

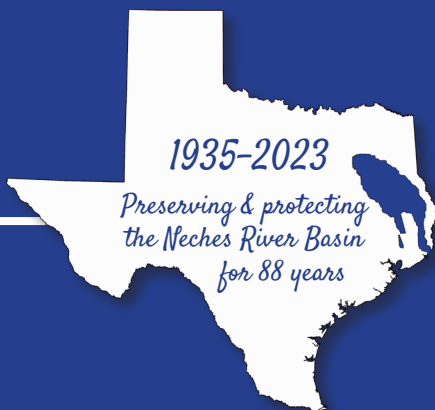
# customer *Welcome* guide



ANGELINA & NECHES RIVER AUTHORITY



*Photo by Jim Clay*



# *Central Heights* Utilities



# A Little Bit About Us

## From the General Manager

Welcome to the Angelina & Neches River Authority's Family of Utilities! Over the past two years, the City of Nacogdoches and the Angelina & Neches River Authority have been working collaboratively toward the transfer of a large portion of the Central Heights Water System to ANRA, which consists of approximately 383 residential and commercial customers. After numerous technical meetings, site visits, engineering evaluations, and an extensive due diligence process, the governing bodies of both entities have formally approved of the transfer and on July 26, 2023, contract documents were signed, finalizing the transfer. The water system will officially transfer to the Authority on September 20, 2023.

The pages in this booklet provide a brief overview of who we are and what we do, our organization's mission and goals, how to pay your water bill, setting up your individual payment portal to make it easier to pay your bill online, and how to sign up for emergency alerts via text notifications. It also provides information on what to expect as we begin to manage and make improvements to the Central Heights system, including rate changes, over the next few years. In the meantime, you can find out more about us on our website at [www.anra.org](http://www.anra.org) and we also invite you to follow us on our official Facebook page at [facebook.com/anratx](https://facebook.com/anratx) and the Central Heights Water Customers Facebook group at [facebook.com/groups/centralheightswater](https://facebook.com/groups/centralheightswater).

Our mission is to provide you with reliable, quality water service and we are looking forward to getting to know all of you. We whole-heartedly welcome you to ANRA's family of utilities. If you have any questions, please contact us at 936-632-7795 or by email at [utilities@anra.org](mailto:utilities@anra.org).



Kelley Holcomb, General Manager  
Angelina & Neches River Authority

## Our History

**1935**

The Authority was originally established as the Sabine-Neches Conservation District (SNCD).

**1949**

The SNCD was divided into the Sabine River Authority (SRA) of Texas and the Neches River Conservation District (NRCD).

**1971**

NRCD remained mostly inactive until Governor Preston Smith appointed nine members to the Board of Directors.

**1972**

The Authority's OSSF Program was established.

**1974**

The Authority's Environmental Laboratory was established.

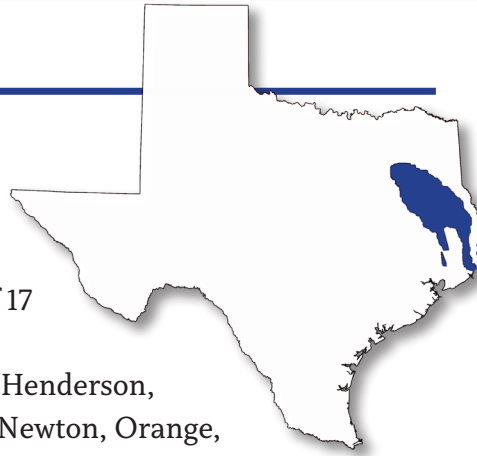
**1977**

NRCD was officially renamed the Angelina and Neches River Authority.

# Our Jurisdiction

The Authority's territorial jurisdiction covers 8,500 square miles and includes all or part of 17 East Texas counties, including:

Anderson, Angelina, Cherokee, Henderson, Houston, Jasper, Nacogdoches, Newton, Orange, Polk, Rusk, Trinity, Sabine, San Augustine, Shelby, Smith, and Van Zandt. This population is estimated to be about 600,000.



# Our Mission

The Authority shall conserve, store, control, preserve, use, and distribute the storm water, floodwater and the water of the rivers and streams of the state in the Neches River Basin for the benefit of the human environment and the natural environment.

# Our Vision

The Authority's vision is to be the leading water resource expert in our jurisdictional territory, by providing solutions to water quality issues, providing wholesale and retail water and sewer services to rural communities, and by educating the citizens within the region with sound conservation practices, while balancing the competing interests and needs for water resources.

# Our Purpose

The Authority is a political subdivision of the State of Texas created by the state legislature under the authority of Article 16, Chapter 59 of the Texas state constitution. It is recognized as an independent governmental agency authorized to construct, maintain, and operate any and all works necessary for the purpose of controlling, storing, and preserving water resources in the 17-county jurisdiction of the Neches River Basin. The Authority does not possess taxing authority, does not receive state or federal funding, and operates all projects and programs through revenue from services provided to the public. The Authority's key functions include water quality monitoring, drinking water and wastewater analysis, on-site sewage facility permitting, management and operations of water and wastewater utilities and compost facilities, water resources development, regional water planning, and conservation.

**1978**

The Authority began preliminary planning for the Mud Creek Reservoir project (later renamed Lake Columbia).

**1991**

The Authority was designated as a Clean Rivers Program Partner under the newly created Clean Rivers Act.

**1996**

The Authority began managing Angelina County Fresh Water Supply District No. 1 and aquired Holmwood Utilities.

**2000**

The construction of the Neches Compost Facility was completed.

**2003**

The Authority completed construction of the North Angelina County Regional Wastewater Facility.

**2022**

The Authority acquired Prairie Grove Utilities.

**2023**

The Authority acquired Central Heights Utilities

# Our Utilities & Operations

## 1. Central Office & Environmental Laboratory

The Authority relocated its headquarters to a newly-built location at 2901 N. John Redditt Drive, in Lufkin, in March of 2019. This necessary move was a sign of the Authority's growth and increased demand for services. The Authority houses 22 of 26 employees out of the Central Office. The Authority's Environmental Laboratory is also located at the Central Office and is NELAP-accredited by the State of Texas (through the TCEQ) to perform chemical and microbiological analyses of surface water, wastewater, and drinking water samples. The laboratory performs approximately 1,000 analyses per month on samples for more than 150 routine clients, which includes, municipalities, industries, state and federal agencies, water districts, and private individuals.

## 2. Lake Columbia

Lake Columbia is a designated water supply reservoir, located mostly within Cherokee County, with the dam located approximately five miles southeast of Jacksonville. The lake will be 14 miles in length, approximately 1.5 miles wide at its widest point, and will cover 10,133 acres of land at normal pool elevation. Lake Columbia is a recommended water supply strategy in the 2021 Regional Water Plan and in the 2022 State Water Plan.

