



**RESIDENTIAL SERVICE FACT SHEET**  
Effective July 9, 2013

**In District Route 1 (Original District)**

<u>Water Rates &amp; Water Tap Fee</u>	<u>5/8"x3/4" Meter</u>	<u>1" Meter</u>
Base (includes 3,000 gallons)	\$ 29.83	\$ 32.83
Per 1,000 Gallon		
3,001 to 10,000 gallons	\$ 2.57	\$ 2.57
10,001 gallons & up	\$ 3.07	\$ 3.07
Water Tap Fee <sup>1</sup>	\$ 525.00	\$ 698.00

\*Water Tap Fee (over 1" meter): By separate order or agreement

**Sewer Rates & Sewer Tap Fee**

Flat Rate	\$ 48.42	\$ 48.42
Sewer Tap Fee	District's cost plus 10%	District's cost plus 10%

**In District Route 2 (Redland Estates)**

**Water Rates & Water Tap Fee**

Water service is provided by Redland Water Supply Corporation.

**Sewer Rates & Sewer Tap Fee**

	<u>5/8"x3/4" Meter</u>	<u>1" Meter</u>
Flat Rate	\$ 32.50	\$ 32.50
Sewer Tap Fee	District's cost plus 10%	District's cost plus 10%

\*New sewer taps are prohibited at Redland Estates until further notice.

**In District Miscellaneous Fees**

Deposit <sup>2</sup>	\$ 80.00
Transfer Fee	\$ 20.00
Late Fee	\$ 3.00
NSF Fee	\$ 25.00
Vacation Fee	\$ 25.00
Meter Replacement Fee <sup>3</sup>	\$ 80.00
Route 1 (Original District) Disconnect/Reconnect Fee	\$ 25.00
Route 2 (Redland Estates) Disconnect/Reconnect Fee	\$ 40.00
Miscellaneous Service:	District's cost plus 10%

Notes:

- 1) Additional costs may apply.
- 2) Some service addresses may require an additional security deposit, as approved by the Board of Supervisors.
- 3) Meter replacement fee is charged only when meter is pulled for nonpayment. Not applicable to Route 2.

### **Out-of-District Route 1 (Original District)**

<u>Water Rates &amp; Water Tap Fee</u>	<u>5/8"x3/4" Meter</u>	<u>1" Meter</u>
Base (includes 3,000 gallons)	\$ 44.75	\$ 49.25
Per 1,000 Gallon		
3,001 to 10,000 gallons	\$ 2.57	\$ 2.57
10,001 gallons & up	\$ 3.07	\$ 3.07
 Water Tap Fee <sup>1</sup>	 \$ 788.00	 \$ 1,047.00
 <u>Sewer Rates &amp; Sewer Tap Fee</u>		
Flat Rate	\$ 72.63	\$ 72.63
Sewer Tap Fee	District's cost plus 25%	District's cost plus 25%

### **Out-of-District Route 2 (Redland Estates)**

#### Water Rates & Water Tap Fee

Water service is provided by Redland Water Supply Corporation.

#### Sewer Rates & Sewer Tap Fee

Not applicable at this time.

New sewer taps are prohibited at Redland Estates until further notice.

### **Out-of-District Miscellaneous Fees**

Deposit <sup>2</sup>	\$ 100.00	
Transfer Fee	\$ 25.00	
Late Fee	\$ 3.00	
NSF Fee	\$ 25.00	
Vacation Fee		\$ 100.00
Meter Replacement Fee <sup>3</sup>	\$ 100.00	
Route 1 (Original District) Disconnect/Reconnect Fee	\$ 100.00	
Route 2 (Redland Estates) Disconnect/Reconnect Fee	\$ 40.00	
Miscellaneous Service:	District's cost plus 10%	

#### Notes:

- 1) Additional costs may apply.
- 2) Some service addresses may require an additional security deposit, as approved by the Board of Supervisors.
- 3) Meter replacement fee is charged only when meter is pulled for nonpayment. Not applicable to Route 2.

## **New Customer/New Residence**

Customer must complete a Customer Service Application and provide a copy of their driver's license. Contractor must have a Customer Service Inspection Certificate completed and signed by the Licensed Plumber who installed plumbing components for the residence in which the application is being made. The Customer Service Inspection Certificate must be completed and filed with the District prior to providing continuous water service to new construction. This applies to all new connections.

All District taxes must have been paid on the property for which water and sewer service has been requested. In the event taxes are due and owing on the property for which water and sewer service has been requested, water and sewer service shall not be provided until such time as the taxes which are due and owing, including penalty and interest, if any, are paid.

The following documents should be submitted when applying for a new utility connection: (a) Three (3) legible prints of the Site Drawing and Utility Layout for the proposed facility; and (b) metes and bounds description and a recorded Plat of the tract receiving service.

After all applications, certifications, tap fees and customer deposits have been received at the ANRA, the District's Manager, business office in Lufkin, Texas, a work order will be generated for the completion of water and sewer taps. Water and sewer taps can only be made by the District and/or the District's Manager.

Water and sewer taps will consist of labor and materials required to place said taps at a location on the customer's 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**

Customer must complete a Customer Service Application and provide a copy of their driver's license. A customer service inspection certification must be completed and filed with the District prior to providing continuous water service on any existing service when the District has reason to believe that cross-connections or other unacceptable plumbing practices exist, or after any material improvement, correction or addition to the consumer's private plumbing facilities.

All District taxes must have been paid on the property for which water and sewer service has been requested. In the event taxes are due and owing on the property for which water and sewer service has been requested, water and sewer service shall not be provided until such time as the taxes which are due and owing, including penalty and interest, if any, are paid.

The Customer Service Application, deposits, and transfer fees must be received at ANRA's business office in Lufkin, Texas 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. The District 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 requires 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.

## **District's Contact Information**

Angelina County FWSD #1  
P.O. Box 821  
Lufkin, Texas 75902-0821

## **District's Manager Contact Information**

Angelina & Neches River Authority  
P.O. Box 387  
Lufkin, Texas 75902

Physical Address: 210 E. Lufkin Avenue, Lufkin, Texas

Main: (936) 632-7795  
Toll Free: (800) 282-5634  
Fax: (936) 632-2564