

CUSTOMER NOTIFICATION

A New Era for Your Water Service

Water service operations will be managed by Integrity Water Operations Group, LLC.

What This Means for You



Continued Reliable Service

Your water service will continue without interruption during the transition.

No late fees will be applied during this time.



New Account Number

As part of the transition, you will have a new account number.

Your new account number will appear on your first Integrity bill and should be used for all future payments.



Payment Changes During Transition

Online payment options and payments over the phone may not be available immediately during the transition.

You may mail a check or money order to:

 23102 Seven Meadows Parkway
Katy, TX 77494



Customer Portal Access

We will email you with instructions on how to create an account, view your billing and payment history, and enroll in AutoPay through the Integrity customer portal once it is available.

PAYMENT OPTIONS ONCE LIVE



Customer Portal

Make payments through the Integrity customer portal.



AutoPay

Set up automatic payments through the customer portal.



Phone

Make payments using our automated payment system.



Mail

Checks or money orders can be mailed to:
23102 Seven Meadows Parkway
Katy, TX 77494.



eCheck (ACH)

Pay directly from your bank account through the customer portal.



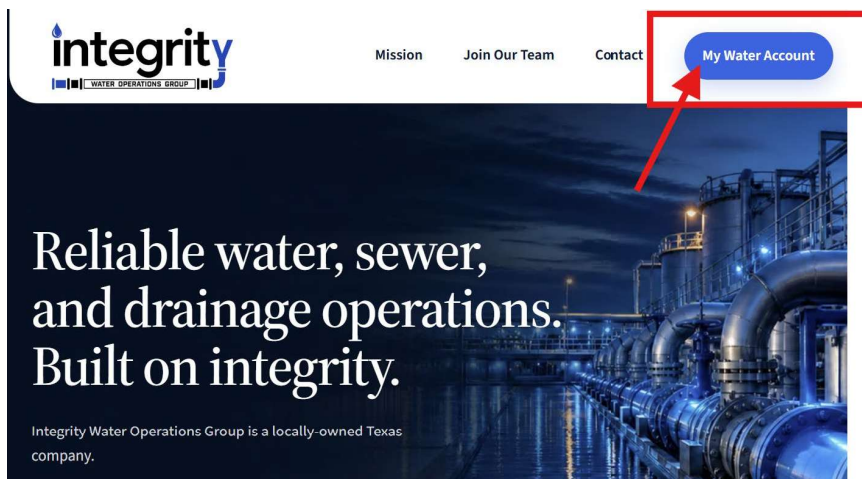
We're Here to Support You Through the Transition

We appreciate your patience and cooperation and look forward to serving you!

Information regarding your Customer Portal

What this means for you: You can manage your Water Account through the customer portal on the Integrity Water Operations website.

- On your first water bill from Integrity, you will find the **SECURITY CODE** required to set up your customer portal. Security code is at the bottom of the box in the top right-hand corner of your water bill.
- Use the Security Code to generate your login credentials.
- Select “My Water Account” button at the top of this website.



- Select Sign up now.

Sign In or Sign Up

Username

username

Password

.....

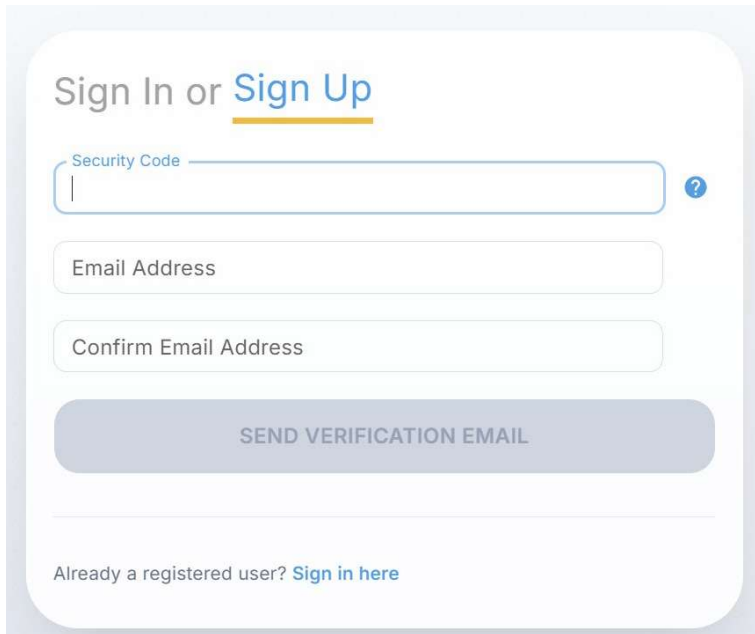
SIGN IN

New user? [Sign up now](#)

[Forgot Password?](#)

[Forgot Username?](#)

- Enter **Security Code** and your personal email address.

A sign-up form with a light blue border and rounded corners. At the top, it says "Sign In or Sign Up" with "Sign Up" in blue and underlined. Below this are three input fields: "Security Code" (with a blue question mark icon to its right), "Email Address", and "Confirm Email Address". A large, rounded, light blue button labeled "SEND VERIFICATION EMAIL" is positioned below the input fields. At the bottom, there is a horizontal line and the text "Already a registered user? [Sign in here](#)".

Sign In or Sign Up

Security Code ?

Email Address

Confirm Email Address

SEND VERIFICATION EMAIL

Already a registered user? [Sign in here](#)

- Continue with setting up your account and contact the Integrity Team if you need further assistance:
 - Phone Number: **281-953-6700** (select option 1)
 - E-mail: customersolutions@integritywaterops.com