



# 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 [kpub.com/new-service](http://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!**



# Agreement For Electric Service For New Construction

All fields are required. Return completed application to: [custserv@kpub.com](mailto:custserv@kpub.com) OR Fax: 830.257.8078.

## CUSTOMER INFORMATION (please print your information clearly)

Name	Est Service Start Date	Tax ID# (if commercial)
Physical 911 Service Address	SSN	DOB
Mailing Address	Cell Phone	DL#
Address Line Two	Work Phone	Home Phone
City/State/Zip	Service address is in these limits: (must select one) City of Kerrville      City of Ingram N/A (outside City of Kerrville or City of Ingram)	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

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

## CO-SIGNER/GUARANTOR:

Name	DOB	SSN	DL#	Account
Address	Home Phone	Cell Phone		

Co-Signer/Guarantor Signature

## ELECTRIC LOAD FORM INFORMATION

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.

<b>Type of Service</b> (select one of the following) Residential      Commercial      Overhead      Underground	<b>Temporary or Permanent Service</b> (select one of the following) Temporary Electric Service (for construction site in progress) Permanent Service (for residence or building already built)
Electrician name	Phone      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.

<b>New account charges:</b> Charges to set a meter & to do the other work necessary to initiate a new account.	<b>New account fees are: \$45</b> (or if outside normal business hours, \$157)
<b>Permanent (new service) charges:</b> 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.	<b>Permanent fees are: \$95</b> (or if outside normal business hours, \$500)
<b>Temporary service connection charge:</b> 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 not covered by these standard conditions will be provided only when the customer pays in advance to KPUB the estimated cost of installing &amp; removing the necessary facilities.</i>	<b>Temporary fees are:</b> a. install & remove meter & service wires, <b>\$240</b> or b. install and remove transformer on an existing pole, <b>\$455</b>

## IF RESIDENTIAL

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

## IF COMMERCIAL

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: (select one of the following)

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.)

## KPUB CHANGE FOR CHARITY "BILL ROUND UP" PROGRAM

KPUB's Change for Charity Program offers you the chance to help your neighbors in need that are struggling to pay their electric bills. The program works by rounding up your monthly bill to the nearest dollar. For example, if your bill is \$87.63, it's rounded up to \$88, with the extra \$0.37 going directly into program fund. Please select your program participation using the options provided.

Yes, I'd like to participate

No, please opt me out

## BILLING &amp; PAYMENT PREFERENCES

**PAPERLESS E-BILLING:** Sign up to receive electronic bill copies by email. **\$You will also receive a one-time \$5 bill credit when you enroll in paperless e-billing!**

Yes, sign me up for paperless e-billing

**AUTOMATIC PAYMENTS:** With KPUB's automatic payment program, your payment is automatically deducted by either bank draft or your debit card/credit card. **\$You will also receive a one-time \$5 bill credit when you sign up!**

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.

Cycle 1    Cycle 2    Cycle 3    Cycle 4

## BY SIGNING BELOW, I AGREE TO THE FOLLOWING

The undersigned (the "customer") hereby applies to the Kerrville Public Utility Board ("KPUB") for electric service at the address herein specified and agrees that such service shall be supplied and used in accordance with the terms and conditions of this agreement, as may be amended or revised from time to time, and KPUB's service regulations and rate schedules, which are incorporated herein by reference. 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 express 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 DATE: \_\_\_\_\_, 20 \_\_\_\_\_

Customer's signature

Customer service representative's signature

X

X

Spouse, co-applicant or responsible party signature

Title of representative

X

## SEE ATTACHED DOCUMENT FOR TERMS &amp; 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 Rep	Connect date	Account #	New account	\$
			New service	\$
Route	Sequence	Temp Service	Temp service	\$
			Deposit    235050	\$
Rate code	Map location	Tax Exempt    Yes    No	Total amount	\$

## AGREEMENT FOR KPUB ELECTRIC SERVICE TERMS & CONDITIONS

### PAYMENTS and COMMUNICATION

Customer, cosigner, and other responsible parties shall pay KPUB monthly for service pursuant to the terms and conditions of KPUB's service regulations and rate schedule (both of which are made a part of this agreement by reference and are available on KPUB's website at [kpub.com](http://kpub.com)).

