

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](mailto: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](mailto: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](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. 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](http://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](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/)
- 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.



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.

Attached is the **Commercial Service Agreement** New Braunfels Utilities (NBU) requires to provide utility services for commercial accounts. The customer will be responsible for providing the requested documentation listed. If changes occur within your company, please provide us with updated 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. W-9, Social Security Number (of the owner), or Tax ID Number
4. Tax Exemption certificate provided by the IRS (501-C), if applicable

**Partnership (Includes Limited Partnership and Limited Liability Partnership):**

1. Valid U.S. Driver's License of the individual completing and signing the NBU Service Agreement.
2. W-9
3. Tax Exemption certificate provided by the IRS (501-C), if applicable

**Corporation (Includes Inc. (Incorporated) or P.C. (Professional Corporation), Joint Venture, and L.L.C. (Limited Liability Corporation):**

1. Valid U.S. Driver's License of the individual completing and signing the NBU Service Agreement.
2. W-9
3. Tax Exemption certificate provided by the IRS (501-C), if applicable

**Municipalities or Political Subdivision (State or Federal agency, City):**

1. Valid U.S. Driver's License of the individual completing and signing the NBU Service Agreement.
2. W-9
3. Tax Exemption certificate provided by the IRS (501-C), if applicable

**Non-Profit:**

1. Valid U.S. Driver's License of the individual completing and signing the NBU Service Agreement.
2. W-9
3. Tax Exemption certificate provided by the IRS (501-C), if applicable