

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** Yes (Include Tax Exempt Certificate) No

Type of Entity Sole Proprietorship DBA _____ Partnership
 Corporation Government Entity Non-Profit Other

Tenant Owner Security Light Yes 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 _____ Inside Outside _____ Service Order # _____

Cycle _____ Route _____ Cut In Cut Out _____ Set _____ Perm _____ Temp _____ Drawing # _____

E W I S G R FH ST.LT. Satisfactory Credit History Auto COT Irrevocable LOC 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

