

Attached is the **Commercial 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. Please refer to the attached "Documentation Requirements for Commercial Customers" and provide the information as stated according to your type of business. This information will be required only with the first application you submit as we will keep it on file. If there are changes within your company, we ask that you provide us with updated documentation.

The Estimate/Quote Sheet provides costs for setting a 5/8" water meter and a 200-amp single-phase electric meter for a residence. Contact the New Construction Office at **830.608.8992** or **830.608.8919** or email newconstruction@nbutexas.com for a quote if a larger water meter is requested. Contact Electric Engineering at **830.608.8951** or elecengadmin@nbutexas.com if the electric load would require anything other than a 200 amp single-phase meter.

Model Home

When building a model home, contact New Construction for fees and deposit quote.

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.

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.

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 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 Electric Operations Department at **830.608.8832** or email electric.inspections@nbutexas.com. You will need to provide the address to be inspected; the type of inspection needed, and contact information.

Deliver or mail the completed application, 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. Fees will be determined by the meter size and tee-off (if applicable). 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, 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.

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 HOME 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**
-  Schedule inspection **electric.inspections@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**
-  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/**
-  Electrical Connection Policy **nbutexas.com/electric-connection-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/**
-  Landscape Watering Regulations **nbutexas.com/watering-guidelines-and-resources/**
-  Impact Fees **nbutexas.com/new-residential-or-commercial-construction/**
-  New Braunfels City Ordinance - Section 130 **nbtexas.org**

For more information, e-mail **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.

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