



**PRAIRIE GROVE UTILITIES  
WATER & SEWER  
CUSTOMER SERVICE AGREEMENT**

ANRA/Prairie Grove Utilities  
2901 N. John Redditt Drive  
Lufkin, Texas 75904

Phone: (936) 632-7795  
Toll Free: (800) 282-5634  
Email: utilities@anra.org

**APPLICANT INFORMATION**

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

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

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

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

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

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

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

**(Must provide a legible photocopy of a valid Driver's License or State of Texas approved ID)**

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

Please Check Applicable Items:

<u>Type of Connection</u>	<u>Type of Service</u>	<u>Size of Water Connection</u>	<u>Applicant Description</u>
<input type="checkbox"/> Residential	<input type="checkbox"/> Water	<input type="checkbox"/> 5/8 x 3/4 Residential	<input type="checkbox"/> Property Owner
<input type="checkbox"/> Lite Commercial	<input type="checkbox"/> Sewer	<input type="checkbox"/> 1" x 1" Commercial	<input type="checkbox"/> Tenant
<input type="checkbox"/> Heavy Commercial		<input type="checkbox"/> Other, Specify Size _____	

**AGREEMENT**

**I. PURPOSE**

Prairie Grove Utilities (Utility) agrees to provide water service and/or sewer service to the **Customer** and the **Customer** agrees to purchase and receive water service and/or sewer service, collectively referred to as "Utility 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 **Utility** 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(s) is for the sole use of the **Customer** to provide Utility Service to one dwelling, business, or property. The **Customer** shall not share, resell, or sub-meter the Utility 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(s) 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 to be connected to public sewer service provided by the **Utility** once it becomes available.

### 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 Utility Service connection shall be done in the most expeditious manner possible. In most cases, activation of an existing Utility Service 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 Utility Service 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 Utility Service connections.

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

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