



Filing Receipt

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Rusk Rural Water Supply Corp.
P. O. Box 606
Rusk, Texas 75785
Phone 903-683-6178 Fax 903-683-1096
Email: jody@ruskruralwsc.com

June 15, 2022

Public Utility Commission of Texas
Attention: Filing Clerk
1701 Congress Avenue
P.O. Box 13326 Austin, Texas 78711-3326

Re: Docket 52759 - Application of Rusk Rural Water Supply and Iron Hill Water Supply for Sale, Transfer, or Merger of Facilities and Certificate Rights in Cherokee County.

Monthly Update

To the Commission:

Ordering Paragraph No. 6 of order No. 6 filed in this Docket requires the applicants to file monthly updates regarding the status of the closing. On June 14, 2022 the proof of closing and deposit affidavit was submitted to PUC per the PUC Interchange Filer. Shelly from IHWS has provided a list of customers, their address, contact information and meter numbers to Jody at RRWSC. Jody at RRWSC has already put the customers in their water system program. Also IHWSC sent out a letter (see attached) to encourage Iron Hill customers to provide Rusk Rural Water with the proper information to make sure that the transition is as easy as it can be.

Thank You
Mike Hamilton
General Manager
RRWSC

Iron Hill Water Supply Corporation

PO Box 405

Rusk, TX 75785

May 17, 2022

Dear Iron Hill WSC Customer:

We are continuing in the process to merge our system with Rusk Rural Water Supply Corporation. We do not have a date yet that the merger will be final, but we are beginning to transfer things over and would like to try to make the transition as smooth as possible for our customers and both water systems. You will continue to be billed from Iron Hill WSC until everything is finalized.

In order to ensure a smooth transition, all Iron Hill WSC customers will need to complete a service application for Rusk Rural WSC, provide them with a copy of the warranty deed for the property (they will be happy to make a copy for you), and sign an easement form (this will need to be notarized, and they will do that for you in their office). These forms can be picked up from their office at 1055 N. Dickinson Dr, Rusk (just past Rusk State Hospital on Hwy 69 N) or printed off of their website www.ruskruralwsc.com. Current Iron Hill WSC customers WILL NOT be required to make a deposit, as your deposit will transfer in the merger. All accounts will be put in the property owner's name. If you are a renter, please get this letter to your landlord as soon as possible. If it is a rental property, the property owner will be responsible for signing an alternate billing agreement allowing RRWSC to put the renter on the account and mail the bill to the renter's address. The property owner will be responsible for the balance on the account if the renter fails to pay.

Here are a few things that our customers need to know:

1. RRWSC reads meters on the 15th of each month. Anytime the reading is high, or if the meter is spinning, they will call to let you know that you have high usage. In some cases, if it appears the customer has a leak, their operators will turn the meter off and the customer will be notified.
2. Bills are printed at the end of the month, between the 26th & 28th, and mailed off then. Anytime a customer does not receive a bill, they are encouraged to call the office and inquire about the balance on the account. Not receiving a bill is no excuse for not paying. Bills are due on the 15th of each month. Late notices are sent out the day after the due date and a late penalty will be added. The final day to pay is normally the 25th of each month. Meters will be locked for non-payment at 8:00am on the following day. If the meter is locked, there will be a \$50 lock fee added to the account. The balance of the account (including the lock fee) will need to be paid before the meter will be unlocked.
3. Payments can be made by mail, in the office (cash, check or money order), online at www.ruskruralwsc.com (a 4% convenience fee will be charged) or by phone at 1-844-653-2257 (a 4% convenience fee will be charged). ALL PAYMENTS will need to be paid before 5:00pm in order to be counted on the due date. RRWSC also offers automatic draft (checking account). This form can be retrieved at their office. Draft

The Iron Hill Water Supply Corporation does not discriminate due to age, race, creed, sex, handicap, marital status, national origin, or other disabilities.

Iron Hill Water Supply Corporation

PO Box 405

Rusk, TX 75785

payments are drafted on the 10th of each month (if that falls on a weekend, it will be the following Monday.)

4. RRWSC has a call-out system for Boil Water Notices and Rescinded Boil Water Notices. Customers affected by the notice will receive a call. (It is important to ensure that RRWSC always has a good phone number for you.) They also encourage all of their customers to go to their website and sign up for email or text alerts. Email/text alerts are sent to ALL customers, not just affected customers, and will list the area that is included in the notice (this may or may not be your particular area).
5. RRWSC's base customer charge is \$20.10, and water usage is \$6/1,000 gallons.

It is very important that you get your service application filled out with them ASAP, so that we have a smooth transition, and so that you do not have an interruption in water service when the merger takes place.

Please feel free to contact Shelly at Iron Hill WSC (936) 212-4321 or Jody at Rusk Rural WSC (903) 683-6178 if you have any questions.

Sincerely,

Jerry Knott, Jr., Board President
Iron Hill WSC