

A residential customer may request to opt out of New Braunfels Utilities (NBU) notifications via text message, email, telephone, and all other future communication media regarding conservation, education, outages, bill presentment, payment reminders and confirmation, and emergency information as a condition of service. Only the Customer of Record may request to opt-out of all notifications. By opting-out from NBU notifications you will not receive any informational, educational, and/or emergent text and voice mail messages.

Please complete the form below and return by email to: CustomerService@nbutexas.com. You may also mail the completed form to: NBU, Attention: Customer Service, P.O. Box 310289, New Braunfels, TX 78131.

Customer Information

Name on Account: _____

Account #: _____

Service Address: _____
Address Apt/Unit City State Zip

Phone#: _____

I understand that by opting-out of NBU notifications, I will not receive any notifications via text message, email, telephone, and all other future communication media regarding conservation, education, outages, bill presentment, payment reminders and confirmation, and emergency information.

Customer Signature _____ Date _____

In-Office Use

New Braunfels Utilities Representative Date Completed

NAME

START DATE