



**KERRVILLE  
PUBLIC  
UTILITY  
BOARD**

## STEPS TO START YOUR NEW SERVICE

This checklist information is designed for those constructing homes or facilities for temporary or permanent service within the Kerrville Public Utility Board (KPUB) service area.

No matter the size of your residential or commercial project, KPUB is here to provide you with assistance in a guiding and supportive manner. If you have any questions throughout this process, please contact our office directly at 830.257.3050 and ask to speak with our engineering department or email us at [kpubengr@kpub.com](mailto:kpubengr@kpub.com). Additionally, **please review our KPUB service policy** to be familiarized with rules, regulations and the overall process to connect your new service.

### NEW SERVICE CHECKLIST ITEMS

**Before you apply, consult with your electrician and/or architect.**

Customers should consult with an electrician and/or architect regarding voltage ampacity and square footage requirements for your property. This is critical for the engineering department to ensure your job is designed properly and that your service will meet your property's electrical demand needs. Changes made after the design process has begun can result in project delays and additional costs.

**Determine if you would like an outdoor light.**

If an outdoor light is desired, please inform our customer service department so that an engineering technician may be advised. A consultation will be set-up upon our engineering department's review.

**Determine if you will need a temporary electric service.**

Temporary services are provided for construction purposes. If facilities have to be temporarily extended to provide the service drop, the customer is required to pay a temporary service fee for the cost of the extension.

**Complete an application for electric service and return it to KPUB.**

Customers must first complete an application to establish electric service before any necessary facilities are scheduled for construction. You can apply online at [www.kpub.com/new-service/](http://www.kpub.com/new-service/) or with the application attached.

**Approve your design & pay any fees (Contribution in Aid to Construction).**

Approve your electric design as reviewed with one of our KPUB engineering techs, and pay any fees that may be required (referred to as a Contribution in Aid to Construction, or CIAC). Your CIAC is the amount owed by the customer for KPUB to install the infrastructure to be able to provide you service.

**Obtain necessary electric permits from governing authority (if applicable).**

The City of Kerrville and the City of Ingram require building permits within the city limits. Prior to connecting a temporary or permanent service, the clearance must be received by KPUB from the authorizing entity. Details are online at [www.kpub.com/new-service/](http://www.kpub.com/new-service/).

**Provide any easement(s) to KPUB for your service project (as required).**

The customer requesting service is responsible for the collection and recording of any necessary easements from other property owners to establish electric service. For additional details, please review our KPUB Service Policy.

**Ensure your property site is accessible and ready for construction to begin.**

Additional clearing may be required to facilitate construction activities beyond the limits of the defined right-of-way. Clearing the property's right-of-way is the customer's responsibility and must be done before the job design can be finalized and released for construction activities. For additional details, please review our KPUB Service Policy.

**Ensure your side of the point of service is complete.**

Customer should work with their electrician to ensure that their side of the point of service is complete to prevent project delays. This will differ between underground and overhead service design. For additional details, please review our KPUB Service Policy.

**You're ready to officially connect your new service!**



**KERRVILLE  
PUBLIC  
UTILITY  
BOARD**

**AGREEMENT FOR ELECTRIC SERVICE FOR NEW CONSTRUCTION**

**CUSTOMER INFORMATION** (please print your information clearly): Return completed app to [custserv@kpub.com](mailto:custserv@kpub.com) or by fax to us at 830.257.8078. (all fields are required)

Name	SSN	Est Service Start Date:
Physical 911 Service Address	Cell Phone	Home Phone
Mailing Address	DOB	Work Phone
Address Line 2	DL #	Tax ID # (if commercial)
City/State/Zip	Email	

**SPOUSE, CO-APPLICANT, OR RESPONSIBLE PARTY (if commercial):**

Name	SSN	DOB	DL#	Phone
------	-----	-----	-----	-------

**IF COMMERCIAL, SELECT WHICH TYPE OF ENTITY:**

Sole Proprietorship (SSN)  Limited Partnership  Limited Liability Co.  TX Corp.  General Partnership

**CO-SIGNER/GUARANTOR:**

Name	SSN	Home Phone	Cell Phone
Address	Account	DL #	DOB

**Co Signer/Guarantor Signature:** \_\_\_\_\_

**ELECTRIC LOAD FORM INFORMATION:** Customers are required to complete the information below. This information is critical for the engineering department to ensure your job is designed properly and that your service will meet your property's electrical demands.

