

Attached is the **Residential Service Agreement** New Braunfels Utilities (NBU) requires in order to provide utility services for your **manufactured/mobile home**. A New Construction Technician will provide you with a fees quote (if applicable), and deposit requirements.

Inspections are required of the electric meter loop **before** an order can be released to Electric Operations to schedule for the electric meter to be set. If located within the city limits, **NBU requires City Inspection approval be submitted to newconstruction@nbutexas.com before** a request can be made for the NBU inspection.

New Braunfels Utilities inspects all permanent electric meter loops inside and outside of the city limits. To request an inspection, call the NBU Control Center at **830.608.8800** or email controlcenter@nbutexas.com. You will need to provide the address to be inspected; the type of inspection needed, and contact information. Under normal conditions, the inspection will be conducted on the following business day.

Deliver or mail the completed application, signed confidentiality request form, copy of driver's license of those who sign the application, 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.

After receiving the completed application, documentation, fees, and inspection approvals, New Construction will release an order to Electric Operations to schedule for the meter to be set. A New Construction Technician will provide you with the approximate timeline for the meter to be set. You may contact the Electric Operations Administrative Assistant at **830.608.8873** on the next business day to inquire about the status.

If NBU provides water and/or sewer service to your manufactured/mobile home that is not master metered by your Mobile Home Community, please indicate the date you want the water service to be cut-in. **NBU requires advance notice of 24 business hours to cut-in existing services.**

Irrigation Meters

Effective March 29, 2007, all NBU water customers putting in an irrigation system are required to have a separate water meter installed to serve the irrigation system. The cost to set a 5/8" irrigation meter is **\$288.00** (\$263.00 for the meter and \$25.00 for the meter box). Please refer to the additional resources section for City of New Braunfels Ordinance and NBU Water Policy information regarding irrigation meters and backflow requirements.

Refer to the **Landscape Watering Regulations**, nbutexas.com/Conservation, for questions concerning drought stages in New Braunfels. **New Braunfels has year-round watering restrictions** that prohibit the use of hose-end sprinklers and pop-up spray head irrigation systems between the hours of 10:00 a.m. and 8:00 p.m. Questions involving current drought stages or the City of New Braunfels Water Conservation Ordinance may be directed to the NBU Environmental Affairs Department at **830.608.8925** or environmentalaffairs@nbutexas.com.

A **\$45.00 administrative fee** will be included on your NBU bill after permanent meters have been set.

Attachments

Please note all attachments may not be pertinent to your project.

- Task List and Additional Resources
- Residential Service Agreement, Terms and Conditions
- Confidentiality Request Form

PROGRESS

Our goal at New Braunfels Utilities (NBU) is to inform you of what you can expect throughout the entire process and requirements for creating new service.

RESIDENTIAL APPLICATION MANUFACTURED MOBILE HOME



ELECTRIC SERVICE:



Apply for Service, pay applicable fees, and complete any identified easement requirements



Complete City Inspection
- City of New Braunfels - 830.221.4068
or inspections@nbtexas.org
- City of Schertz - 210.619.1750 or
inspections@schertz.com



Submit City inspection to
newconstruction@nbutexas.com



Schedule NBU inspection
controlcenter@nbutexas.com



Release order to set Meter



WATER/WASTEWATER SERVICE:



Apply for Service and pay applicable fees



Submit photos showing:

- Address clearly marked at the property and visible from the street

- Location of water meter box; ensure it is visible and not covered by debris
to newconstruction@nbutexas.com



Release order to set Meter

ADDITIONAL RESOURCES



Service Conditions Policy
nbutexas.com/service-conditions-policy/



Electrical Connection Policy
nbutexas.com/electric-connection-policy/



Water Systems Connection Policy
nbutexas.com/water-connection-policy/



Customer Service Inspection (CSI)
(TCEQ Required Inspection)
nbutexas.com/backflow-prevention/



Irrigation Meters - Backflow Prevention
nbutexas.com/backflow-prevention/



New Braunfels City Ordinance - Section 130
nbtexas.org



Landscape Watering Regulations
nbutexas.com/watering-guidelines-and-resources/



Schedule an Assessment
nbutexas.com/assessment/

For more information, e-mail newconstruction@nbutexas.com or call 830.608.8919.



