



**Prairie Grove Utilities
Residential Fact Sheet
Effective Date: September 1, 2023**

Fee Schedule

| Water Rates & Tap Fees | 5/8"x3/4" Meter | 1" Meter |
|-----------------------------------|------------------------|-----------------|
| Base Rate (includes zero gallons) | \$ 60.00 | \$ 150.00 |
| Water Rate per 1,000 Gallons | | |
| 1 to 10,000 gallons | \$ 3.25 | \$ 3.25 |
| 10,001 to 20,000 gallons | \$ 3.75 | \$ 3.75 |
| 20,001 gallons & up | \$ 4.00 | \$ 4.00 |
| Water Tap Fee ¹ | \$ 900.00 | \$ 1,10.00 |

Water tap fees for meters over 1" will be by separate order or agreement.

| Sewer Rates & Tap Fees | 5/8"x3/4" Meter | 1" Meter |
|-----------------------------------|------------------------|-----------------|
| Sewer Rate ² | N/A | N/A |
| Sewer Tap Fee ² | N/A | N/A |

| Miscellaneous Fees | 5/8"x3/4" Meter | 1" Meter |
|------------------------------------|------------------------|-----------------|
| Deposit | \$ 80.00 | \$ 100.00 |
| Transfer Fee | \$ 25.00 | \$ 25.00 |
| Late Fee | \$ 5.00 | \$ 5.00 |
| NSF Fee | \$ 25.00 | \$ 25.00 |
| Reconnect Fee | \$ 30.00 | \$ 30.00 |
| Vacation Fee | \$ 30.00 | \$ 30.00 |
| Meter Replacement Fee ³ | \$ 50.00 | \$ 50.00 |
| Tampering Fee ⁴ | \$ 50.00 | \$ 50.00 |
| Damage Reimbursement Fee | Cost plus 10% | Cost plus 10% |
| Miscellaneous Service | Cost plus 10% | Cost plus 10% |

Fee Schedule Notes:

1. Additional costs may apply for additional services required for tap installations (i.e. road bore, line extension, etc.).
2. Public sewer service is currently unavailable within this service area. Sewer rates and fees will be established once public sewer service becomes available.
3. Meter replacement fee is charged only when a meter is pulled for nonpayment.
4. Tampering fee is assessed when a meter has been locked out and the lock removed by unauthorized personnel.

New Customer / New Residence

Customer must complete a Customer Service Agreement application. Customer must have a Customer Service Inspection Certificate for the residence in which the application is being

made. The Customer Service Inspection Certificate must be completed and signed by a certified Plumbing Inspector or certified Customer Service Inspector, licensed by the State of Texas (a licensed plumber is not authorized by the State of Texas to complete this form). The completed Customer Service Inspection Certificate must be filed with Prairie Grove Utilities prior to receiving continuous water service. This applies to all new connections.

After all tap fees and customer deposits have been received by Prairie Grove Utilities at the address shown below, a work order will be generated for the completion of water and sewer taps. Water and sewer taps can only be made by Prairie Grove Utilities and/or its authorized sub-contractors. Under normal circumstances, the Customer should allow 5 working days for completion of water and sewer taps.

Water and sewer taps will consist of labor and materials required to place said taps at a location on the customers side of the established utility easement. It is the responsibility of the customer to make the necessary connection (labor and materials) from the residence, to the location of water and sewer taps on the customer side of the established utility easement.

New Customer / Existing Residence

New customer must complete a Customer Service Agreement application. The Customer Service Agreement, deposits, and transfer fees must be received by Prairie Grove Utilities at the address shown below within 5 days prior to transfer of property or change in tenants.

In most cases, final readings, account close-outs, and new accounts can be made without interruption of water and sewer service. Prairie Grove Utilities reserves the right to terminate said services during and after any transfer of ownership and/or change in tenants.

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.

Contact Information

Angelina & Neches River Authority
Prairie Grove Utilities
2901 N John Redditt Dr
Lufkin, Texas 75904

Phone: (800) 282-5634 (Toll Free)
Main: (936) 632-7795
Website: www.anra.org/pgu
Email: utilities@anra.org