



**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  
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**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: \_\_\_\_\_