

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.

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 electricengineeringsupport@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.

New Braunfels Utilities inspects all temporary and permanent electric meter loops inside and outside of the city limits. If located within city limits, NBU requires the City Inspection approval to be submitted before an NBU inspection can be scheduled. City Inspection and / or NBU inspection requests can be submitted at nbutexas.com/electric-inspections/.

Deliver or mail the completed application, copy of driver's license of those who sign the application, and fees to the 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.

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.

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 Conservation and Customer Solutions Department at **830.608.8925** or conservation@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**



Schedule inspection **nbutexas.com/electric-inspections/**



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**
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**
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**.



*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 <input type="checkbox"/> Yes (Include Tax Exempt Certificate) <input type="checkbox"/> No					
Type of Entity		<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Corporation		<input type="checkbox"/> DBA _____ <input type="checkbox"/> Government Entity		<input type="checkbox"/> Non-Profit		<input type="checkbox"/> Partnership <input type="checkbox"/> Other			
<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	
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 completing and signing the NBU Service Agreement.
2. W-9
3. Tax Exemption certificate provided by the IRS (501-C), if applicable