

Attached is the **Commercial Service Agreement** New Braunfels Utilities (NBU) requires in order to provide utility services for **commercial new construction**, and agreement terms and conditions. Please refer to the attached "Documentation Requirements for Commercial Customers" handout 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.

## Availability of Water and/or Sewer Service

To inquire if NBU can provide water and/or sewer service to a location and to submit plans for review for commercial construction please contact Water Systems Engineering at **830.608.8971** or email [wtrengadmin@nbutexas.com](mailto:wtrengadmin@nbutexas.com).

## Availability of Electric Service

To inquire if NBU can provide electric service to a location and to submit plans for review for commercial construction for electric service, please contact Electric Engineering at **830.608.8951** or email [elecengadmin@nbutexas.com](mailto:elecengadmin@nbutexas.com).

After Water/Sewer and Electric Engineering have reviewed and approved your project to proceed with construction, you will be provided with a Fees and Deposit Quote for the project.

- An Electric Engineering Technician will provide you with a design drawing and an Electric Cost in Aid of Construction (CIAC) Fees which must be paid in advance of NBU construction for the project.
- A New Construction Technician will provide a quote for water/sewer fees 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](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 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 NEW CONSTRUCTION








### **ELECTRIC SERVICE:**

-  Submit plans for approval
-  Engineering Review and Drawing Created
-  Drawing is reviewed by Easements; any easement requirements identified must be completed prior to Construction
-  Apply for Service, pay applicable fees, and complete any identified easement requirements
-  Complete City Inspection and submit to **[newconstruction@nbutexas.com](mailto:newconstruction@nbutexas.com)**
-  Schedule inspection **[controlcenter@nbutexas.com](mailto:controlcenter@nbutexas.com)**
-  Drawing released to Electric Operations
-  Construction
-  Final Site Inspection
-  Send in As-built
-  Release order to set Meter

### **WATER/WASTEWATER SERVICE:**

-  Submit plans for approval **[nbutexas.com/Commercial](http://nbutexas.com/Commercial)** Approved Letter Of Utility Certification (LOC) required
-  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](mailto: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](mailto:wtropsadmin@nbutexas.com)**
-  Engineer to submit a digital and hard-copy of the Record Drawings to **[wtropsadmin@nbutexas.com](mailto:wtropsadmin@nbutexas.com)**
-  Final Acceptance
-  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 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](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.

**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