

Attached is the **Residential Service Agreement** New Braunfels Utilities (NBU) requires to be completed in order to provide utility services for **new home construction**, along with the agreement terms and conditions and a confidentiality request form.

A New Construction Technician will provide you with new construction fees and deposit quote for installing a 5/8" water (domestic) meter and a 200-amp single-phase electric meter. Please contact the New Construction Office at **830.608.8992 or 830.608.8919** or email [newconstruction@nbutexas.com](mailto:newconstruction@nbutexas.com) for a quote if a larger water meter is requested. Contact Electric Engineering at 830.608.8951 or [elecengadmin@nbutexas.com](mailto:elecengadmin@nbutexas.com) if the electric load for the home would require anything other than a 200 amp single-phase meter.

**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](mailto: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](mailto: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.

## 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](http://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](mailto: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 NEW HOME CONSTRUCTION



### 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](mailto:inspections@nbtexas.org)  
- City of Schertz - 210.619.1750 or [inspections@schertz.com](mailto:inspections@schertz.com)



Submit City inspection to [newconstruction@nbutexas.com](mailto:newconstruction@nbutexas.com)



Schedule NBU inspection [controlcenter@nbutexas.com](mailto: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](mailto:newconstruction@nbutexas.com)



Release order to set Meter

## ADDITIONAL RESOURCES



Service Conditions Policy  
[nbutexas.com/service-conditions-policy/](http://nbutexas.com/service-conditions-policy/)



Electrical Connection Policy  
[nbutexas.com/electric-connection-policy/](http://nbutexas.com/electric-connection-policy/)



Water Systems Connection Policy  
[nbutexas.com/water-connection-policy/](http://nbutexas.com/water-connection-policy/)



Customer Service Inspection (CSI)  
(TCEQ Required Inspection)  
[nbutexas.com/backflow-prevention/](http://nbutexas.com/backflow-prevention/)



Irrigation Meters - Backflow Prevention  
[nbutexas.com/backflow-prevention/](http://nbutexas.com/backflow-prevention/)



New Braunfels City Ordinance - Section 130  
[nbtexas.org](http://nbtexas.org)



Landscape Watering Regulations  
[nbutexas.com/watering-guidelines-and-resources/](http://nbutexas.com/watering-guidelines-and-resources/)



Schedule an Assessment  
[nbutexas.com/assessment/](http://nbutexas.com/assessment/)

For more information, e-mail [newconstruction@nbutexas.com](mailto: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](http://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