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ALSO ADMITTED IN ARKANSAS

March 19, 2024

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Via U.S. Mail
INFRAMARK, LLC
2002 W Grand Pkwy N Ste. 200
Katy, Texas 77449

Via U.S. Mail
INFRAMARK, LLC
17495 Village Green Dr.
Houston, Texas 77040

Via U.S. Mail and Email (mayor@mclendon-chisholm.com)
Mayor Keith Short
City of McClendon-Chisholm
1371 West FM 550
McLendon-Chisholm, TX 75032

RE: Demand to Cease and Desist – Misleading Disconnection Notices

To Whom It May Concern:

This firm represents RCH Water Supply Corporation (“RCH”). As you are aware RCH holds the water CCN for certain areas within the City of McClendon-Chisholm (“City”) as well as areas outside the City.

RCH has been made aware by numerous of its customers that INFRAMARK, LLC (“Inframark”) on behalf of the City, has been sending out letters to RCH’s water customers titled “DISCONNECTION NOTICE” Referencing water service. It is RCH’s understanding that Inframark manages the billing of sewer and trash billing for the City. You should be well aware that neither the City nor Inframark provides water service in this area. Among other things, this letter states:

Dear Customer,

- Your water account is delinquent. Our records indicate that a total of \$ xx.xx is due now. No partial payments will be accepted to avoid disconnect. Your total account balance is \$xx.xx.
- In accordance with your District rate order, a disconnect service order will be issued on xx/xx/2024 for non payment. Any applicable additional fees

(in addition to your delinquent amount) will be charged. Once disconnected, checks not accepted.

- To avoid interruption of service, your delinquent amount must be paid in full by x:xx pm on xx/xx/2024. If making payment by credit/debit card or eCheck on date due, confirmation number must be called by 5:00 pm to avoid termination. Once disconnected, checks not accepted.

It is RCH, not the City, which provides and charges for water services to all residents within the City limits, as well as many others who live in Rockwall County.

Over the past few days, RCH has been contacted by many of its customers (who are not delinquent or behind on paying their water bill), concerned about the water to their home being disconnected. Moreover, these letters confusingly seek payment for water to an entity that is not providing water services.

RCH demands that the City and Inframark:

1. Immediately cease sending communications to RCH's customers that state or allude to Inframark or the City providing water services and demanding payment to avoid disconnection of water.
2. Issue an immediate retraction and notice to any customer that has received the above described letter to address and clarify that (a) the City is not providing water services, (b) the letter sent was an error, and (c) that the City does not have the authority to disconnect the water services.
3. Refund or remit to RCH on customer's behalf any funds it has received in response to these letters related to "water accounts."

If I have not received an affirmative response from Inframark and the City by March 27, 2024, indicating that each of them intends to comply with these requirements, RCH intends to report this conduct to the PUC as well as any other action that may be necessary to address Inframark and the City's interference with RCH's customers and water services.

Thank you for your immediate attention to this matter.

Sincerely,


James D. Bradbury

cc: Michael Halla (via Email)