

Attached is the **Commercial Service Agreement** New Braunfels Utilities (NBU) requires in order to set a **fire hydrant meter**. As per the attachment "Documentation Requirements for Commercial Customers," along with the application, you are required to provide the information as stated according to your type of business. This information will be required only with the first application your business submits, as we will keep it on file. If changes occur within your company, please provide us with updated documentation.

On the application, provide the address of the fire hydrant and/or designate the location of the hydrant. Also, mark/flag the fire hydrant in the field to identify it for NBU Water Crews. Please provide a contact name and phone number on the application should there be any questions about the hydrant location.

Review the "Fire Hydrant Meter Acknowledgement" form as a signature is required to indicate the customer understands the conditions under which NBU will set the meter.

The following fees are required at the time of applying for service:

Deposit	\$300.00
Set Meter	\$100.00
Total	\$400.00

Deliver or mail the agreement, documentation requirements, and fees to the NBU Service Center at **355 FM 306, New Braunfels, Texas 78130** to the attention of New Construction. Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Your completed application packet may also be emailed to newconstruction@nbutexas.com or faxed to **830.608.8998**.

If you wish, payment by credit card may be processed over the phone.

Upon receipt of fees, completed application, appropriate documentation, and the signed fire hydrant meter acknowledgement form, an order will be released to the Water Operations Department within two (2) business days to schedule for the meter installation. A New Construction Technician will provide you with an approximate timeline for the meter to be set. You may contact the Water Operations Administrative Assistant at **830.608.8831** on the next business day to inquire about the status of your project.

If you have any questions, please feel free to contact New Construction staff at 830.608.8992, 830.608.8919, or newconstruction@nbutexas.com.

Attachments

- Commercial Service Agreement, Terms and Conditions
- Documentation Requirements for Commercial Customers
- Fire Hydrant Meter Acknowledgement

Additional Resources

- Water Systems Connection Policy, nbutexas.com/Commercial
- Customer Service Inspection (CSI), nbutexas.com/backflow

NAME

Requested Start Date _____

Name of Business _____

Service Address _____ Apt/Unit _____ City _____ State _____ Zip _____

County _____ Type of Business (Be Specific) _____

Subdivision _____ Sq. Ft. _____ Lot _____ Block _____

Mailing Address _____ City _____ State _____ Zip _____

Business Phone # _____ Tax Identification/Social Security # _____ **Tax Exempt** Yes (Include Tax Exempt Certificate) No

Type of Entity Sole Proprietorship DBA _____ Partnership
 Corporation Government Entity Non-Profit Other

Tenant Owner Security Light Yes No

Officer/CEO/Owner Information

President/CEO/Owner _____ Controller Access (If Applicable) _____

Authorized Agent's Name _____ Title _____

Authorized Agent's Email Address: _____

Agent's Contact Phone # _____ Drivers License # _____ Issuing State _____

Local Contact Name and Title _____ Local Contact Phone # _____

Local Contact Email Address _____

SIGNATURE AND IDENTIFICATION INFORMATION OF AUTHORIZED AGENT REQUIRED. Must be signed by the authorized agent of the business entity. Applicant/Representative shall provide Driver's License, title in the business organization, and copy of Tax Identification number if applicable. Verification of each may be required. The undersigned, being hereby informed that willful false statements and the like so made are punishable by fine, imprisonment, or both, and that such willful false statements may jeopardize the validity of the service agreement.

Authorized Agent's Signature _____ Date _____

NBU Representative _____ Date _____

In-Office Use Only

Account # _____ Occupant # _____ Customer # _____ Start Date _____ Inside Outside _____ Service Order # _____

Cycle _____ Route _____ Cut In Cut Out _____ Set _____ Perm _____ Temp _____ Drawing # _____

E W I S G R FH ST.LT. Satisfactory Credit History Auto COT Irrevocable LOC Waived _____

Total Deposit Required: \$ _____ Administrative Fee: \$ _____

Deposit Payments _____ at \$ _____ Tampering Fee: \$ _____

DEPOSIT RECEIPT \$ _____ Deposit Amount Received Today: \$ _____

Other: \$ _____ TOTAL AMOUNT PAID \$ _____

START DATE

Terms and Conditions

Customer, acting through its authorized agent, applies to New Braunfels Utilities (NBU) for utility service at the specified service address and agrees that such service shall be supplied and used in accordance with NBU's service terms and conditions. Utility service will be continuous from the date of the initial connection until the customer gives proper notice of at least one NBU business day of discontinuance.

Payments

Customer, acting through its authorized agent, agrees to pay for the class of service supplied according to the applicable NBU Rate Schedule and as required by NBU service terms and conditions. Service is subject to disconnection and additional fees, if not paid by the due date specified on the bill. New Braunfels Utilities may transfer final balances to an active account, if in its judgment it is prudent to do so.

