



ANGELINA & NECHES RIVER AUTHORITY

CENTRAL HEIGHTS UTILITIES
WATER & SEWER
CUSTOMER SERVICE AGREEMENT

ANRA/Central Heights Utilities
2901 N. John Redditt Drive
Lufkin, Texas 75904

Phone: (936) 632-7795
Toll Free: 1-800-282-5634
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 legible photocopy of Driver's License)

City, State, Zip Code: _____

Please Check Applicable Items:

Type of Service [] Water [] Master Meter [] Sewer (not available at this time)

Table with 3 columns: Type of Connection, Applicant Description, Size of Connection. Includes checkboxes for Residential, Commercial, Multi-Family, Property Owner, Tenant, and various pipe sizes.

I. PURPOSE

The Utility agrees to provide water and sewer (when it becomes available) service to the Customer and the Customer agrees to purchase and receive water and sewer (when it becomes available) service from the Utility in accordance with the rules and regulations stated in this agreement...

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: _____