Customer, cosigner, and other responsible party agree to pay for service as measured by KPUB's meter. Customer's billing period shall start when Customer begins using electric power or 30 days after KPUB notifies Customer in writing that service is available, whichever shall occur first. Bills for service are due and payable monthly at KPUB's office at 2250 Memorial Blvd., Kerrville, Texas, or via KPUB's Smarthub online payment system. Service under this agreement may be disconnected for nonpayment. If service is disconnected for nonpayment, Customer must pay a reconnect charge plus the account balance due to restore service.

Customer is responsible for delivering current payments to the KPUB office or making online payments before 5:00 P.M. on the due date as indicated on the billing statement. All notices given to any party in connection with this agreement must be in writing, and may be given by certified or registered mail and shall be deemed to have been given and received when a certified or registered letter containing such notice, properly addressed, with postage prepaid, is deposited in the United States mail, and if given otherwise than by certified or registered mail, it shall be deemed to have been given when delivered to and received by the party to whom it is addressed. Such notices shall be given to the parties at the addresses specified on the reverse side. Either party may, at any time by giving 5-day written notice to the other party, designate another address to which notice, communication, or payment shall be given.

### EASEMENTS and SERVICE PROVIDED

Customer hereby grants KPUB a right-of-way and an easement necessary for KPUB to provide and maintain service under, over, on, or upon the service address property and adjoining land owned, leased, or controlled by Customer including, upon the termination of this agreement for any reason, the right to remove KPUB's property from the premises. Customer agrees to permit authorized agents of KPUB free access to the premises to connect, inspect, test, read, repair, or remove KPUB's property.

Customer shall not permit anyone other than authorized KPUB agents to repair, remove, or tamper with KPUB's property. KPUB shall have the right, but shall not be obligated, to inspect the installation before electric service is provided and continually thereafter. KPUB has the right to reject any wiring or appliances not in accordance with KPUB's standards, but KPUB's inspection or failure to inspect or reject is not insurance against defects in installation, wiring, or appliances and does not render KPUB liable for any loss or damage resulting from (a) defects in the installation, wiring, or appliances, (b) violation of KPUB's rules and regulations, or (c) from accidents that may occur upon Customer's premises. KPUB makes no warranty that the electric service to be furnished is of merchantable quality or that the same can be used for any particular purpose. **KPUB DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY and SUITABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

KPUB does not guarantee continuous service and will not be liable for loss or damage caused by unavoidable accident or causes that KPUB could not reasonably have foreseen. KPUB's obligations under this agreement shall be suspended to the extent that KPUB is hindered or prevented from performance, and KPUB shall not be responsible for any losses resulting from labor disturbances (including strikes and lockouts), acts of God fires, embargo, storms, accidents, pandemics, 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 waives any existing and future claims and offsets against the sums or other payments due under this agreement, and agrees to pay regardless of any offset or claim asserted by Customer. No delay or omission to exercise any right, power, or remedy accruing to KPUB on any breach or default, or any waiver of any single breach or default, shall be deemed a waiver of any other breach or default occurring thereafter. 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 writing. All remedies, either under this agreement or by law, or otherwise afforded to KPUB, shall be cumulative and not alternative.

All required documentation must be completed and submitted to KPUB before service can be provided. Applications requiring a line extension may require up to 90 days to provide service. Generally, all requests are filled on a first come, first served basis. The point of delivery for service and the meter location shall be determined by KPUB.

