the public. If you are making a payment, please use the drive-through or one of these 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 at www.aquawsc.com, click “Pay My Bill.”

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

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.

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



Community Happenings

Rockne Market Day

Saturday, November 28, from 9 a.m. - 4 p.m. at the Rockne VFW Post 2527, located at 1503 FM 20. Proceeds from this year's vendor fees will benefit the VFW. For more information, visit www.facebook.com/rocknemarketdays.

***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.

Are You Prepared?

In today's uncertain times, we all seem to be spending a little more time worrying and wondering "what if...?" That's not a surprising response to the new normal we've experienced this year. But although we can't know what the future holds, it's always a good idea to be prepared so we can keep our families safe in the event of a possible emergency or natural disaster.

The first step is to make a plan. Consider that your family may not be together if a disaster strikes, so it's important to know how you'll contact one another and reconnect if separated. Plan a safe evacuation route, and establish a family meeting place that's familiar and easy to find. And don't forget to make plans to care for family pets and livestock.


Secondly, put together an emergency preparedness kit – you can get tips on what to include from the website: www.ready.gov/kit. If you already have an emergency kit, consider updating it with face masks and hand sanitizer, in case you need to evacuate to an emergency shelter.

Also keep in mind that technology can be unreliable in an emergency if your devices aren't protected and powered up. When severe weather is forecast, make sure all of your electronic devices are fully charged. Keep a back-up power source on hand, and if the power goes out, save battery power by minimizing device use.


Mobile networks can become overwhelmed during emergencies, making it hard to make and receive phone calls. Text messages use less bandwidth, which means they are more reliable during emergency situations. Facebook, Twitter and other social media channels can be an effective way to stay in touch, such as using Facebook's Safety Check feature to let friends know you are safe during

disasters. Plus you can register with the American Red Cross' Safe & Well site where you can leave a message for concerned family members.

We may not know what 2021 has in store for us, but by taking proactive steps to prepare for the unexpected, we might just be able to breathe a little easier and worry less. For more information, visit www.epa.gov/natural-disasters. Stay safe!



**CREATE YOUR FAMILY
EMERGENCY
COMMUNICATION PLAN**





FEMA


Creating your *Family Emergency Communication Plan* starts with one simple question: "What if?"

"What if something happens and I'm not with my family?" "Will I be able to reach them?" "How will I know they are safe?" "How can I let them know I'm OK?" During a disaster, you will need to send and receive information from your family.

Communication networks, such as mobile phones and computers, could be unreliable during disasters, and electricity could be disrupted. Planning in advance will help ensure that all the members of your household—including children and people with disabilities and others with access and functional needs, as well as outside caregivers—know how to reach each other and where to meet up in an emergency. Planning starts with three easy steps:

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1. COLLECT.
Create a paper copy of the contact information for your family and other important people/offices, such as medical facilities, doctors, schools, or service providers.
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2. SHARE.
Make sure everyone carries a copy in his or her backpack, purse, or wallet. If you complete your *Family Emergency Communication Plan* online at ready.gov/make-a-plan, you can print it onto a wallet-sized card. You should also post a copy in a central location in your home, such as your refrigerator or family bulletin board.
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3. PRACTICE.
Have regular household meetings to review and practice your plan.

**TEXT
IS
BEST!**

If you are using a mobile phone, a text message may get through when a phone call will not. This is because a text message requires far less bandwidth than a phone call. Text messages may also save and then send automatically as soon as capacity becomes available.

AQUA

WATER SUPPLY CORPORATION

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Drawer P
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Email: info@aquawsc.com
Website: www.aquawsc.com
Lab Site: www.aquawscclabs.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.