## 3. North Angelina County Regional Wastewater Facility

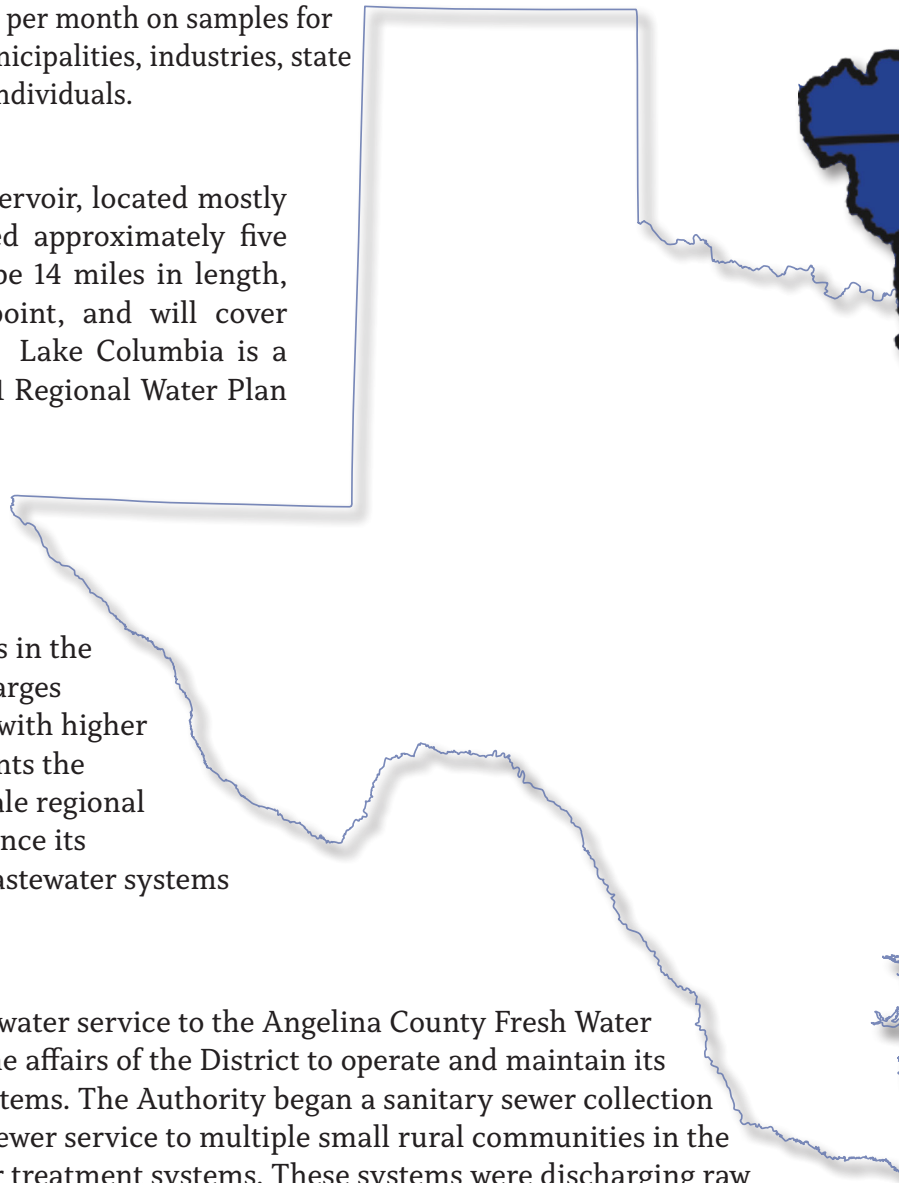
The Authority constructed the North Angelina County Regional Wastewater Facility, which was conceived to address serious water quality issues in the Angelina River, by combining the effluent discharges from three existing facilities into one discharge with higher water quality. This water quality project represents the Authority's initial step toward providing wholesale regional wastewater service in the Neches River Basin. Since its original inception, two additional failed rural wastewater systems have been connected to the facility.

## 4. Redland Wholesale Utilities

Redland Wholesale Utilities provides wholesale water service to the Angelina County Fresh Water Supply District No. 1. The Authority manages the affairs of the District to operate and maintain its water distribution and wastewater collection systems. The Authority began a sanitary sewer collection system expansion project, providing first-time sewer service to multiple small rural communities in the area that were being served by failed wastewater treatment systems. These systems were discharging raw or partially-treated sewage into the nearby Angelina River.

## 5. Neches Compost Facility

The Neches Compost Facility serves as a regional solution to protect the environment by recycling wastewater treatment plant biosolids and wood waste and converting them into compost. Since the facility began operation 23 years ago, it is estimated that 293,285 cubic yards of biosolids and 198,399 cubic yards of wood waste have been kept out of landfills and have instead been recycled into an estimated 132,000 cubic yards of the Authority's beneficial and environmentally-friendly Soil Therapy™ products.





## 6. Central Heights Utilities

The Authority and the City of Nacogdoches collaborated to transfer a large portion of the Central Heights water system, consisting of approximately 383 residential and commercial customers, to the Authority, so that Nacogdoches could focus on infrastructure needs within their city limits. The Authority has planned to make \$4.5 million in improvements to the Central Heights water system to increase water quantity and quality to meet demand for the growing community and bring it into compliance with water quality standards.

## 7. On-Site Sewage Facilities Program

The Authority is the Authorized Agent for the TCEQ to regulate On-Site Sewage Facilities (OSSF) in Angelina County, San Augustine County, and within a 2,000 foot zone around Sam Rayburn Reservoir, which begins at the U. S. Army Corp of Engineers 179-foot elevation line. The Authority permits and licenses new septic systems, conducts license transfers, and investigates septic system complaints within the Authority's OSSF jurisdiction to ensure that state regulations are met for the public health, safety, and general welfare of the human and natural environment.

## 8. Holmwood Utilities

The Authority purchased Holmwood Utilities, a failing, rural water and wastewater system, near Jasper. Since assuming operations of the system, the Authority has restored it to a better state and is currently implementing improvements to further increase water quantity and quality to meet the demand for this growing community and bring it back into compliance with water quality standards.

## 9. Prairie Grove Utilities

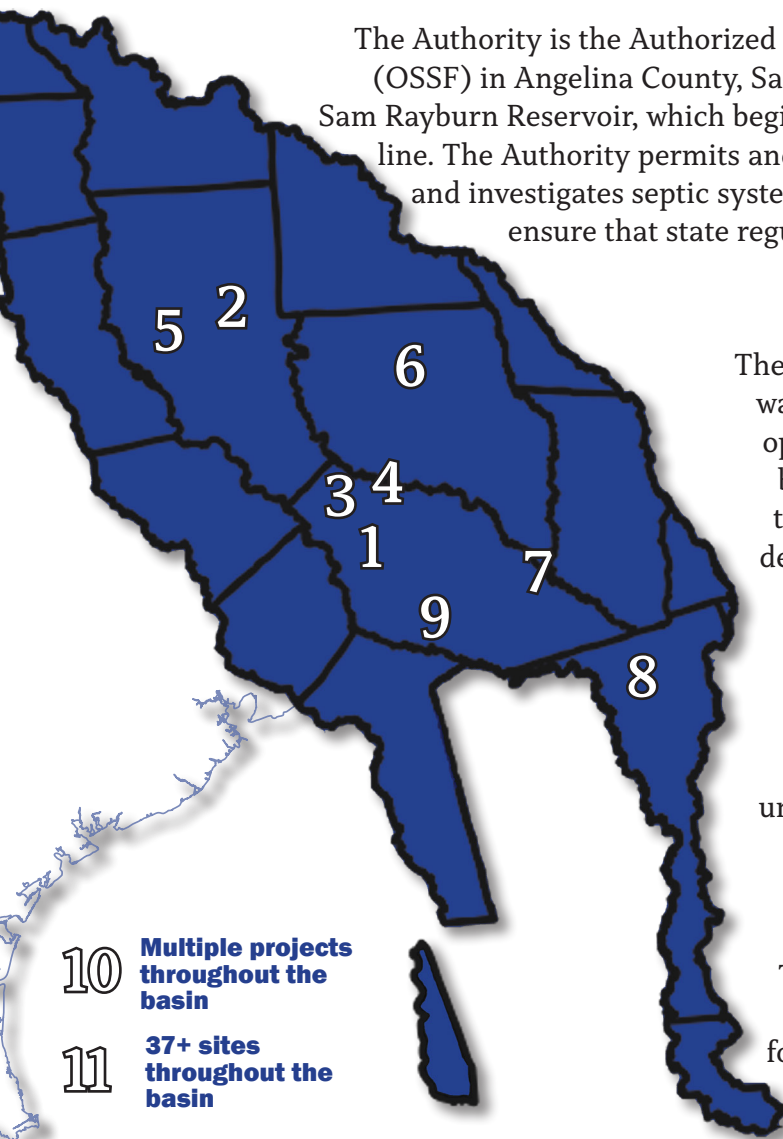
The Authority acquired Prairie Grove Utilities, another failed rural water system near Diboll. The Authority has restored the system to a much better state, with plans underway to further increase water quantity and quality to meet demand for the growing community and bring it back into compliance with water quality standards.

