



ANGELINA & NECHES RIVER AUTHORITY

Central Heights Utilities
Utility Transfer - Frequently Asked Questions

Water Bills

Q. When will I receive my last bill from the City of Nacogdoches?

A. *You should receive your last bill from the City of Nacogdoches at the end of September. Please make sure that you pay the City of Nacogdoches and not ANRA for this bill.*

Q. When will I receive my first bill from ANRA?

A. *You will receive your first bill from ANRA in late October. The bill will be for water consumed from September 20th to October 20th.*

Q. When will my first bill to ANRA be due?

A. *The first bill made payable to ANRA will be due November 1st. Late fees will be assessed if the bill is not paid by November 10th.*

Account Number

Q. When will I receive my new account number?

A. *Your new account number will be printed on your first bill from ANRA, which will be mailed in October.*

Deposits & Credits with the City of Nacogdoches

Q. Will the deposit I paid to the City of Nacogdoches be transferred to ANRA?

A. *No. You will need to contact the City of Nacogdoches to receive a refund on your deposit.*

Q. If I have a credit through the City of Nacogdoches, will it be transferred to ANRA?

A. *No. You will need to contact the City of Nacogdoches to receive a refund on your credit.*

Customer Service Agreement Application & Deposit to ANRA

Q. Do I have to fill out a Customer Service Agreement Application and where do I get one?

A. *Yes, all Central Heights customers must fill out, sign, and return a Customer Service Agreement Application for ANRA's records. Applications are scheduled to be mailed on September 27th or customers can download the application from www.anra.org/CHU.*

Q. When is the Customer Service Agreement Application due and how do I submit it?

A. *The signed application is due no later than November 1st. Applications can be submitted in-person or can be mailed to 2901 N John Redditt Drive, Lufkin, Texas, 75904 or via email at utilities@anra.org.*

Q. Do I have to pay a deposit to ANRA?

A. *Yes, all customers must pay a deposit to ANRA. Deposit amounts are based on customer meter size and class rate and are listed in the customer fact sheet that sent to customers on September 13th.*

Q. When is the deposit due and how do I submit payment?

A. *The deposit is due by November 1st. Deposits can be paid via check in-person or via mail at 2901 N John Redditt Drive, Lufkin, Texas, 75904. The deposit should be submitted with the application.*

Meter Size & Class Rate

Q. What is my meter size and class rate?

A. *The majority of meters (around 90%), serve a single residential structure and qualify as "Residential." Within that 90%, the majority are a 5/8" or 3/4" meter. Individualized letters with more information will be sent to customers, based on their meter size on September 27th. The two other class rates are "Lite Commercial and Multi-Family" and "Heavy Commercial."*

Online Bill Pay & Text Notification Services

Q. When can I sign up for online bill pay and the text notification service?

A. *Our online bill pay service is contracted through a third-party vendor and we are diligently working with them so that online bill service is available by the first billing cycle. Our goal is that by the time that you receive your first bill with your new account number on it, you will be able to sign up for these services. You will receive your first bill in October.*

Communication

Q. What is the best way to communicate with ANRA?

A. *There are several options:*

Non-Emergency: Monday – Friday from 8:00 a.m. – 5:00 p.m.

- Phone: 936-632-7795
- Toll Free: 800-282-5634
- Email: utilities@anra.org
- Facebook: Central Heights Water Customers

Please understand that while ANRA's Facebook pages are regularly monitored, response times may be delayed during overnight and weekend hours.

Emergency Call-Out: Hours other than regular business hours

- Phone: (877) 420-9075

Please use the emergency call-out number only if there is an emergency and do not use any of the communication methods listed under "non-emergency."