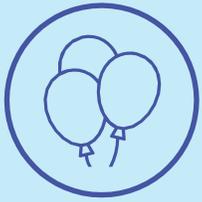


QUARTERLY RAWS NEWSLETTER

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New Policies

Since the last newsletter, the RAWS Board of Directors adopted the following policies which can be found on our website:

- Social Media Use Policy
- Personally Identifiable Information Policy
- Computer Use Policy
- Backflow Preventor/Cross Connection Control Policy
- File Room Policy
- Record Retention and Destruction Policy

As a reminder, RAWS water bills are due on the 15th of every month. Bills are considered "late" after the 15th (NOTE: If the 15th falls on a weekend or holiday, the bill will not be due until the next operating business day).

As many of you are already aware, RAWS accepts many forms of payments and offers a variety of 24/7 payment options to suit your needs.

RAWS enforces the following disconnect procedures following the due date each month: on the 16th (or next business day following the due date), late fees are applied, and past due cards are printed/mailed to those customers who did not pay on time. Customers have exactly 10 business days after the due date to pay the past due balance.



On the 9th business day following the due date, a door knocker will be placed on the property owner's door for final notice to pay in 24hrs. Failure to pay the past due balance by the 10th business day following the due date will result in disconnection of service as well as incurring the disconnect fee at that time. In order for service to be restored, the past due balance must be paid in full.

RAWS encourages all payments to be made by the 15th of each month to avoid interruption of service and unwanted fees.

UPCOMING EVENTS

Regular Scheduled Board Meetings:

10.18.22

11.15.22

12.20.22

**Office Closures: Friday
October 14, Thursday
November 24, and Friday
November 25, 2022**

Water rates

While you are all aware, the cost of goods has been increasing across all industries, including RAWS. However, as the cost of water purchases as well as the monthly office rent has increased for RAWS, the current sitting board has not implemented a rate increase since taking office in April of 2020, even though the RAWS external financial consultant recommended an increase to pay for infrastructure installation and upgrades throughout the system. This has been strongly considered and heavily reviewed by the board on a regular basis and it is important for members to know how their rates and fees are being spent. The board takes this seriously and continues to strive to keep rates as low as feasibly possible.



RON HELLBERG

Ron Hellberg is retired from the armed forces with over 30 years' service. During his military career he held two command positions in which he was not only responsible for all daily operations, but also for all unit personnel and multimillion dollars of assets, infrastructure, facilities, and finances. Ron has served as a RAWS board member since April 2019. He has spearheaded and actively worked to revise the corporation's outdated bylaws and tariffs schedule to align with current Texas state legislation changes. Ron currently holds a civilian U.S. Merchant Marine Captain License and is actively involved in classic boat & car restoration and rehabilitation. In his spare time Ron loves to travel with his wife and dog, where they enjoy doing any outdoor activity – such as camping, fishing, hiking, biking, and visiting state and national parks.



GET TO KNOW YOUR DIRECTORS!

MICHAEL OLSZEWSKI

Michael is a Robstown High School graduate and upon graduation, attended Del Mar College. Mike has been a member of RAWS since 2018. He is the fourth generation in a family-owned business (est. 1917). Mike possesses many skillsets such as manufacturing, sales, public relations, human resources, company policy and office tasks. Mike is currently taking water development courses to obtain his Texas Water Operator License. In his free time, Mike volunteers at multiple local agencies such as the Nueces County Community Action Agency, Salvation Army Christmas Campaign and Canteen, Relay for life for ACS, Texas Lions Eye Bank of Texas 5109(c)3, Texas Lions Museum and State Office 501(c)3, and Lions MD2-A3 501(c)3.



GET TO KNOW YOUR DIRECTORS!

FIRE HYDRANT COLORS

You may have recently noticed changes in the fire hydrants in the system. Hydrant colors are significant for the fire department to know the amount of flow that the hydrant has. The flow is determined by a flow test, and this test is performed only by the fire department. The color coding is determined by the color of the bonnet at the top of the hydrant, not the color of the body of the hydrant.



INVESTIGATION UPDATE

Many of you are aware of an investigation that is underway regarding alleged financial improprieties involving a former employee/board member. The investigation began in the first quarter of 2020 and as of the first half of 2022, the investigation has concluded and is now awaiting the local District Attorney's opinion whether this should be taken to trial or be dismissed altogether. As always, RAWS will continue to keep you informed as information is made available to us.

PROFESSIONAL FEES

As of November 2021, RAWS has created a separate accounting line item specifically to track member related legal fees incurred strictly for member related concerns and/or numerous requests that require legal counsel's attention. This line item does not include any of RAWS's normal, business-related legal counsel needs. This was implemented to better track and better manage RAWS's actual cost of professional fees. RAWS has incurred thousands of dollars for this member induced expenditure. Lowering professional fees such as these, allows RAWS to maintain the current rate structure.