## 10. Clean Water Act Program

The Authority's Clean Water Activities Program is a sister program to the Authority's Clean River's Program, but focuses on smaller timescale projects in sub-watersheds of the basin that are intended to address specific water quality problems identified by the TCEQ and CRP.

## 11. Clean Rivers Program

As a Clean Rivers Program Partner, the Authority is responsible for the quarterly monitoring of 37 sites in the Upper and Middle Neches River Basin, using a watershed management approach to assess, improve, and inform the public about surface water quality, in addition to managing special projects to address water quality issues through data collection and analysis, stakeholder involvement, and community improvement. The Authority also conducts environmental investigations and has an active education and outreach program, centered around water quality monitoring and environmental conservation.



10 Multiple projects throughout the basin

11 37+ sites throughout the basin

# Your Water System - Imp

*The Central Heights Water System is deficient in ground storage capacity, booster pump capacity, pressure tank capacity, and distribution system capacity.*

## Distribution System Improvements

### Water Line Size & Connections

TCEQ regulates the number of connections on water distribution lines by providing a maximum number of connections for various water distribution line sizes. TCEQ also regulates minimum waterline sizes and does not allow new waterlines less than two inches in diameter to be installed in a public water distribution system (does not apply to customer-side service lines). The majority of the water system currently does not contain sufficient capacity to service the number of connections on the respective distribution lines. These undersized water distribution lines must be replaced with larger diameter waterlines to meet TCEQ regulations.

### Minimum Pressure Requirements

TCEQ also requires water systems to be designed to maintain a minimum pressure of 35 PSI at all points within the distribution network at flow rates of at least 1.5 gallons per minute per connection. In a 2021 System Modeling Study, pressures throughout the water system ranged from 0 PSI – 73 PSI, with multiple areas of the system resulting in no water pressure at all. Improvements to water line distribution will ensure that the system meets TCEQ regulations.

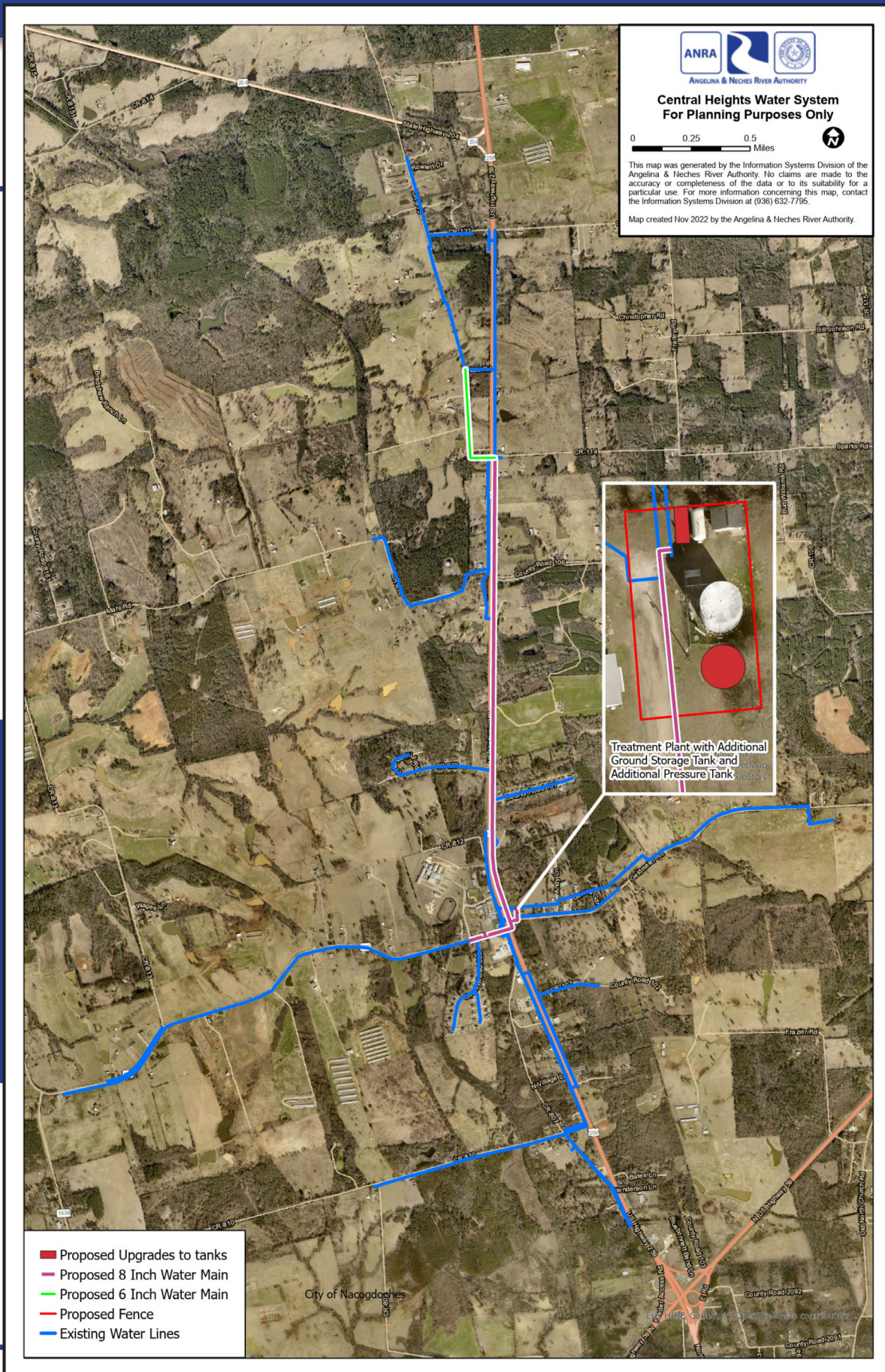
Water Distribution Line	Current Pipe Diameter	# of Connections	Connection Capacity Exceedance
US Hwy 259 – Pump Station to Echo Lane	4"	117	117%
US Hwy 259 - West side across N. Village Lane	1.5"	8	800%
CR 102	2"	9	90%
FM 698	4"	86	86%
FM 698	1.5"	5	500%
Geldmeier Rd – CR 104	2"	37	370%
US Hwy 259 – Pump Station to Grammar Ln	4"	13	13%
US Hwy 259 – Pump Station to Old Henderson Hwy	4"	151	151%
US Hwy 259 – East side across Steve Lilly Rd	1.5"	8	800%
Old Henderson Hwy – CR 915 – South side	1.5"	3	300%
US Hwy 259 – Old Henderson Hwy to Coats Rd	2"	12	120%
US Hwy 259 – West side across Coats Rd	1"	2	200%

The Authority's planned improvements will provide the system with enhanced water distribution and increased water volume, allowing for better pressure and water supply, increased safety, a healthy level of growth, and compliance with TCEQ.

