

Attached is the **Residential Service Agreement** New Braunfels Utilities (NBU) requires in order to provide you with a **5/8" irrigation meter**. Fees will be determined by the meter size and tee-off (if applicable). No additional deposit is required. Note the City of New Braunfels and NBU requirements for irrigation system installation and backflow requirements are included as resources below.

Deliver or mail the completed application, along with a copy of your driver's license, 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 fax to **830.608.8998**. If you wish, payment by credit card may be processed over the phone.

At this time, your irrigation contractor may proceed with installing the irrigation system. New Braunfels Utilities asks that trenching comes no closer than 1 (one) foot away from the existing domestic water meter.

Upon receiving the completed application and when all requirements are met, an order will be released to Water Operations for scheduling 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** or wropsadmin@nbutexas.com on the next business day to inquire about the status of your project.

Once the meter has been installed, it is the responsibility of the property owner to have the irrigation system connected to the new irrigation meter.

Questions concerning the installation of the irrigation meter may be directed to **830.608.8992** or **830.608.8919** or newconstruction@nbutexas.com.

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 meter has been set.

Attachments

- Residential Service Agreement, Terms and Conditions

Additional Resources

- Water Systems Connection Policy, nbutexas.com/Commercial
- Customer Service Inspection (CSI), nbutexas.com/backflow
- Irrigation Meters – Backflow Prevention, nbutexas.com/backflow
- New Braunfels City Ordinance – Section 130, nbtexas.org
- Landscape Watering Regulations, nbutexas.com/Conservation
- Schedule an Assessment, nbutexas.com/Conservation

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 # _____
 Cut In Satisfactory Credit History Guarantor Letter of Credit
 Cut Out Waived _____ Landlord 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.