

Attached is the **Residential Service Agreement** New Braunfels Utilities (NBU) requires to be completed in order to provide utility services for **new home construction**, along with the agreement terms and conditions and a confidentiality request form.

A New Construction Technician will provide you with new construction fees and deposit quote for installing a 5/8" water (domestic) meter and a 200-amp single-phase electric meter. Please contact the New Construction Office at **830.608.8992 or 830.608.8919** or email newconstruction@nbutexas.com for a quote if a larger water meter is requested. Contact Electric Engineering at 830.608.8951 or electricengineeringsupport@nbutexas.com if the electric load for the home would require anything other than a 200 amp single-phase meter.

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 all attachments may not be pertinent to your project.

- Task List and Additional Resources
- Residential Service Agreement, Terms and Conditions

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.

RESIDENTIAL APPLICATION NEW HOME CONSTRUCTION



ELECTRIC SERVICE:

- Apply for Service, pay applicable fees, and complete any identified easement requirements
- Complete City Inspection
 - City of New Braunfels - 830.221.4068 or inspections@nbtexas.org
 - City of Schertz - 210.619.1750 or inspections@schertz.com
- Submit City inspection to newconstruction@nbutexas.com
- Schedule NBU inspection nbutexas.com/electric-inspections/
- Release order to set Meter



WATER/WASTEWATER SERVICE:

- Apply for Service and pay applicable fees
- Submit photos showing:
 - Address clearly marked at the property and visible from the street
 - Location of water meter box; ensure it is visible and not covered by debris to newconstruction@nbutexas.com
- 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/



New Braunfels City Ordinance - Section 130
nbtexas.org



Landscape Watering Regulations
nbutexas.com/watering-guidelines-and-resources/



Impact Fees
nbutexas.com/new-residential-or-commercial-construction/

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 _____ Drivers License/Identification/Passport # _____ Issuing State _____

Date of Birth _____ Social Security # _____ Phone # Home Cell _____

Service Address _____ Apt/Unit _____ City _____ State _____ Zip _____

County _____ Subdivision _____ Sq. Ft _____ Lot _____ Block _____

Mailing Address _____ City _____ State _____ Zip _____

Email Address _____

Employer Name _____ Work Phone # _____

Emergency Contact Person _____ Phone # _____

Address _____ City _____ State _____ Zip _____

Tenant Owner Security Light Yes No

The undersigned (the "Customer") 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. 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.

Customer Signature _____ Date _____

New Braunfels Utilities Representative _____ Date _____

In-Office Use Only

Account # _____ Occupant # _____ Customer # _____ Start Date _____ Name Change Only Inside Outside Service Order # _____

Transfer Account # _____ Cycle _____ Route _____ Set _____ Perm _____ Temp _____ Drawing # _____
 Cut In Satisfactory Credit History Guarantor Letter of Credit
 Cut Out Waived _____ Landlord 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 \$ _____

START DATE

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.