



Angelina Water Supply Corporation

5978 FM 841, Lufkin, TX 75901
936-824-2865

Customer Information Sheet

By signing below, I acknowledge that I have read and understand the following customer information from Angelina Water Supply Corporation (AWSC).

- **Office hours:** Mon – Fri, 8:00am – 3:00pm. Please contact the office at 936-824-2865, to report a water leak or other emergency. Answering machine will have afterhours emergency contact information available.
- **Payments:** Due by the 10th of each month. No cash, all other forms of payment are accepted in the office; an afterhours drop box is available. Payments can also be made online at www.angelinawater.com or by calling the **Pay by Phone: 1-844-882-3394**. Automatic drafts can be setup online or in the office.
- **Member Fees:** A minimum monthly charge will accrue whether or not water is used. The \$100 membership fee is the only part of the meter installation that is refundable and will be applied to the balance or mailed out after the discontinuance of service.
- **Late Fees:** A \$10 late fee will be applied to all bills paid after the 10th. Past due accounts are subject to disconnect. \$50 reconnect fee plus payment of account is required before service will be reconnected. Returned checks/drafts accrue a \$25 fee.
- **Inspection:** Member shall be responsible for and allow inspection by AWSC licensed operator to ensure compliance with all utility, local and state codes, requirements, and regulations concerning on-site service and plumbing facilities. The member shall provide access to the meter at times for the purpose of reading, installing, checking, repairing or replacing the meter. The member shall provide a key to AWSC for locked gates.
- **Requirements:** The use of pipe fittings that contain more than 0.25% lead or solder and flux that contain more than 0.2% lead are prohibited for any plumbing installation or repair. Customer service pipelines shall be a minimum of SDR-26 PVC pipe. All pipes to convey sewer from its source must be SDR-35 or equivalent 4" diameter pipe. A double clean out is required at the property line and recommended at the house.
- **Ownership:** AWSC's ownership and maintenance responsibility of water and metering equipment shall end at the meter; the landowner is responsible from the meter to the house.
- **Use:** The meter and/or waste water connection is for the sole use of the Member or customer and is to provide service for only one resident or one business. A residence owned by a business must have a separate service. Extension of pipe(s) to transfer utility service from on property to another is **prohibited**.

Printed Name

Signature

Date