## Additional System Improvements & Safety

The improvements to the distribution system, will exceed TCEQ minimum requirements and bring the system back into compliance, but doing so will also require upgrades to be made to the raw water pump station and the water treatment plant, including installation of transfer pumps, installation of a 95,000-gallon ground storage tank, installation of an 8,000-gallon pressure storage tank, updating electrical and SCADA equipment, and installation of fire hydrants at key locations throughout the system. System improvements will also ensure that Central Heights ISD will have adequate water supply for fire protection.







# Central Heights Utilities

## CENTRAL HEIGHTS SUBDIVISION

City of  
Nacogdoches  
acquires  
Central  
Heights  
Water Supply  
Corporation

SEP

City of  
Nacogdoches  
approaches the  
Authority about  
acquiring the  
Central Heights  
Water System

OCT

The City  
and the  
Authority  
meet with  
engineers  
and  
surveyors

FEB

Senator  
Robert  
Nichols files  
SB 1305,  
related to  
the transfer  
of ownership  
rights of  
the Central  
Heights  
Water System

1962

2000

2010

2022

Central  
Heights  
Water Supply  
Corporation  
forms

City of  
Nacogdoches  
invests \$3.8  
million in  
improvements  
to the Central  
Heights Water  
System

SEP

The City and  
the Authority  
hold technical  
meetings and  
conduct site  
visits to the  
Water System

NOV

Media  
releases  
published  
and a public  
meeting  
is held at  
the Central  
Heights  
campus

APR

The Authority  
applies for  
Texas Water  
Development  
Board funding  
to make  
improvements  
to the Central  
Heights Water  
System



**MAY**

Governor Greg Abbott signs SB 1305 into law

**JUL**

Nacogdoches City Council approves a resolution for the transfer of the Central Heights Water System to the Authority and both entities sign contract documents

**SEP**

City of Nacogdoches sends last bill to customers and the Central Heights Water System is officially transferred to the Authority

**OCT**

Customers receive first bill from the Authority with new rate change

**JAN**

Engineering design and regulatory approval process

Improvement construction project begins

**2023**

**2024**

**2025**

The Authority's Board of Directors approves a resolution for the transfer of the Central Heights Water System to the Authority

**JUN**

The Authority mails welcome packets to all Central Heights Water System customers

**AUG**

The Authority sends notice of rate change to all Central Heights Utilities customers

**SEP**


First bill from the Authority due by November 10<sup>th</sup> (bill reflects new rate change)

**NOV**

The Authority closes on Texas Water Development Board funding for water system improvements


*The history and future of your water*

# Got Questions? We've got



Why is the City of Nacogdoches transferring the water system?

**A.** The City of Nacogdoches took over the operation of Central Heights Water Supply Corporation in 2000, to save the failing water system. Since 2000, over \$3.8 million has been spent on upgrades and repairs in the Central Heights area. The City's Capital Improvement Plan describes needed water system upgrades of more than \$2.9 million, but other critical repairs to lines inside the City continue to take priority. The ability to fund significant water system projects in the Central Heights area is not anticipated in the near future under the City's ownership.




Why is ANRA acquiring the system and can they be trusted?

**A.** The Authority's legislative mission includes planning for and finding solutions to water supply issues within the Neches River Basin. Created in 1935, the Authority has a proven legacy of helping water and sewer systems in need and seeks to expand its presence in the Neches River Basin in order to continue to help other struggling water systems and resolve water quality issues. The Authority owns three other water systems, two of which are retail water utilities. One of those systems is located in Jasper County and the other two are located in Angelina County.



What improvements is ANRA going to make?

**A.** Upon a successful transition, the Authority intends to immediately begin the process of making more than \$4.5 million in system improvements. While it's important to note that preliminary planning has been done, final engineering design has not been completed and the final design aspects are subject to change slightly. Central Heights customers will benefit from infrastructure improvements after the transfer, including increased reliability, improved water pressure, fewer water outages, and fire protection throughout the system.



When will these improvements begin/end?

**A.** The Authority will begin working to secure funding immediately upon official transfer of the water system. We estimate that construction will be completed approximately 18 to 24 months after funding is secured. If everything goes according to plan, construction activities could be completed by the end of 2025. A timeline is provided on the previous pages.



# answers.

**A.** While this information cannot be accurately projected at this time, growth throughout East Texas in general is expected to increase at a healthy, sustainable rate of about 6% per decade, according to the Texas Water Development Board's Regional Water Plan. Due to I-69 development and the integration of Stephen F. Austin State University into the University of Texas System, the Authority is targeting customer growth to reach up to 750 meters, nearly twice the number of current connections, however, it will likely be more than 10 years before this level of growth occurs.

**A.** The Authority must abide by all TCEQ regulations as infrastructure upgrades are made. This will include requiring customers who have historically shared meter boxes to either upgrade to a master meter or have individual water taps installed. The Authority will continue to purchase water from Nacogdoches and there are no anticipated changes expected in the taste of the water, however, infrastructure improvements will improve the reliability of water pressures and availability.

**A.** Depending on water usage, residential customers can expect to see an increase of \$30-\$40 on their monthly bill. The exact amount rates will increase is dependent on the cost of upgrades and ongoing water supply costs. While we understand that rate increases are never desirable, they are necessary to make improvements to the water system. The City of Nacogdoches has indicated that even if they retained the Central Heights Water System and made no improvements, significant rate increases would be necessary to cover increasing cost of the water system.

**A.** The Authority does not have a local office in Nacogdoches at this time, but customers can pay in person at the Authority's Central Office, located at 2901 N. John Redditt Dr., Lufkin Texas, 75904, pay by mail at the address noted above, or pay via a secured payment portal located at [www.anra.org](http://www.anra.org). Customers can expect to receive their first bill from ANRA by the end of October 2023. Bills are issued the last week of each month and payment is always due no later than the 10<sup>th</sup> of each month.

**Will this impact development, property values, & taxes?**



**Can customers expect any other changes?**



**Will my bill increase and if so, by how much?**



**How will customers pay their bill?**



# Your Water Bill

## Understanding Your New Monthly Bill

Your New Individual Account Number

Actual Service Address

Only pay this amount if paying after the 10<sup>th</sup> of the month

A \$5.00 late fee is assessed beginning the 11<sup>th</sup> of each month

Total Amount Due by 10<sup>th</sup> of the Month

Central Heights Utilities  
2901 N John Redditt Drive  
Lufkin, Texas 75904  
(936) 632-7795

712

TYPE OF SERVICE	METER READING		USED	CHARGES
	PRESENT	PREVIOUS		
Water	116222	111000	5,222	62.50
TCEQ User Fee				0.31
Past Due				\$0.00
Total Due				\$62.81***

08/24/2023 123 Main Street

ROUTE	CUSTOMER ACCOUNT	DUE DATE
1	712	9/10/2023

**TOTAL DUE UPON RECEIPT: 62.81**

**PAST DUE AMOUNT: 67.81**

**MAIL THIS STUB WITH YOUR PAYMENT**

Valued Customer  
123 Main Street  
Nacogdoches TX 75965

\*\*\*After Due Date 5.00

Last payment received 8/16/23 for \$73.97

Sign up for Text Notifications by texting CHU to (800)282-5634!