Type of service: (select one of the following) ___ Residential ___ Commercial (select one of the following) ___ Overhead ___ Underground	Electrician Name, Phone # & Email:
--	------------------------------------

**IF RESIDENTIAL: (all fields are required)**

Select which property type: \_\_\_ House \_\_\_ Weekend Home \_\_\_ Rental Other: \_\_\_\_\_

Service Size 120/240 V (select one of the following): \_\_\_ 200 A \_\_\_ 320 A

Square Footage: \_\_\_\_\_ sq. ft. (conditioned space only)

Unusual loads: examples include welders, kilns, steam showers, hot tub, etc

**IF COMMERCIAL: (all fields are required)**

**Voltage: (select one of the following)**  
 \_\_\_ 120/240 V, Single Phase \_\_\_ 120/208 V, Three Phase \_\_\_ 227/480 V Three Phase  
 \_\_\_ Primary Metering 7200/12470 V, Three Phase

**Main Disconnect:** \_\_\_ 200 \_\_\_ 350 \_\_\_ 400 \_\_\_ 600 \_\_\_ 800 \_\_\_ 1200 \_\_\_ 1600 \_\_\_ 2000

**Square Footage:** \_\_\_\_\_ sq. ft. (conditioned space only)

**Building Type: (select one of the following)**  
 \_\_\_ Large Office (>30K ft2) \_\_\_ Small Office (<30K ft2) \_\_\_ Restaurant - Fast Food (<4K ft2) \_\_\_ Restaurant - Sit Down (>4K ft2)  
 \_\_\_ Large Retail (>30K ft2) \_\_\_ Small Retail (<30K ft2) \_\_\_ Large Food Stores (>30K ft2) \_\_\_ Small Food Stores (<30K ft2)  
 \_\_\_ Refrigerated Warehouse \_\_\_ Non refrigerated, with AC Warehouse \_\_\_ Non refrigerated, Non-AC Warehouse  
 \_\_\_ Elementary/Secondary Schools \_\_\_ Church \_\_\_ Colleges/Universities \_\_\_ Hospitals \_\_\_ Health Clinics \_\_\_ Hotels  
 \_\_\_ Auto Repair Shops \_\_\_ Miscellaneous Repair \_\_\_ Movie Theaters \_\_\_ Bowling Alleys \_\_\_ U.S. Post Offices  
 \_\_\_ Light Manufacturing \_\_\_ Heavy Manufacturing \_\_\_ Apparel Manufacturing \_\_\_ Furniture Manufacturing  
 \_\_\_ Paper Products \_\_\_ Printing/Publishing \_\_\_ Plastic Products \_\_\_ Metal Fabrication \_\_\_ Telephone Communication Center

**Unusual loads:** examples include welders, kilns, steam showers, hot tub, etc

**BILLING & PAYMENT PREFERENCES (all fields are required)**

<b>PAPERLESS E-BILLING:</b> Sign up to receive your billing statements with the email you provided on your application above. Conserve paper by viewing online copies of your paper statement & download a PDF of it when needed. <b>NEW! You will also receive a one-time \$5 bill credit when you enroll in paperless e-billing!</b>	Yes, sign me up for paperless e-billing <input type="checkbox"/>
	No, please send a paper bill <input type="checkbox"/>
<b>AUTOMATIC PAYMENTS:</b> With KPUB's automatic payment program, your payment is automatically deducted by either bank draft or your debit card/credit card. <b>NEW! You will also receive a one-time \$5 bill credit when you sign up!</b>	I'd like to learn more about auto pay <input type="checkbox"/>
<b>BILLING CYCLE PREFERENCE:</b> Your KPUB bill is due on a Friday each month, & the due date will vary depending upon what cycle you fall under (standard bill cycles are cycle 01, 02, 03 & 04). View our KPUB bill cycle calendar at kpub.com/billcalendar & select your bill cycle preference in the boxes provided that works best with your budget.	Cycle 1 <input type="checkbox"/> Cycle 3 <input type="checkbox"/> Cycle 2 <input type="checkbox"/> Cycle 4 <input type="checkbox"/> No preference <input type="checkbox"/>
<b>CHANGE FOR CHARITY PROGRAM:</b> The Kerrville Public Utility Board offers a Change for Charity program to assist our residential customers struggling to pay their electric bills.  Program funds are collected by "rounding up" the change on monthly bills to the next whole dollar. For example, if your bill is \$87.63, it is rounded to \$88 even. The additional \$0.37 would be placed into the Change for Charity fund. <b>Please select your program participation to help your neighbors in the boxes provided.</b>	Yes, I'd like to participate <input type="checkbox"/>
	No, please opt me out <input type="checkbox"/>

**BY SIGNING BELOW, I AGREE TO THE FOLLOWING:**

- If I am over 60 years old and want my account to be penalty exempt, I understand that a late reminder is still mailed, and the service will be disconnected if not paid by the date specified on the late notice.
- I give expressed consent to be contacted by KPUB using an automatic dialing telephone system, pre-recorded or artificial voice message and/or text messages sent to any telephone number associated with my account, including wireless telephone numbers, which could result in charges to me. KPUB may also contact me via email using any email address I provide to KPUB.
- I agree to have KPUB acquire my credit report for identification verification purposes.

