



August 22, 2023

RCH Water Supply Corporation (RCH) and Aqua Texas, Inc. (Aqua) are pleased to partner to operate your water system. Aqua is Texas' largest regulated water utility and has more than 136 years of experience managing water systems. The Aqua team took over operations on July 24 and have already started making meaningful improvements to our system.

Billing and Customer Service

Customer service and billing has transferred to Aqua, and you will start receiving bills around September 1.

For any questions about your service, please contact the local Aqua office by calling 254.776.1999. For emergencies, continue using the emergency hotline at 325.266.8366.

Service Alerts

Aqua offers WaterSmart Alerts, a customer notification system for quick and convenient communication about important water quality and service-related topics, such as conservation notices, outages or disruptions. Find more information enclosed and sign up to make sure you're receiving the most current information about your water service.

Websites

Aqua has set up a website specifically for RCH customers so you can learn more about them, as well as any updates regarding the partnership, your service and water conservation stages. Visit AquaWater.com/RCH.

The RCH website will continue to post information about conservation requirements, board meetings, and events.

We hope you're as excited as we are about the future of RCH and Aqua Texas and look forward to working together to provide you clean, safe and reliable water service.

Sincerely,

A handwritten signature in blue ink, appearing to read "DNaylor".

David Naylor
Board President
RCH Water Supply

A handwritten signature in blue ink, appearing to read "CBlanchette".

Craig Blanchette
President
Aqua Texas