Emergency Contact: 1-877-420-9075

Water Meter Readings and Water Usage

Amount Due from previous month (if not previously paid)

# Your Water Bill

## Understanding a Past Due Notice

Your New Individual Account Number

Central Heights Utilities  
2901 N John Redditt Drive  
Lufkin, Texas 75904  
(936) 632-7795

Actual Service Address

Service Address:  
123 Main Street

ACCT. NO.	LATE FEE	DISCONNECT DATE	TOTAL DUE
712	\$5.00	8/24/2023	\$67.81

**FINAL NOTICE....** A late charge has been added. To avoid the reconnection fee and having your water cut off, you must pay in full before the disconnect date shown above.

The total due as shown includes only your past due amount. If your service is terminated for nonpayment, a reconnection fee will be assessed.

For total account balance, including current charges, please call our office at (936) 632-7795.

Your service will be disconnected if the past due amount has not been paid BEFORE this date.

Amount due from current bill. If not paid by the disconnect date, service will be terminated.

Amount does not include the \$35 reconnect fee, which must be paid to reconnect service, if service was disconnected.

PLEASE RETURN THIS STUB WITH YOUR PAYMENT

Valued Customer  
123 Main Street  
Nacogdoches TX 75965

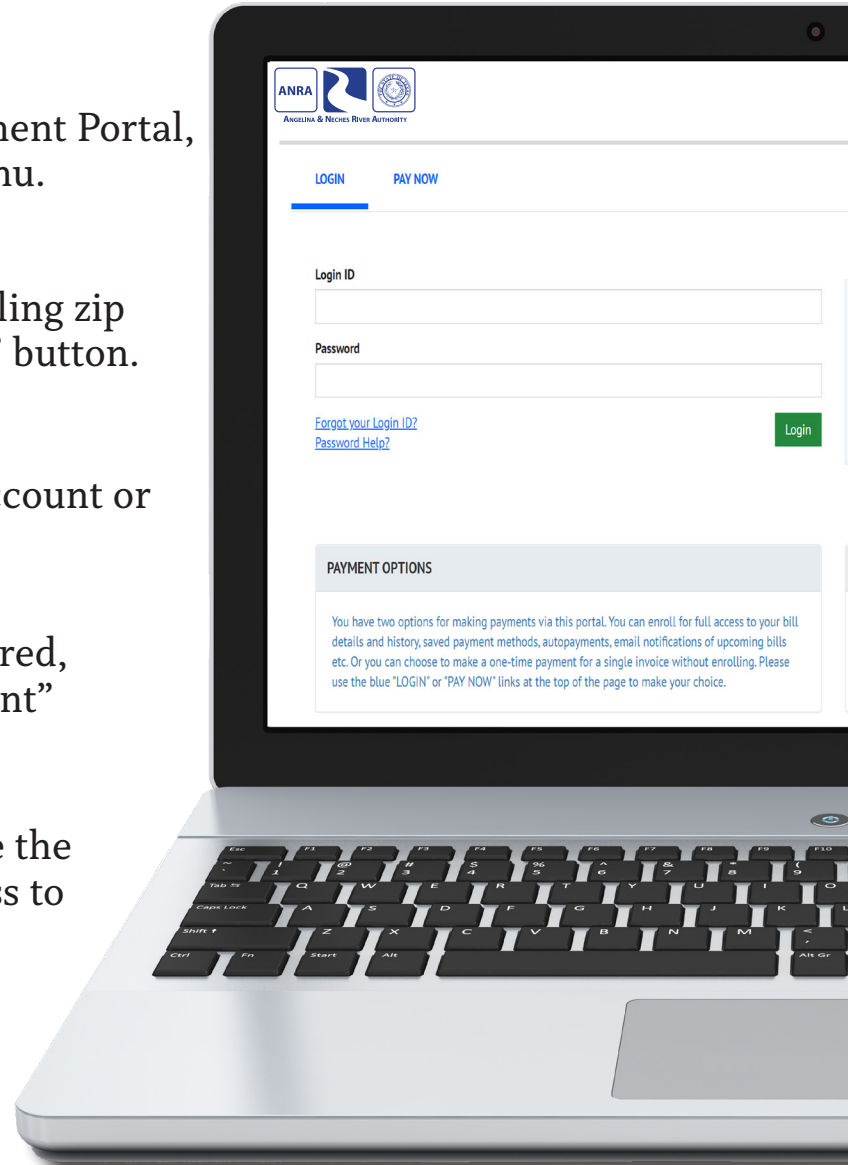
\*Please note that these are only example bills. The dates and amounts are not accurate.\*



# Online Bill Pay: One-time

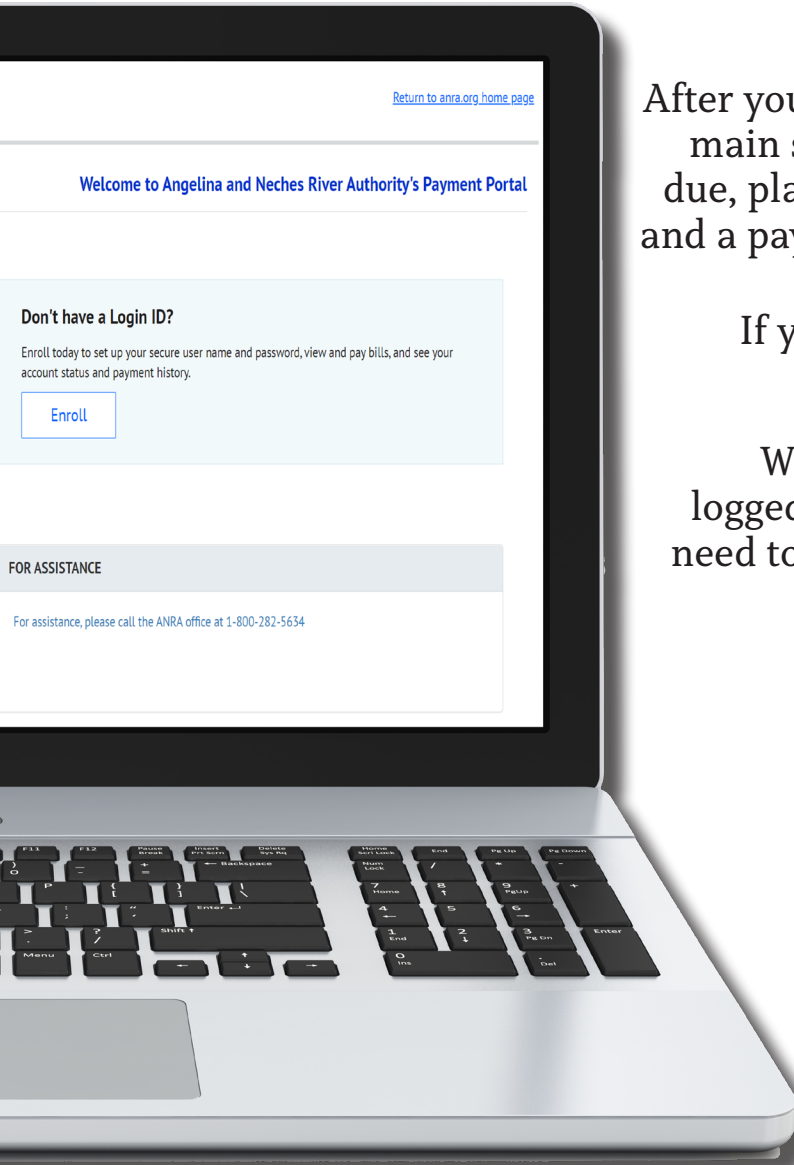
## Making a One-Time Payment Without Logging In:

- 1 On the welcome screen of the Payment Portal, choose “Pay Now” from the top menu.
- 2 Enter your account number and billing zip code and click the green “Pay Now” button.
- 3 Click “Edit” and enter your bank account or credit card information.
- 4 Once your payment method is entered, click the green “Continue to Payment” button.
- 5 Follow the instructions to authorize the payment and enter an email address to receive the receipt.
- 6 Once payment is made, you can enroll and save your payment information for future payments.
- 7 If you choose not to enroll, you’ll need to reenter your payment method information each time you make a payment via the portal.



