

Attached is the **Commercial Service Agreement** New Braunfels Utilities (NBU) requires in order to set a **fire hydrant meter**. As per the attachment "Documentation Requirements for Commercial Customers," along with the application, you are required to provide the information as stated according to your type of business. This information will be required only with the first application your business submits, as we will keep it on file. If changes occur within your company, please provide us with updated documentation.

On the application, provide the address of the fire hydrant and/or designate the location of the hydrant. Also, mark/flag the fire hydrant in the field to identify it for NBU Water Crews. Please provide a contact name and phone number on the application should there be any questions about the hydrant location.

Review the "Fire Hydrant Meter Acknowledgement" form as a signature is required to indicate the customer understands the conditions under which NBU will set the meter.

The following fees are required at the time of applying for service:

Deposit	\$1,155.00
Set Meter	\$442.00
Total	\$1,597.00

Deliver or mail the agreement, documentation requirements, and fees to the NBU Customer Solutions Center at **1488 S. Seguin Ave., 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. Your completed application packet may also be emailed to newconstruction@nbutexas.com.

Upon receipt of fees, completed application, appropriate documentation, and the signed fire hydrant meter acknowledgement form, an order will be released to the Water Operations Department within two (2) business days to schedule for the meter installation. A New Construction Technician will provide you with an approximate timeline for the meter to be set.

If you have any questions, please feel free to contact New Construction staff at 830.608.8992, 830.608.8919, or newconstruction@nbutexas.com.

Attachments

- Commercial Service Agreement, Terms and Conditions
- Documentation Requirements for Commercial Customers
- Fire Hydrant Meter Acknowledgement

Additional Resources

- Water Systems Connection Policy, nbutexas.com/Commercial
- Customer Service Inspection (CSI), nbutexas.com/backflow

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 <input type="checkbox"/> Yes (Include Tax Exempt Certificate) <input type="checkbox"/> No						
Type of Entity <input type="checkbox"/> Sole Proprietorship			<input type="checkbox"/> DBA _____			<input type="checkbox"/> Partnership			<input type="checkbox"/> Corporation			<input type="checkbox"/> Other		
<input type="checkbox"/> Government Entity			<input type="checkbox"/> Non-Profit											
<input type="checkbox"/> Tenant <input type="checkbox"/> Owner			Security Light <input type="checkbox"/> Yes <input type="checkbox"/> 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		<input type="checkbox"/> Inside <input type="checkbox"/> Outside		Service Order #	
Cycle		Route		<input type="checkbox"/> Cut In <input type="checkbox"/> Cut Out		Set		Perm		Temp	
Drawing #		E		W		I		S		G	
R		FH		ST.LT.		<input type="checkbox"/> Satisfactory Credit History		<input type="checkbox"/> Auto COT		<input type="checkbox"/> Irrevocable LOC	
<input type="checkbox"/> 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 c completing and signing g the NBU Service Agreement.
2. W-9
3. Tax Exemption certificate provided by the IRS (501-C), if applicable

All fire hydrant meters installed for construction or any other purposes must be used in compliance with current **TCEQ, New Braunfels Utilities (NBU) policies and ordinances.**

The fire hydrant meter must be installed and moved only by NBU. Removal requests must be in writing and submitted in one of the following ways. Please include the date meter is no longer needed.

- Email to newconstruction@nbutexas.com
- Deliver in person to the New Construction office at NBU Customer Solutions Center at 1488 S. Seguin Ave., New Braunfels, Texas 78130

All meter backflow devices must be tested upon installation, relocation, or annually if unit is used for more than a 12-month period from the date of installation.

The use of a hose attached to the fire hydrant meter or to fill any type of reservoir without proper air gap requires the installation of a backflow prevention assembly.

Any hydrant meter use with a chemical, additives, or pump requires a proper air gap or (RP) Reduced Pressure Backflow Assembly.

Fire hydrant meters may be used for temporary irrigation, only if the irrigation system is not a permanent system and it is above ground with correct backflow prevention assembly protection. (Irrigation System: refers to all in-ground or permanent irrigation systems, which is a system with fixed pipes and emitters to heads that apply water to landscape plants or turf grass.)

For information concerning New Braunfels Utilities Backflow Policy, see the NBU Cross Connection Control Policy Manual at nbutexas.com/backflow. Call 830.608.8880 for backflow questions.

The following form must be signed by Customer and returned with completed Service Agreement and payment of fees, in order for NBU to install a fire hydrant meter.

By my signature, I acknowledge that I have read, understand, and agree to the policies and procedures stated above.

Customer Signature: _____ Title: _____

Print Name: _____ Date: _____ Account #: _____

Date of Meter Removal: _____ Staff Initials: _____

Please return request to:

Email:	newconstruction@nbutexas.com
In Person:	New Braunfels Customer Solution Center New Construction Office 1488 S. Seguin Ave., New Braunfels, Texas 78130