

Date: _____ Account #: _____ NBU Representative: _____

Name: _____

Phone #: _____ Fax #: _____

Service Address: _____
Address Apt/Unit City State Zip

Requested Service Start Date: _____ Email Address: _____

The following items are required to be submitted at least one NBU business day prior to the requested service start date. New Braunfels Utilities cannot guarantee uninterrupted of services if the current tenant/owner requests disconnection, or if services are disconnected for non-payment, prior to receiving the completed application and deposit.

Please return by email to customerservice@nbutexas.com, in person at 1488 S. Seguin Ave, or by fax, 830.629.2119.

Application Requirements

A copy of valid U.S. driver's license, U.S. identification card, or passport of individual(s) signing service agreement is required with the application.

Credit Requirements and Deposit Conditions (Select One of the Following):

- Cash Deposit** - The total deposit for the account is \$_____. To initiate services half of the deposit \$_____ is owed at the time of application and the remaining amount \$_____ will be billed on the first bill.
- Quick Connect in lieu of a deposit** - A Quick Connect form must be completed at the time of application as well as a non-refundable charge of \$250.00 paid by cash, credit card, cashier's check or money order. Same day service is available if valid application is received and approved by 12:00 p.m. on an NBU business day.
- Letter of Credit** - History from a customer's immediate past utility provider reflecting a satisfactory credit history for the last consecutive 12-month period. The letter and the new NBU account must match the name on the applicant's photo ID.
- Guarantor** - An active NBU customer with satisfactory credit history may guaranty their account for the individual applying for service. A signature will be required from Guarantor and must be completed at the NBU main office.

Deposit Waiver:

- Victims of domestic violence as identified by law enforcement authorities and evidenced by submission of a certification letter developed by the Texas Council on Family Violence or applicable regulatory agency.
- Active Duty, Guard, or Reserve members of the U.S. military providing NBU their non-expired military ID.
- Applicants 65 years of age and older. Signed NBU form and ID required.

Administrative Fee - A \$45.00 administrative fee will be billed on the first month's bill (excluding Quick Connect accounts).

Deposit Payments - Please contact Customer Service at 830.629.8400 to make credit card payments. We accept Visa, MasterCard, and Discover only. Credit card payments may not exceed \$1,500.00.

Signature: _____