**THIS AGREEMENT IS EXECUTED AND EFFECTIVE AS OF \_\_\_\_\_, 20\_\_\_\_\_**

\_\_\_\_\_  
**Customer's signature**

\_\_\_\_\_  
**Customer service representative's signature**

\_\_\_\_\_  
**Spouse, co-applicant or responsible party signature**

\_\_\_\_\_  
**Title of representative**

**SEE ATTACHED DOCUMENT FOR TERMS & CONDITIONS**

*All personal information on this account is to be kept confidential to the extent provided by law and in accordance with KPUB's privacy policy.*

**BELOW IS FOR KPUB OFFICE USE ONLY**

KPUB representative	Connect date	Acct #	New account		\$	.00
			New service		\$	.00
Route	Sequence	Service order #	Temp service		\$	.00
			Deposit	235050	\$	.00
Rate code	Map location	Tax exempt	Y / N	Total amount	\$	.00

# AGREEMENT FOR KPUB ELECTRIC SERVICE TERMS & CONDITIONS

## PAYMENTS & COMMUNICATION

Customer, cosigner, & other responsible party shall pay KPUB monthly for service rendered, at the rates & upon the terms & conditions of the KPUB service regulations & paid for pursuant to KPUB's rate schedule for the class of service supplied hereunder. KPUB's rate schedules & service regulations are both incorporated herein by reference & made a part hereof & are on file at KPUB's office & at the City of Kerrville. All references to KPUB's rate schedules & service regulations contained herein shall be to those then in effect.

The initial billing period hereunder shall start when customer begins using electric power & energy, or thirty (30) days after KPUB notifies customer in writing that such service is available hereunder, whichever shall occur first. Bills for utility service hereunder shall be due & payable at the office of KPUB, 2250 Memorial Blvd., Kerrville, Kerr County, Texas, monthly in accordance with the KPUB's rate schedules & service regulations. Customer, cosigner, & other responsible party agrees to pay for same as measured by KPUB's meter according to rate schedules of KPUB. Service under this agreement may be disconnected for nonpayment. If service is disconnected for nonpayment, a currently approved reconnect charge plus the account balance due will be collected by KPUB before electric service will be restored. In the case of discontinuance or termination prior to a contracted period, the customer, cosigner & other responsible party will owe KPUB not only the amount due for service hereunder, but as liquidated damages to KPUB & not as a penalty, a further sum equal to the minimum amounts guaranteed under KPUB's rate schedules then in effect.

Any communication between KPUB & customer & payments provided for herein to be given or made, may be given or made by mailing the same to KPUB's office & to customer at customer's address specified on the reverse side hereof or at such other addresses as either party may in writing hereafter indicate to the other as hereafter provided. It is the customer's responsibility to deliver current billing payments to the KPUB office before 5:00 P.M. on or before the due date as indicated on the billing statement. Any notice to be given or to be served upon any party hereto, in connection with this agreement, must be in writing, & may be given by certified or registered mail & shall be deemed to have been given & received when a certified or registered letter containing such notice, properly addressed, with postage prepaid, is deposited in the United States mail, & if given otherwise than by certified or registered mail, it shall be deemed to have been given when delivered to & received by the party to whom it is addressed. Such notices shall be given to the parties hereto at the addresses specified on the reverse side hereof. Either party may, at any time by giving five (5) days written notice to the other party, designate any other addresses in substitution of such addresses to which such notice, a communication or payment shall be given.