# Payments

## Making a One-Time Payment While Logged In:



After you've enrolled and are logged in, on the main screen you'll see your current amount due, places to add/choose a payment method and a payment date, and a green "Pay" button.

1

If you have not already added a payment method, do that first.

2

When you add a payment method while logged in, it will be saved so that you do not need to reenter the information each month.

3

Choose a date for the payment to be processed.

4

Select the green "Pay" button.

5

Follow the instructions and agree to the terms and conditions by checking the box.

6

You can edit the payment amount to be more or less than your total due. It isn't recommended, but you can split your payment across multiple payment methods.

7

Click the green "Make Payment" button to complete your payment.

8

To get started, visit [www.anra.org/bill-pay/](http://www.anra.org/bill-pay/)

# Online Bill Pay: Auto Pay

## Step 1 – Auto Pay Settings

Click the “Auto Pay” link on the right hand side of the top menu or the “Add” button in the Auto Pay section of the right hand sidebar.

The screenshot shows the ANRA online bill pay interface. At the top, there are navigation links for Home, Pay My Bills, and Auto Pay. The Auto Pay link is circled in red. Below the navigation bar, the main content area displays account information, including the account number (\*\*\*\*1081), the number of invoices (2), and the amount due (\$132.00). There is a section for Payment Amount (\$132.00), Payment Method (Add A Payment Method), and Pay Date (10/23/2020). A green Pay All button is visible at the bottom. On the right sidebar, there is a MESSAGES section with a View button and an AUTO PAY section with an Add button circled in red.

## Step 2 – Recurring Payment Introduction

Click the green “Create New Recurring Payment” button.

The screenshot shows the ANRA online bill pay interface, specifically the Auto Pay section. The navigation bar at the top includes Home, Pay My Bills, and Auto Pay. The Auto Pay section is titled "Auto Pay" and "Recurring Payment". A green button labeled "Create New Recurring Payment" is circled in red. Below this button, there is a "Recurring Payment Message" section with the following text: "Recurring Payments will begin following the first billing cycle after you have set up the Recurring Payment (which could be up to 30 days). Continue to pay as usual until you receive an email notifying you the Recurring Payments are being processed."



## Step 3 – Payment Information

You must give your recurring payment a name. The name is only for your reference if you need to edit the payment later, so you can call it whatever is meaningful to you.

For example, “My Water Bill Payment” or “Central Heights Auto Pay”.

ANRA  
ANGELINA & NECHES RIVER AUTHORITY

Home Pay My Bills Auto Pay

### Recurring Payment Setup

PAYMENT INFO SCHEDULE PAYMENT METHOD AUTHORIZATIONS

Payment Name  
My Water Bill Payment

Select Account #  
\*\*\*\*1081

**Recurring Payment for Account # \*\*\*\*1081**

Recurring Payments will begin following the first billing cycle after you have set up the Recurring Payment (which could be up to 30 days). Continue to pay as usual until you receive an email notifying you the Recurring Payments are being processed.

Continue

If you have multiple linked accounts, on this screen, you can also choose which account this recurring payment will be applied to.

# Online Bill Pay: Auto Pay

## Step 4 – Schedule and Reminder

Choose when you'd like to schedule your payment (three options) and then enter your Payment Amount. This cannot be changed from the Total Amount Due.

**1**

### On Bill Due Date

10<sup>th</sup> of every month  
(Bills are always due by  
the 10<sup>th</sup> of the month).

**2**

### Upon Bill Receipt

The business day after  
the bills are uploaded  
to the portal.  
(Usually the final week  
of the month).

**3**

### Specific Day of the Month

Choose a specific day  
for your bill to be auto  
paid. (Make sure it's a  
date before the due date  
of the 10<sup>th</sup>).

Decide how long you want your bill to be on Auto Pay. You have three options:

**1**

### Until I Stop the Payment

Payments will continue  
until manually disabled  
or payment fails due to  
card or bank account  
issue. Disable recurring  
payments by returning to  
the Auto Pay page.

**2**

### Number of Payments

Enter a number and the  
system will make that  
many payments and  
then stop.

**3**

### On a Specific Date

Choose a date and Auto  
Pay will remain active  
until that date, but will  
automatically stop after  
the chosen date passes.



## Recurring Payment Setup

✓ PAYMENT INFO

SCHEDULE

PAYMENT METHOD

AUTHORIZATIONS

### When would you like to make your payment?

On Due Date

Upon Bill Receipt

Day of the Month

The payment will be processed on the date identified in the bill as the Due Date.

### Payment Amount

Amount Due

The payment will be processed for the amount due shown on the bill.

### Keep Making This Payment Until

I Stop The Payment

Number of Payments

Specific Date

The Recurring Payment will continue until it is cancelled.

Send me a reminder  days before payment is to be processed.

**Disclaimer:** We recommend you record this payment schedule as a reminder in the event the email is overlooked or not delivered to your email address.

[Go Back](#)

[Continue](#)

Determine if you would like a reminder before the payment will be processed. This doesn't apply if you've chosen to pay upon bill receipt because the system doesn't know about the bill in advance. You will receive a receipt after the payment is made regardless of whether the system is able to send you a pre-notification.

# Online Bill Pay: Auto Pay

## Step 5 – Payment Method

If you have already added/saved a payment method, it will be available in the drop-down menu. If you haven't added a payment method, you will select the option above the drop-down menu labeled "Add" to add a bank or a card account.

ANRA ANGELINA & NICHES RIVER AUTHORITY

Home Pay My Bills Auto Pay

### Recurring Payment Setup

✓ PAYMENT INFO ✓ SCHEDULE **PAYMENT METHOD** AUTHORIZATIONS

Payment Method Add

[Go Back](#) [Continue](#)

Once you have entered your information and checked the "Agree and Add Account" box, click the green "Add" button. Once your payment method is added and chosen, click the green "Continue" button.

### Add A Payment Method

Choose your preferred payment method to pay your bills.

- BANK ACCOUNT
- CREDIT CARD

#### BANK ACCOUNT

Account Type:  Personal  Business

Banking Type:  Checking Account  Savings Account

Give This Account a Nickname:

Name on the Account: HOLMWOOD UTILITIES

Routing Number:

Account #:

Re-enter Account #:

Pay to the Order of:

Routing Number: 123456789 Account Number: 000123456789 1111

Make sure to use your bank account number, not your ATM or Debit card number.

