

Attached is the **Commercial Service Agreement** New Braunfels Utilities (NBU) requires in order to provide water service for an **irrigation meter** at your business, along with the agreement terms and conditions. Please refer to the "**Documentation Requirements for Commercial Customers**" handout included in this packet and provide the information as stated according to your type of business. This information will be required only with the first application your business submits to NBU as we will keep it on file. If changes occur within the organization of your company, please provide us with updated documentation.

Prior to the application process, please contact Water Systems Engineering at **830.608.8971** or email wtrengadmin@nbutexas.com to inquire if NBU can provide the water/irrigation service. You may be required to submit plans for your project for review if a tap is needed.

After engineering has issued a "Letter of Approval" for your project to proceed with construction, a New Construction Technician will provide you with an Estimate/Fees and Deposit Quote. You would then be required to complete the application, provide the required documentation and pay the water fees and deposit.

Deliver or mail your completed application, required documentation 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) or email newconstruction@nbutexas.com or to **fax 830.608.8998**.

After construction has been completed and all testing /inspections have been approved and accepted by Water Engineering, a "Final Acceptance" is issued and an order will be released to Water Operations to schedule for the irrigation meter installation. A New Construction Technician will provide you with an approximate timeline for setting the meter. On the following business day, you may contact the Water Operations Administrative Assistant at **830.608.8831** to inquire about the status of your project.

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. A monthly customer charge for the irrigation meter in addition to a charge for the water used through the irrigation meter will also appear.

Attachments

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

- Task List and Additional Recourses
- Commercial Service Agreement, Terms and Conditions
- Documentation Requirements for Commercial Customers

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.

COMMERCIAL APPLICATION IRRIGATION METER



WATER/WASTEWATER SERVICE:

- ✓ Submit plans for approval
nbutexas.com/Commercial
- ✓ Engineering Review
- ✓ Apply for permit through the City
- ✓ Drawing is reviewed by Easements; any easement requirements identified must be completed prior to Final Acceptance
- ✓ Approval Letter sent by NBU Engineering
- ✓ Apply for Service and pay applicable fees
- ✓ Provide 48 hour notice to wtropsadmin@nbutexas.com before beginning construction
- ✓ Inspection scheduled and NBU Punch List issued
- ✓ Final Inspection performed after punch list items corrected
- ✓ Closeout Submittal Form submitted to wtropsadmin@nbutexas.com
- ✓ Engineer to submit a digital and hard-copy of the Record Drawings to wtropsadmin@nbutexas.com
- ✓ Final Acceptance
- ✓ Release order to set Meter

ADDITIONAL RESOURCES

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



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 (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 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, 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.

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.

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