



**WATER & SEWER
CUSTOMER SERVICE AGREEMENT**
www.acfwater.org

Angelina County Fresh Water Supply District No. 1
2901 N. John Redditt Drive
Lufkin, Texas 75904

Phone: 936- 632-7795
Toll Free: 800-282-5634
Fax: 936-632-2564

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

Sewer

Type of Connection

Size of Connection

Applicant Description

Residential

5/8 x 3/4 Residential

Property Owner

Multi Family

1" x 1" Commercial

Tenant

Commercial

Other Specify Size _____

I. PURPOSE

The **District** agrees to provide water and sewer service to the **Customer** and the **Customer** agrees to purchase and receive water and sewer service from the **District** in accordance with the rules and regulations stated in this agreement and in conjunction with the **District's** approved **Rate Order**. The **District** is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices within its service area. Each **Customer** must sign this agreement before the **District** will begin providing service. When service to an existing connection has been suspended or terminated for any reason, the **District** will not re-establish service unless it has a signed copy of this agreement and all applicable charges have been paid in full as outlined in the **Rate Order**.

II. PLUMBING RESTRICTIONS

A. No direct connection between the **District's** drinking water system and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the **District's** drinking water system by an Air Gap or an appropriate backflow prevention device.

- B. No cross connection between the **District's** drinking water system and a private well or water system is permitted.
- C. No connection which allows water to be returned to the **District's** drinking water system is permitted.
- D. No pipe or pipe fittings, which contains 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 **District** will maintain a copy of this agreement as long as the **Customer** and/or the premises is connected to the **District**.
- 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 **District**.
- C. The **Customer** shall allow the **District** to locate a connection and the pipe necessary to make the connection on the property of the **Customer** at a point mutual agreed upon by both the **District** and the **Customer**.
- D. The **Customer** shall allow the **District** 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 **District** equipment, **District** service lines, points of connection, any potential cross connection, and/or potential sources of contamination.
- E. The **District** 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 **District** subject to applicable rules and regulations. Copies of all testing and maintenance records shall be provided to the **District**.

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 **District**, at its option, may suspend, terminate, or take corrective measures to ensure the **District'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 **District** 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 **District** 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: _____