Agree and Add Account

[Add](#)

#### CREDIT CARD

Give This Account a Nickname:

Country: United States City: LUFKIN

Full Name on Card: HOLMWOOD UTILITIES

Street Address: P O BOX 387 State: TX - Texas

Card Number:

Street Address 2 (optional):

Zip Code: 75902

Expiration Date: MM/YY Security Code: (3 or 4 digits)

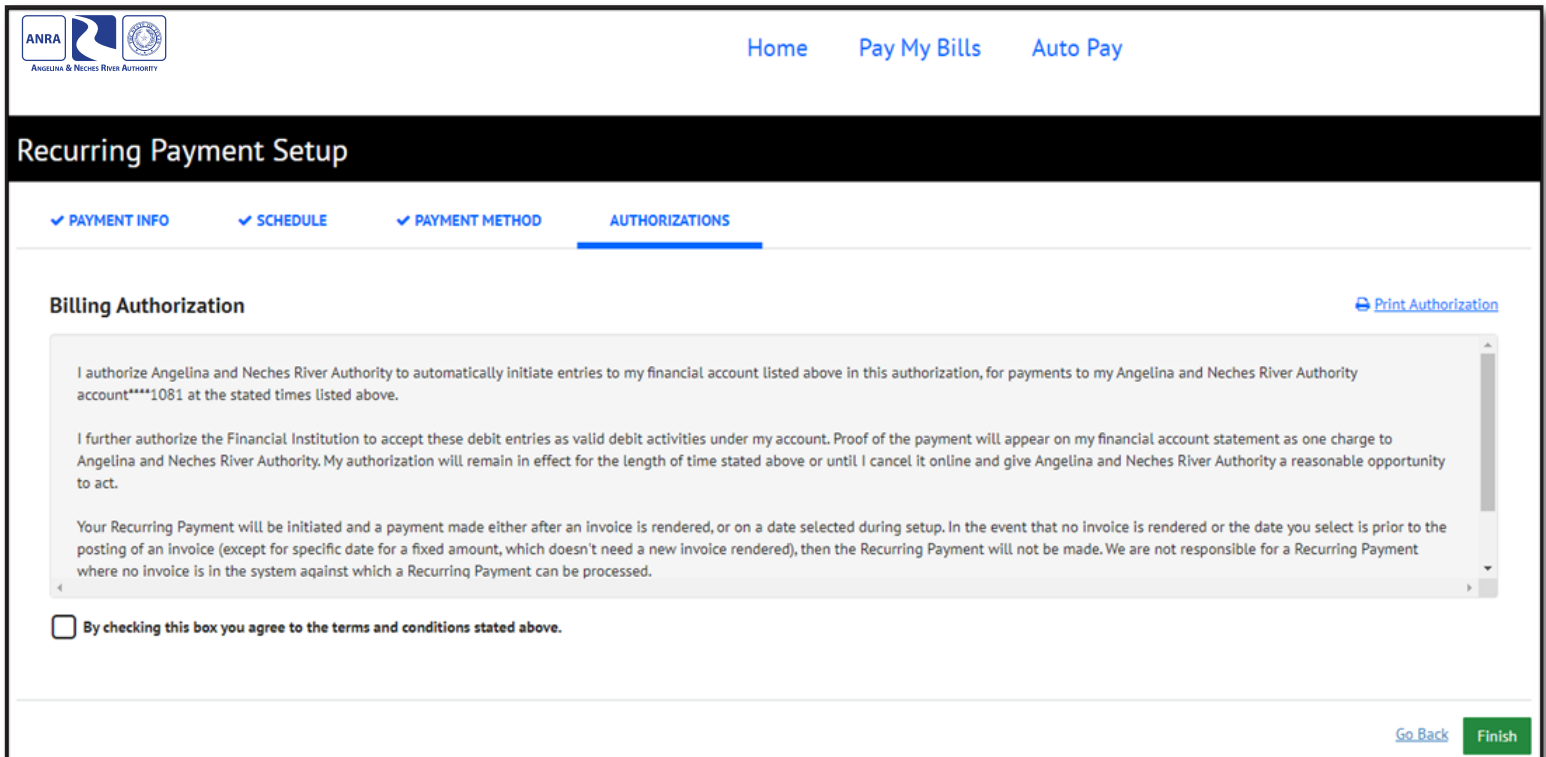
Agree and Add Account

[Add](#)



## Step 6 – Authorization

On this screen you will need to check the box to agree to the terms and conditions to authorize payments to be made on Auto Pay. Then, click the green “Finish” button.



The screenshot shows the 'Recurring Payment Setup' page with the 'AUTHORIZATIONS' tab selected. The page title is 'Billing Authorization' and there is a 'Print Authorization' link. The main content area contains three paragraphs of text regarding authorization and payment terms. At the bottom, there is a checkbox labeled 'By checking this box you agree to the terms and conditions stated above.' and two buttons: 'Go Back' and 'Finish'.

ANRA ANGELINA & NECHES RIVER AUTHORITY

Home Pay My Bills Auto Pay

### Recurring Payment Setup

✓ PAYMENT INFO ✓ SCHEDULE ✓ PAYMENT METHOD **AUTHORIZATIONS**

#### Billing Authorization [Print Authorization](#)

I authorize Angelina and Neches River Authority to automatically initiate entries to my financial account listed above in this authorization, for payments to my Angelina and Neches River Authority account\*\*\*\*1081 at the stated times listed above.

I further authorize the Financial Institution to accept these debit entries as valid debit activities under my account. Proof of the payment will appear on my financial account statement as one charge to Angelina and Neches River Authority. My authorization will remain in effect for the length of time stated above or until I cancel it online and give Angelina and Neches River Authority a reasonable opportunity to act.

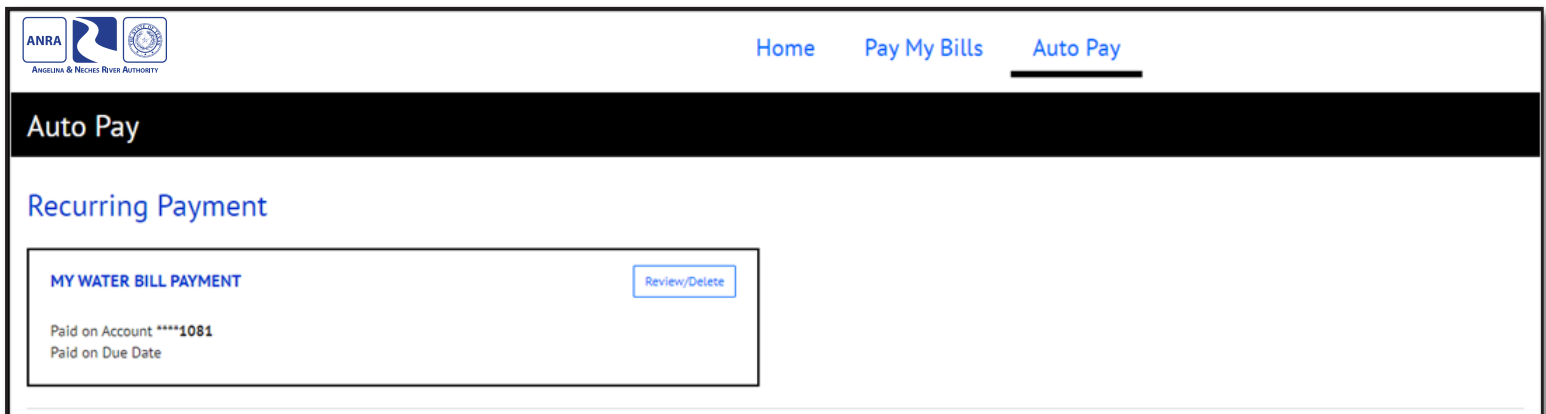
Your Recurring Payment will be initiated and a payment made either after an invoice is rendered, or on a date selected during setup. In the event that no invoice is rendered or the date you select is prior to the posting of an invoice (except for specific date for a fixed amount, which doesn't need a new invoice rendered), then the Recurring Payment will not be made. We are not responsible for a Recurring Payment where no invoice is in the system against which a Recurring Payment can be processed.