### DEPOSITS

Customer hereby delivers to KPUB the referenced deposit to guarantee payment of all indebtedness under this agreement. KPUB may use the deposit in any manner, including the offset of any sum payable to KPUB under this agreement. The deposit may be commingled with other KPUB funds and will be held with interest accruing on the balance. Upon termination of this agreement, KPUB shall return the deposit and any interest accrued to Customer, less all sums payable to KPUB. In the event Customer pays bills for 12 consecutive months (24 for commercial accounts) without service disconnection for non-payment or more than two delinquent payments, KPUB shall apply the deposit and any interest to Customer's account. In the event Customer pays bills for 12 consecutive months (24 for commercial accounts) without service disconnection for non-payment or more than two delinquent payments, KPUB shall apply the deposit and any interest to Customer's account.

### DEFAULT

On Customer's default or failure to comply with this agreement, including KPUB's service policy and regulations, 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 is the entire agreement between the parties. It may not be modified or terminated by written agreement, or by change of KPUB rates and tariffs. If any provision is held to be illegal, unenforceable, or invalid in any respect, it shall be considered deleted and shall not invalidate the agreement. The agreement shall be construed as if the invalid, illegal, or unenforceable provision had never been contained herein. Whenever the context hereof shall so require, the singular shall include the plural.

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 relating to this agreement, Customer, in addition to all other sums that customer may be called on to pay, will pay KPUB's reasonable attorney fees and expenses. This agreement shall become effective on the date of execution and acceptance by KPUB, and shall continue thereafter until terminated under the terms of this agreement.



# Electric Load Form

A full set of building plans and/or a one-line electrical diagram may be requested with this submission.

## CUSTOMER & PROJECT GENERAL INFORMATION (please print your information clearly)

Name		Phone	
Email		Fax	
Title (Check One)	Electrical Engineer	Electrical Contractor	Other
Customer's signature X		Date	
<b>Project Information</b>		Est Service Need Date	
Project Name		Distributed Generation	Yes No
Project Address		Service Duration	Permanent Service
Construction Power (usually less than 24 months)			
Nearest Intersection		Temporary Service (usually less than 12 months)	

## PROJECT ELECTRICAL INFORMATION

Type of Service Requested (Check One)	Service Voltage Requested (Check One)	Main Disconnect Size (Check One)	
Overhead	120/240 V, 1 $\phi$ - 3 Wires	100 Amps	1200 Amps
Secondary Riser	480/277 V, 3 $\phi$ - 4 Wires	200 Amps	1600 Amps
Underground	208/120 V, 3 $\phi$ - 4 Wires	400 Amps	2000 Amps
Other		600 Amps	Other

## Additional Service & Electrical Load Information

Conductor Type, Quantity, & Size			Hours of Business Operation		
Total FT <sup>2</sup>	FT <sup>2</sup> /Unit	# Units	Fuel Type	All Electric	Gas & Electric
Building Type/Use (Residential, Warehouse, Restaurant, Retail, Office, Mixed Use, etc.)					

<b>Proposed Meter Socket</b>	Manufacturer	Model			
<b>Equipment</b>	<b>Voltage</b>	<b>Ampere</b>	<b>Rated kW &amp; Number of Units</b>		<b>1 <math>\Phi</math> or 3 <math>\Phi</math></b>
General Lighting					
Convenient Receptacle					
Permanent Appliance					
Cooking Equipment					
Water Heater					
Elevators					
Welders					
Air Compressors					
Pool/Hot Tub					
Other Loads					
Other Loads					
<b>Equipment</b>	<b>Voltage</b>	<b>Ampere</b>	<b>Rated kW</b>	<b>Tons</b>	<b>1 <math>\Phi</math> or 3 <math>\Phi</math></b>
AC					
Largest AC Unit					
Electric Heat					
Other Pumps					

Note: KPUB may size equipment based on empirical data and not necessarily per the main disconnect size. Please list Motor Loads other than AC on separate page indicating quantity, HP, number of phases, letter start code, and start method.

## BELOW IS FOR KPUB OFFICE USE ONLY

SO#

Service Map Location