Postmark dates are not accepted. Payments made after the due date specified on the bill will result in a late penalty. Late penalty may adversely affect the Customer's NBU Satisfactory Credit History and deposit conditions.

All payment options are listed on the NBU website, nbutexas.com.

Communication

New Braunfels Utilities may communicate with its Customers by all means of provided contact information, including but not limited to phone, text, email, and etc. The Customer's standard text and data rates shall apply. The NBU Customer may opt out of Customer notifications at their discretion.

SIGNATURE AND IDENTIFICATION INFORMATION OF AUTHORIZED AGENT REQUIRED.

Must be signed by the authorized agent of the business entity. Applicant/Representative shall provide Driver's License, title in the business organization, and copy of Tax Identification number if applicable. Verification of each may be required.

New Braunfels Utilities will attempt to obtain appropriate documentation through online resources. If documentation is not available, the customer will be responsible for providing the requested documentation.

- **Sole Proprietorship or DBA (Doing Business As):**
 1. Individual owner shall sign as the Authorized Agent
 2. Valid U.S. Driver's License of the owner
 3. Social Security Number of the owner
 4. Tax exempt certificate, if applicable

- **Partnership (Includes Limited Partnership and Limited Liability Partnership):**
 1. A copy of the partnership agreement (signed and dated). The terms should show that the partner requesting NBU service has the authority to make a contract or do business for the partnership.
 2. Valid U.S. Driver's License of the individual completing the NBU Service Agreement.
 3. Tax exempt certificate, if applicable
 4. The NBU Service Agreement should list the additional contact information of the partners.

- **Corporation (Includes Inc. (Incorporated) or P.C. (Professional Corporation), Joint Venture, and L.L.C. (Limited Liability Corporation):**
 1. Original letter on corporate letterhead signed by an officer of the corporation with his/her title, (CEO, President, etc.) giving the applicant authorization to apply for service on behalf of the corporation.
 2. Valid U.S. Driver's License of the individual completing the NBU Service Agreement.
 3. Tax exempt certificate, if applicable
 4. And, one of the three documents listed below to verify the corporation exists;
 - Articles of Incorporation
 - Corporate Resolution (This would show if the applicant is specifically empowered to initial contracts and make agreements)
 - Certificate of filing with the Secretary of State

- **Municipalities or Political Subdivision (State or Federal agency, City):**
 1. Letter on Letterhead providing authority to open a utility account. The letter is to be signed by an Officer/Executive of the company.
 2. Valid U.S. Driver's License of the individual completing the NBU Service Agreement.
 3. Tax exempt certificate

- **Non-Profit:**
 1. Letter on Letterhead proving authorization authority to open a utility account. This should be signed by the President, CEO, or Chairman of the Board of the non-profit agency.
 2. Valid U.S. Driver's License of the individual completing the NBU Service Agreement.
 3. IRS certificate that shows they are Tax exempt - 501C

All fire hydrant meters installed for construction or any other purposes must be used in compliance with current **TCEQ, New Braunfels Utilities (NBU) policies and ordinances.**

The fire hydrant meter must be installed and moved only by NBU. Removal requests must be in writing and submitted in one of the following ways. Please include the date meter is no longer needed.

- Email to newconstruction@nbutexas.com
- Fax to 830.608.8998
- Deliver in person to the New Construction office at NBU Service Center located at 355 FM 306, New Braunfels, Texas 78130

All meter backflow devices must be tested upon installation, relocation, or annually if unit is used for more than a 12-month period from the date of installation.

The use of a hose attached to the fire hydrant meter or to fill any type of reservoir without proper air gap requires the installation of a backflow prevention assembly.

Any hydrant meter use with a chemical, additives, or pump requires a proper air gap or (RP) Reduced Pressure Backflow Assembly.

Fire hydrant meters may be used for temporary irrigation, only if the irrigation system is not a permanent system and it is above ground with correct backflow prevention assembly protection. (Irrigation System: refers to all in-ground or permanent irrigation systems, which is a system with fixed pipes and emitters to heads that apply water to landscape plants or turf grass.)

For information concerning New Braunfels Utilities Backflow Policy, see the NBU Cross Connection Control Policy Manual at nbutexas.com/backflow. Call 830.608.8880 for backflow questions.

The following form must be signed by Customer and returned with completed Service Agreement and payment of fees, in order for NBU to install a fire hydrant meter.

By my signature, I acknowledge that I have read, understand, and agree to the policies and procedures stated above.

Customer Signature: _____ Title: _____

Print Name: _____ Date: _____ Account #: _____

Date of Meter Removal: _____ Staff Initials: _____

Please return request to:

Email:	newconstruction@nbutexas.com
Fax:	830.608.8998
In Person:	New Braunfels Utilities Service Center New Construction Office 355 FM 306, New Braunfels, Texas 78130