By checking this box you agree to the terms and conditions stated above.

[Go Back](#) [Finish](#)

## Step 7 – Verification

It should then take you back to the main Auto Pay page, where you can review or delete your recurring payment information.



The screenshot shows the 'Auto Pay' page with the 'Recurring Payment' section. It displays a box for 'MY WATER BILL PAYMENT' with a 'Review/Delete' button. Below the box, it shows 'Paid on Account \*\*\*\*1081' and 'Paid on Due Date'.

ANRA ANGELINA & NECHES RIVER AUTHORITY

Home Pay My Bills **Auto Pay**

### Auto Pay

#### Recurring Payment

**MY WATER BILL PAYMENT** [Review/Delete](#)

Paid on Account \*\*\*\*1081  
Paid on Due Date

*Congratulations! You're all done!*

# Connect With Us!

## How to Sign Up for Text Notifications

**1** Text "CHU" to  
(800) 282-5634

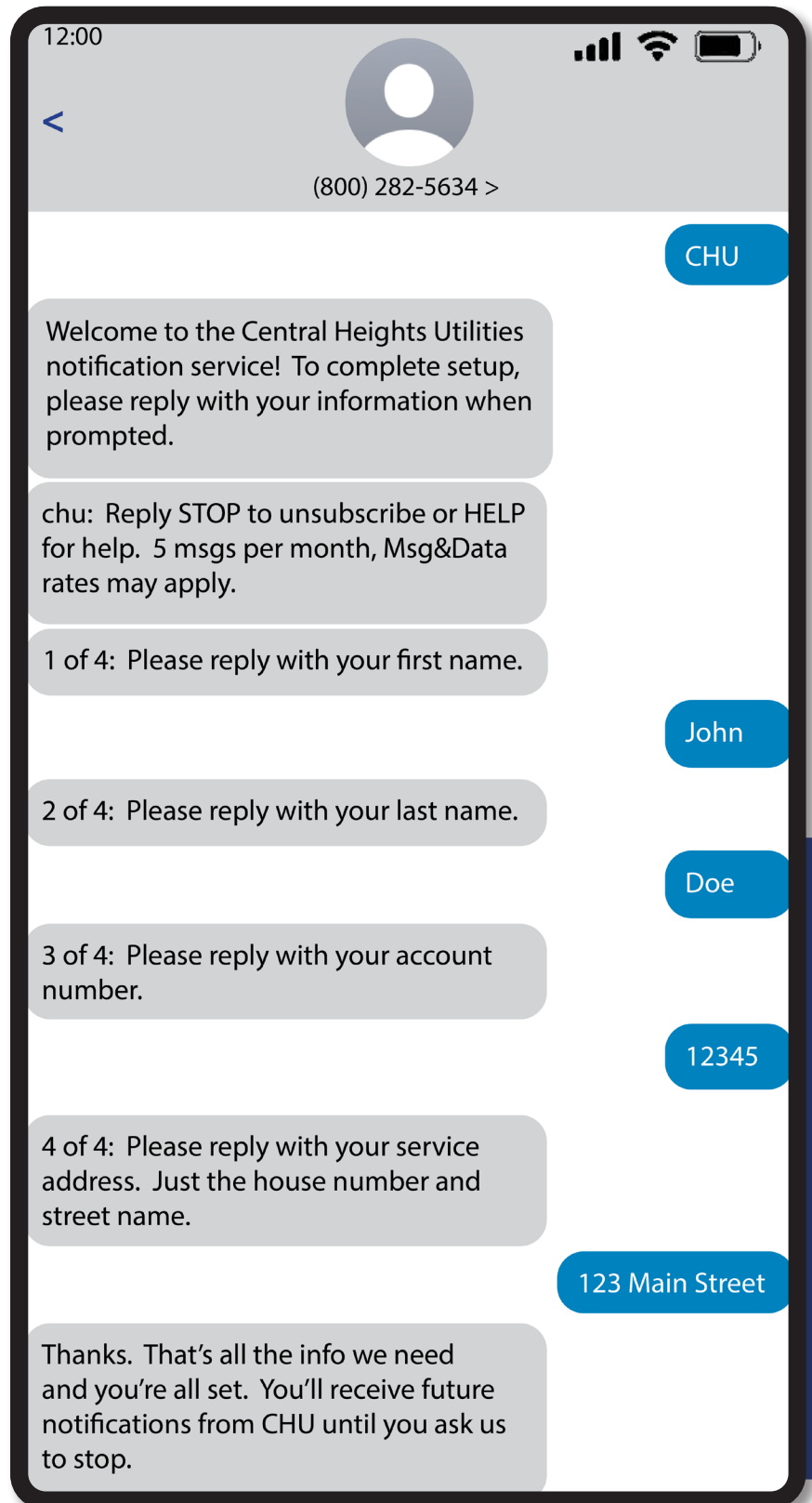
**2** Reply to the  
prompt with  
your first name

**3** Reply to the  
prompt with  
your last name

**4** Reply to the  
prompt with  
your account  
number

**5** Reply to the  
prompt with  
your service  
address

**6** Congrats!  
You're all set!



## Text Notification FAQs

### **What type of notifications will I receive?**

Notifications are sent for scheduled construction and maintenance activities, boil water notices, and weather-related emergency operations. No information regarding your bill is sent via the Text Notification System.

### **How often will I receive notifications?**

This varies, but we only send notifications when necessary. For instance, if an ongoing event, such as a boil water advisory occurs, customers may receive multiple texts a day, but then, may not receive a text for several months.

### **Can I text a question or comment to the Authority?**

The Text Notification System is used for outgoing messages to customers. Customers can reach Authority employees directly by email or phone.

### **Will I be charged for this service?**

The Authority does not charge for this service, however, your phone carrier may charge for messages and data, depending on your phone plan.

### **How do I stop receiving notifications?**

You can unsubscribe at any time by texting STOP to (800) 282-5634.

## Additional Ways to Connect with Us



2901 N. John Redditt Dr.  
Lufkin, Texas, 75904



[info@anra.org](mailto:info@anra.org)



936-632-7795



877-420-9075  
(Emergency after hours number)



[anratx](https://www.facebook.com/anratx)  
[centralheightswater](https://www.facebook.com/centralheightswater)



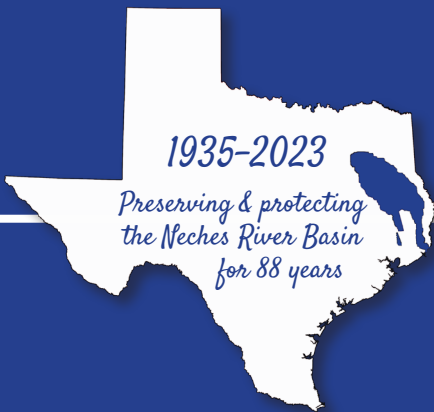
[www.anra.org](http://www.anra.org)





ANGELINA & NECHES RIVER AUTHORITY

2901 N. John Redditt Dr.  
Lufkin, Texas 75904



# Central Heights

Utilities