



ANGELINA & NECHES RIVER AUTHORITY

HOLMWOOD UTILITY
WATER & SEWER
CUSTOMER SERVICE AGREEMENT

ANRA/Holmwood Utility
2901 N. John Redditt Drive
Lufkin, Texas 75904

Phone: (936) 632-7795
Toll Free: 1-800-282-5634
Fax: (936) 632-2564

APPLICANT INFORMATION

Name of Applicant: \_\_\_\_\_

Date of Application: \_\_\_\_\_

Service Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Driver's License No.: \_\_\_\_\_

Billing Address: \_\_\_\_\_

(Must provide legible photocopy of Driver's License)

City, State, Zip Code: \_\_\_\_\_

Please Check Applicable Items:

Type of Service

[ ] Water

[ ] Sewer

Type of Connection

Size of Connection

Applicant Description

[ ] Residential

[ ] 5/8 x 3/4 Residential

[ ] Property Owner

[ ] Restricted Use (2nd residential)

[ ] 1" x 1" Commercial

[ ] Tenant

[ ] Commercial

[ ] Other Specify Size \_\_\_\_\_

I. PURPOSE

The Utility agrees to provide water and sewer service to the Customer and the Customer agrees to purchase and receive water and sewer service from the Utility in accordance with the rules and regulations stated in this agreement and in conjunction with the Utility's approved Rate Order. The District is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices within its service area. Each Customer must sign this agreement before the Utility will begin service. When service to an existing connection has been suspended or terminated for any reason, the Utility will not re-establish service unless it has a signed copy of this agreement and all applicable charges have been paid in full.

II. PLUMBING RESTRICTIONS

A. No direct connection between the Utility's drinking water system and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the Utility's drinking water system by an Air Gap or an appropriate backflow prevention device.

- B. No cross connection between the **Utility's** drinking water system and a private well or water system is permitted.
- C. No connection which allows water to be returned to the **Utility's** drinking water system is permitted.
- D. No pipe or pipe fittings which contain more than 0.25 % lead may be used for installation or repair of plumbing at any connection.
- E. No solder or flux, which contains more than 0.2 % lead, can be used for the installation or repairs of plumbing at any connection.

### III. SERVICE AGREEMENT

- A. The **Utility** will maintain a copy of this agreement as long as the **Customer** and/or the premises is connected to the **Utility**.
- B. The service connection is for the sole use of the **Customer** to provide water and sewer service to one dwelling, business, or property. The **Customer** shall not share, resell, or sub-meter water and sewer service to any other dwelling, business, or property, etc., without the specific written authorization of the **Utility**.
- C. The **Customer** shall allow the **Utility** to locate a connection and the pipe necessary to make the connection on the property of the **Customer** at a point mutually agreed upon by both the **Utility** and the **Customer**.
- D. The **Customer** shall allow the **Utility** access to his/her property for the purpose of inspecting the connection, metering equipment, possible cross connections, and/or possible unacceptable plumbing practices. These inspections shall include, but are not limited to, repairs and maintenance of **Utility** equipment, **Utility** service lines, points of connection, any potential cross connection, and/or potential sources of contamination.
- E. The **Utility** shall notify the **Customer** of any unacceptable plumbing practices in writing. The **Customer** shall immediately correct any unacceptable plumbing practices. The **Customer** may, at his/her expense, properly install, test, and maintain any backflow prevention device required by the **Utility** subject to applicable rules and regulations. Copies of all testing and maintenance records shall be provided to the **Utility**.
- F. The **Customer** shall agree that the restricted use meter is a second connection located on the **Customer's** property, solely for the purpose of watering lawns, gardens, washing of vehicles, and any other outdoor use. The restricted use meter is prohibited for use to supply water to a residence, dwelling, outbuilding, or other structure. The restricted use meter is subject to all limitation and exclusions as stated by the **Utility**.

### IV. ENFORCEMENT

- A. The **Customer** by his/her signature, agrees to the terms and conditions stated in this agreement.
- B. The **Customer** agrees that by failure to comply with the terms and conditions stated in this agreement, that the **Utility**, at its option, may suspend, terminate, or take corrective measures to ensure the **Utility's** drinking water quality.

### V. ACTIVATION OF SERVICE

- A. Activation of an existing water and/or sewer connection shall be done in the most expeditious manner possible. In most cases, activation of an existing water and/or sewer connection will be done within 24 hours after receipt of applicable documents and fees. However, the **Utility** reserves the right to take up to 5 business days after receipt of applicable documents and fees.
- B. Installation of new water and/or sewer connections require coordination with several outside entities. As a result, the **Utility** reserves the right to take a minimum of 10 business days and up to 25 business days for the installation of ALL new water and/or sewer connections.

CUSTOMER SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_