*All items may not apply and sequence of tasks is subject to change.

NAME

Requested Start Date _____

Name _____ Drivers License/Identification/Passport # _____ Issuing State _____

Date of Birth _____ Social Security # _____ Phone # Home Cell _____

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

County _____ Subdivision _____ Sq. Ft _____ Lot _____ Block _____

Mailing Address _____ City _____ State _____ Zip _____

Email Address _____

Employer Name _____ Work Phone # _____

Emergency Contact Person _____ Phone # _____

Address _____ City _____ State _____ Zip _____

Tenant Owner Security Light Yes No

The undersigned (the "Customer") 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. 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.

Customer Signature _____ Date _____

New Braunfels Utilities Representative _____ Date _____

In-Office Use Only

Account # _____ Occupant # _____ Customer # _____ Start Date _____ Name Change Only Inside Outside Service Order # _____

Transfer Account # _____	Cycle _____	Route _____	Set _____	Perm _____	Temp _____	Drawing # _____
E W I S G R FH ST.LT.		<input type="checkbox"/> Cut In <input type="checkbox"/> Cut Out	<input type="checkbox"/> Satisfactory Credit History <input type="checkbox"/> Waived _____	<input type="checkbox"/> Guarantor <input type="checkbox"/> Landlord		<input type="checkbox"/> Letter of Credit <input type="checkbox"/> Builder

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

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

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

QUICK CONNECT \$ _____ Other: \$ _____

QUICK CONNECT RECEIPT #: _____ TOTAL AMOUNT PAID \$ _____

START DATE

Terms of Service

Utility service will be initiated from the date of the initial connection and will continue pursuant to the New Braunfels Utilities Service Conditions Policy until the customer gives proper notice, of at least one NBU business day of discontinuance.

Payments

Customer, Guarantor, and other responsible party, jointly and severally agree 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.

Post-dated checks 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.

Use of Contact Information in Communications

New Braunfels Utilities may communicate with its Customers by all means of provided contact information, including but not limited to phone, text, email, etc. If a Customer has provided a mobile phone number for calls or texts, the Customer's standard text and data rates shall apply. NBU may utilize an automated dialing system to provide informational, educational, and/or emergent messages. By providing the contact information, the Customer consents to NBU's uses as described here. An NBU Customer may opt out of Customer notifications at their discretion by contacting NBU Customer Service.

Senior Citizen Payment Deferral

New Braunfels Utilities offers deferred payment of utility bills to any residential customer occupying a single-family residence who is 60 years of age or older. For more information please contact Customer Service 830.629.8400.

Notice of Right of Confidentiality

Pursuant of Chapter 182 of the Texas Utilities Code, an individual customer has the right to request that the individual's address, telephone number, and social security number contained in the Customer's account record be kept confidential. A request for confidentiality may be submitted in writing at any time to NBU. A customer may request confidentiality by completing the appropriate form available from NBU.

Chapter 182 of the Texas Utilities Code gives an individual customer the right to request that personal account information be kept confidential. This includes the account holder's address, telephone number, social security number, usage, and billing information.

Chapter 182 does not prohibit a government operated utility from disclosing personal information in a customer's account record to;

1. an official or employee of the state, a political subdivision of the state, or the United States acting in an official capacity;
2. an employee of a utility acting in connection with the employee's duties;
3. a consumer reporting agency;
4. a contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state, or the United States;
5. a person for whom the customer has contractually waived confidentiality for personal information; or
6. another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation; or
7. an agency providing customer bill payment assistance.

A customer may request confidentiality at any time. The request shall be made by submitting this signed and completed form to New Braunfels Utilities (NBU). A customer may rescind a request for confidentiality by providing NBU with written permission to disclose personal information.

A confidentiality request does not prohibit NBU from disclosing account information to a Guarantor if the customer fails to pay NBU in full.

Please direct questions to an NBU Customer Service Representative at 830.629.8400.

Yes, I request my personal information, account usage and billing information to be kept confidential.

Account Number: _____ Phone Number: _____

Account Holder Name: _____

Service Street Address: _____

Account Holder Signature: _____ Date: _____

Please return request to: New Braunfels Utilities
Attn: Customer Service
263 Main Plaza
New Braunfels, Texas 78130