



**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. 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/ 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/.

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
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AGREEMENT FOR ELECTRIC SERVICE FOR NEW CONSTRUCTION

All fields are required

CUSTOMER INFORMATION

Return completed app to custserv@kpub.com or by fax to 830.257.8078

(please print your information clearly)

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	DOB	SSN	DL#	Phone
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IF COMMERCIAL, SELECT WHICH TYPE OF ENTITY:

<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Limited Partnership	<input type="checkbox"/> Limited Liability Co.	<input type="checkbox"/> TX Corp.	<input type="checkbox"/> General Partnership
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CO-SIGNER/GUARANTOR:

Name	SSN	Home Phone	Cell Phone
Address	Account	DL#	DOB

Co-Signer/Guarantor Signature: _____

ELECTRIC LOAD FORM INFORMATION: (all fields are required)

This information is critical for the engineering department to ensure your job is designed properly & that your service will meet your property's electrical demands. If this information is not completed correctly, it can result in job delays and additional charges for future project changes.

Type of service: (select one of the following) <input type="checkbox"/> Residential <input type="checkbox"/> Commercial (select one of the following) <input type="checkbox"/> Overhead <input type="checkbox"/> Underground	Temporary or permanent service: (select one of the following) <input type="checkbox"/> Temporary electric service (for construction site in progress) <input type="checkbox"/> Permanent service (for residence or building already built)
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Electrician name, phone # and email:

Account charges: The charges listed herein are in addition to any other charges made under KPUB's Tariff for Electric Service and will be applied for the appropriate condition described. Other services not covered by these standard conditions will be charged on the basis of an estimate for the job or the actual costs plus overhead adders.

New account charge: Charges to set a meter & to do the other work necessary to initiate a new account.	New account fees are: \$45 (or if outside normal business hours, \$157)
Permanent (new service) charge: New service charges are made in addition to the new account charge when service conductors are installed for the first time to a new building or a new point of service.	Permanent fees are: \$95 (or if outside normal business hours, \$500)
Temporary service connection charge: 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. <i>Temporary connections are made for 120/240V, single phase, 3 wire, 60 Hertz. Charges for temporary service not covered by these standard conditions will be provided only when the customer pays in advance to KPUB the estimated cost of installing & removing the necessary facilities.</i>	Temporary fees are: a. install & remove meter & service wires, \$240 or b. install and remove transformer on an existing pole, \$455

IF RESIDENTIAL (all fields are required)

Select which property type: <input type="checkbox"/> Primary Residence <input type="checkbox"/> Weekend Home <input type="checkbox"/> Rental <input type="checkbox"/> Other: _____
Service Size 120/240V (select one of the following): <input type="checkbox"/> 200A <input type="checkbox"/> 320A <input type="checkbox"/> Other: _____
Square Footage: _____ sq. ft. (conditioned space only)
Unusual loads/other: examples include welders, kilns, steam showers, hot tub, etc.

IF COMMERCIAL (all fields are required)

Voltage: (select one of the following)
 120/240V, Single Phase 120/208V, Three Phase 277/480V, Three Phase Primary Metering 7200/12470V, Three Phase

Main Disconnect: 200A 350A 400A 600A 800A 1200A 1600A 2000A Other: _____

Square Footage: _____ sq. ft. (conditioned space only)

Building Type: (please describe the purpose of the type of building being constructed)
examples include example large retail location, small office, restaurant-sit down, restaurant-fast food, auto repair shop, bank, etc.)

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

BILLING & PAYMENT PREFERENCES (all fields are required)

PAPERLESS E-BILLING: 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. NEW! You will also receive a one-time \$5 bill credit when you enroll in paperless e-billing!	<input type="checkbox"/> Yes, sign me up for paperless e-billing
	<input type="checkbox"/> No, please send a paper bill
AUTOMATIC PAYMENTS: With KPUB’s automatic payment program, your payment is automatically deducted by either bank draft or your debit card/credit card. NEW! You will also receive a one-time \$5 bill credit when you sign up!	<input type="checkbox"/> I’d like to learn more about auto pay
BILLING CYCLE PREFERENCE: 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 cycles 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.	<input type="checkbox"/> Cycle 1 <input type="checkbox"/> Cycle 3 <input type="checkbox"/> Cycle 2 <input type="checkbox"/> Cycle 4 <input type="checkbox"/> No preference
CHANGE FOR CHARITY PROGRAM: KPUB 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. Please select your program participation to help your neighbors in need with the boxes provided.	<input type="checkbox"/> Yes, I’d like to participate
	<input type="checkbox"/> No, please opt me out

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	\$
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, 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.