## EASEMENTS & SERVICE PROVIDED

Customer hereby grants KPUB right-of-way & easement necessary for service by KPUB hereunder, over, on or upon the land at the service address & adjoining land owned, leased, or controlled by customer including, upon the termination of this agreement for any reason the right to remove from such premises all meters & other property of KPUB. Customer agrees to permit authorized agents of KPUB free access to such premises of customer for the purpose of connecting, inspecting, testing, reading, repairing or removing the meter or other property of KPUB, & customer expressly agrees not to permit anyone other than authorized agents of KPUB to molest or otherwise tamper with property of KPUB or to remove its seals from same. KPUB shall have the right, but shall not be obligated, to inspect any installation before electric service is introduced, or at any later time, & reserves the right to reject any wiring or appliances not in accordance with KPUB's standards, but such inspection or failure to inspect or reject shall not be regarded as an insurance against defects in installation, wiring or appliances & shall not render KPUB liable for any loss or damage, resulting from defects in the installation, wiring or appliances or from violation of KPUB's rules & regulations, or from accidents which may occur upon customer's premises. KPUB makes no warranty that the electric service to be furnished hereunder is of merchantable quality or that the same can be used for any particular purpose & KPUB DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY & SUITABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

KPUB does not guarantee continuous service, & will not be liable for loss or damage caused by unavoidable accident, or causes which KPUB could not reasonably have foreseen & guarded against. The obligation of KPUB hereunder shall be suspended to the extent that KPUB is hindered or prevented from complying therewith, & KPUB shall not be responsible for any losses resulting

from labor disturbances or differences with workmen or employees, including strikes & lockouts, acts of God, fires, embargo, storms, accidents, federal, state, municipal or other governmental action, statutes, ordinances, regulations, by lack of or inability to obtain raw materials, labor, fuel or supplies, or interferences or any other contingency, circumstance or cause whatsoever beyond the control of KPUB. Customer hereby waives any existing and future claims and offsets against the sums or other payments due hereunder, and agrees to pay same and other amounts regardless of any offset for claim that may be asserted by customer. No delay or omission to exercise any right, power or remedy accruing to KPUB on any breach or default, or any acquiescence therein, or of or in any similar breach or default thereafter occurring, nor shall any waiver of any single breach or default be deemed a waiver of any other breach or default theretofore or thereafter occurring. Any waiver, permit, consent or approval of any kind or character on the part of KPUB of any provision or condition of this agreement must be in writing and shall be effective only to the extent set forth specifically in such writing. All remedies, either under this agreement or by law, or otherwise afforded to KPUB, shall be cumulative and not alternative.

All easements, contracts, customer contributions and fees, inspections, and other required items or transactions must be completed and submitted to KPUB before service can be provided. Applications requiring a line extension may require up to ninety (90) days to provide service. Generally, all requests are filled on a first come, first served basis. The point of delivery for electric service and the meter location shall be determined by KPUB. KPUB will issue a meter socket for permanent service to be installed by customer to KPUB specifications.

## DEPOSITS

Customer hereby delivers to KPUB the deposit referenced herein as deposit to guarantee the payment of any and all indebtedness, including, without limitation, indebtedness for electricity and other service, which may be or become, due and payable to KPUB by customer. This deposit is made with the express understanding and agreement that KPUB is hereby given the right and privilege to use said sum of money in any way or manner it may desire while the same is on deposit, including without limitation the offset of the deposit against any sum or obligation payable to KPUB under this agreement. The deposit may be commingled with other funds of KPUB and will be held with interest accruing on the balance. Upon termination of this agreement, the deposit and any interest accrued will be returned to customer less all offsets and sums payable to KPUB.

In the event customer has paid bills for twelve (12) (24 for commercial accounts) consecutive months without having service disconnected for non-payment or without having more than two occasions in which a bill was delinquent, the deposit & any interest accrued shall be applied to the customer's account.

## DEFAULT

On the happening of any default or failure to comply with or meet any KPUB service policy by customer, KPUB may without notice or demand terminate service and pursue any remedy or combination of remedies, at law or in equity, available to KPUB.

## AGREEMENT

This agreement embodies the entire agreement between the parties. It may not be modified or terminated except as provided herein, by other written agreement, or by change of the KPUB rates and tariffs. If any provision herein is for any reason held to be illegal, unenforceable or invalid in any respect, it shall be considered deleted here from and shall not affect or invalidate the provision of this agreement and this agreement shall be construed as if such invalid, illegal, or unenforceable provisions had never been contained herein. Whenever the context hereof shall so require, the singular shall include the plural, the male gender shall include the female gender, and the neuter, and vice versa.

This agreement is not assignable by customer except by written consent of KPUB. This agreement is performable in Kerr County, Texas. Venue of any litigation arising hereunder shall be in Kerr County, Texas. In the event of any action filed in relation to this agreement, customer, in addition to all other sums that customer may be called on to pay, will pay to KPUB a reasonable sum for KPUB's attorneys' fees and expenses incurred in connection therewith. This agreement shall become effective on the date of execution and acceptance by KPUB, and shall continue thereafter until terminated, as herein provided or by customer, provided that such termination shall not release or terminate any obligation payable on or prior to termination.