

Critical Load Application



This application must be completed in order to obtain the designation of Critical Load Status with New Braunfels Utilities (NBU). Upon qualification, NBU will make every attempt to notify the customer of any planned outages and what the probable duration of the outage would be. Registered customers are not exempt from their financial responsibilities to pay timely for electric utility services provided or from potential termination of service in accordance with NBU policies.

Qualification pursuant to this form does not guarantee an uninterrupted power supply, if electricity is a necessity to sustain operations, you are advised to make prior arrangements for back-up power on site, or other arrangements in the event of a loss of power. Critical load customers are still subject to rotating outage events.

The information on this form may be subject to verification and additional information may be required from you.

CUSTOMER INFORMATION *(please print your information clearly):*

To be completed by the customer or customer's authorized representative.

*All information is required unless otherwise indicated.

Name on Account:* _____ Account Number:* _____

Service Address:* _____
Address City State Zip

E-mail:* _____

Primary Phone #:* _____ Alternate Phone #:* _____

Length of time the service location can operate without electricity from NBU:* _____

Length of time required for start-up following a power outage:* _____

SERVICE LOCATION/SITE INFORMATION

Please select the most applicable category (and subcategory, if applicable) for the service location requesting to be in the critical load registry.

Public Safety - Defined as a customer for whom electric service is considered crucial for the protection or maintenance of public safety, including but not limited to hospitals, police stations, fire stations and critical water and wastewater facilities.

Critical Infrastructure - Defined as a customer that supports natural gas-fired generation, including gas control center or gas compressor plant.

Describe any existing battery or backup capacity, or dual feed capability (Ex. Battery back-up, Back-up generation, etc.): _____

TERMS & CONDITIONS

Terms and conditions—Although NBU provides reliable electric service, there is no guarantee of service.

Outages may occur for a variety of reasons, including weather, equipment failure and mandated rotating outages.

Critical load customers are still subject to rotating outage events.

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Please note that **enrollment in our critical load registry does not guarantee an uninterrupted, regular or continuous power supply**. Being on the critical load registry list will also not prevent service from being disconnected if your account becomes delinquent. We encourage all of our customers on the critical load registry list to develop an emergency plan in the case of a sustained outage. Your plan should include the use of emergency backup power like a generator.

Terms & Conditions Acknowledgement:* I agree acknowledge the above terms & conditions.

CUSTOMER SIGNATURE *(please type your name below)*

I have read and understood the terms and conditions for the NBU critical load registry. I certify that the information provided on this application is correct and understand it will be used to determine eligibility for the critical load status.

Printed Name: _____ Signature: _____ Date: _____

Typed name will constitute customer signature. _____

IMPORTANT INFORMATION

The application must be fully completed in order to obtain a designation of critical load status with NBU. The application will not be processed and approved if incomplete, unreadable, or improperly submitted. All information is required unless otherwise stated.

What to expect after you apply:

Submission of a critical load registry application does not automatically result in approval and placement in the registry. New Braunfels Utilities representatives will review all applications and contact applications if additional information is needed. Notification of the status granted will be provided to the customer at the mailing and email address provided.

Contact us if you have any questions about the registry or your application status.

Phone: 830.608.8925

Email: conservation@nbutexas.com

Important Information Acknowledgement* I agree and acknowledge the above important information.

In-Office Use Only

Received Date: _____ Service Order: _____

NBU Representative: _____