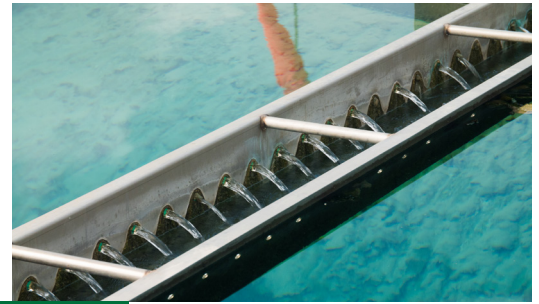


Utility Update

NBU
NEW BRAUNFELS
UTILITIES



NBU'S CAPITAL IMPROVEMENT PLANNING

New Braunfels Utilities (NBU) has an aggressive capital improvement projects plan to build and enhance necessary infrastructure over the next five years to meet the needs of a growing community.

Over the next five years, NBU has budgeted \$703 million in capital improvement projects. This will ensure we are well prepared to meet the electric, water, and wastewater needs of our customers for decades to come.

While there are approximately 145 capital improvement projects in progress and/or being planned, customers can find a high-level overview of NBU's key projects at nbutexas.com/capital-improvement.

Second Year of Three-Year Rate Increases

August 1, 2021, marked the start of the second year of NBU's three-year rate increase plan, which was approved by the City Council in 2020. The rate increases will help ensure NBU is in regulatory compliance with Texas Commission on Environmental Quality (TCEQ) water quality standards, and can make the infrastructure improvements to be prepared to meet the needs of our growing community.

Learn more about the rate changes at nbutexas.com/rate-change.

Are you following us on social media?

Make sure you follow us on Facebook and Twitter to stay informed on emergency alerts, news, outage updates, and more!



CONSUMPTION USE ALERTS

Customers can set up hourly, daily, or even weekly threshold alerts.



The consumption use alerts notify customers when their water and electric usage exceeds a customer-selected threshold. The notifications give customers actionable information to stop high usage before it continues.

To sign up for consumption use alerts, customers must have a smart meter installed and be in the New Braunfels Utilities electricity service area.

Learn how to set up alerts at nbutexas.com/conservation or call **830.629.8400**.

NBU MAIN OFFICE: 263 Main Plaza, New Braunfels, TX 78130

NBU SERVICE CENTER: 355 FM 306, New Braunfels, TX 78130

OPERATING HOURS: Monday - Friday, 8:00 a.m. to 5:00 p.m.

After Hours, Weekends, and Holidays for OUTAGES OR SERVICE ISSUES: 830.629.4NBU

Conservation Corner

NBU
NEW BRAUNFELS
UTILITIES

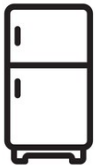


Back to School Conservation Tips

With the school year fast approaching, these conservation tips can help you prepare for a water conserving and energy efficient year:



Consider utilizing the '4x4 Method'. If your home will be unoccupied for more than four hours, adjust the thermostat by four degrees. Up four degrees in the summer, and down four in the winter.



While preparing lunches, you may be opening and closing the refrigerator door frequently. To save energy, gather all the items you need at once to allow your fridge to maintain its proper temperature.



Before heading out of the house, unplug electronics that are not being used. When devices are powered off or are on standby mode, they are still drawing energy known as "vampire energy".



After a long day, consider using a toaster oven to prepare dinner for your family. A toaster oven uses up to half the amount of energy than an electric oven when cooking small meals.



Consider taking a shower instead of a bath to help conserve water. The standard showerhead uses 2.5 gallons of water per minute. Taking a 10-minute shower generally uses 25 gallons of water, where a full bath may use up to 70 gallons of water.

DID YOU KNOW?

When washing your clothes with hot water, **90 percent** of that energy goes to heating the water?



Consider washing full loads with cold water to help you conserve both water and energy!

For more conservation tips to help manage utility costs, visit nbutexas.com/conservation-videos.



Straight From Our Conservation Kitchen

Cooking delicious, home-made, energy-saving meals in the microwave is easy and fun! Check out NBU's Conservation Kitchen videos at [facebook.com/newbraunfelsutilities](https://www.facebook.com/newbraunfelsutilities), and be on the lookout for more events soon.

Our Conservation and Customer Solutions team offers free after-hour and weekend home assessments to help you conserve water and energy.

To schedule your free assessment, call the Conservation and Customer Solutions team at **830.608.8925** or email conservation@nbutexas.com.