

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, 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) or email newconstruction@nbutexas.com.

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.

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 **830.830.268.1193** 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 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 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



START DATE

In-Office Use Only

<u>Account #</u>	<u>Occupant #</u>	<u>Customer #</u>	<u>Start Date</u>	<input type="checkbox"/> Name Change Only	<input type="checkbox"/> Inside <input type="checkbox"/> Outside	<u>Service Order #</u>
<u>Transfer Account #</u>	<u>Cycle</u>	<u>Route</u>	<u>Set</u>	<u>Perm</u>	<u>Temp</u>	<u>Drawing #</u>
E W I S G R FH ST.LT.		<input type="checkbox"/> Cut In <input type="checkbox"/> Cut Out	<input type="checkbox"/> Satisfactory Credit History <input type="checkbox"/> Waived _____	<input type="checkbox"/> Guarantor <input type="checkbox"/> Landlord	<input type="checkbox"/> Letter of Credit <input type="checkbox"/> 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 \$ _____

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.