

**REO WATER, INC.**  
3067 W. STATE ROAD 66, ROCKPORT, INDIANA 47635  
812-649-4901  
[WWW.REOWATER.COM](http://WWW.REOWATER.COM)

Letter to our Members:

The REO Water Board would like to apologize for the inconvenience experienced and thank our members for their continued patience and understanding as we undertake significant improvements to our water system. These upgrades include the construction of a new water tower with increased capacity, the complete rebuilding of the water treatment plant, and the replacement of many miles of water mains, including new services to homes and businesses.

The new water tower is located of CR 350 W between SR 66 and CR 200 N. This tower will replace the decade-old tower that sits behind the dentist's office in REO. The old tower holds 50,000 gallons and the new tower has a capacity of 200,000 gallons. The new tower is expected to be in service 2/1/2026.

The water treatment plant rebuild includes new controls, pumps, and replacing equipment that has been in service since 1965 and 1995. The upgrades at the plant will be completed 4/30/2026. During the treatment plant upgrade, we had to run with only one plant in service. Now, we have both plants (1&2) up and running, which means we are producing more water than we have in the past. Output at the plant has gone from 150 gpm (gallons per minute) to 260 – 300 gpm. The increased flow out into the mains is causing sediment in the lines to break loose, leading to discoloration in the water in some places.

The distribution system upgrade consists of upgraded mains and services across a wide area. Currently all new mains have been installed, and a crew is pressure testing, chlorinating, and taking samples. There are around 40 more new services to install and around 40 more cut and capping connections to do (connecting new mains to existing mains). Once this is done, they will have a clean-up crew coming in to fix customer yards. All of this work is weather dependent but is projected to be completed by 4/30/2026. Once all projects are completed, we will be doing a system wide flush.

Any rumors that REO Water is contaminated or unsafe are not true. We are maintaining compliance with all drinking water regulations and doing our best to clear lines of sediment

when reported. When you see discoloration in your water, please call the office (812) 649-4901 or call/text the after-hours number (812)686-2328 to let us know.

We know that this project has been frustrating for many members, but we are making major improvements to this system that are overdue and will provide safe drinking water for many years to come. We will do a better job of keeping our members informed of the project progress going forward. We have a monthly board meeting on the second Tuesday of every month at the REO Water office starting at 6: 30 p.m. These meetings are open to the public.

We are still encouraging all our customers to sign up for REACH ALERT. It is free for our customers and is the quickest way to get information out to you. If you still need to sign up, please call the office and we can help you get signed up for it.

Thank you,

The REO Water Board