

Utility Update

NBU
NEW BRAUNFELS
UTILITIES

NEW BRAUNFELS UTILITIES RELEASES WATER QUALITY REPORT



The New Braunfels Utilities Water Quality Report is now available online at **nbutexas.com/water-quality-report**. This report contains important information about the source and quality of your drinking water. New Braunfels Utilities' water has once again been rated superior in quality. To request a paper report, call 830.629.8400.

El Informe de Calidad Del Agua de New Braunfels Utilities ya está disponible en línea en **nbutexas.com/water-quality-report**. Este informe contiene información importante sobre la fuente y la calidad de su agua potable. Una vez más, el agua de New Braunfels Utilities ha sido calificada como superior en calidad. Para solicitar un informe en papel, llame al 830.629.8400.

Access the Water Quality Report at **nbutexas.com/water-quality-report**.

Heading Into Peak Season

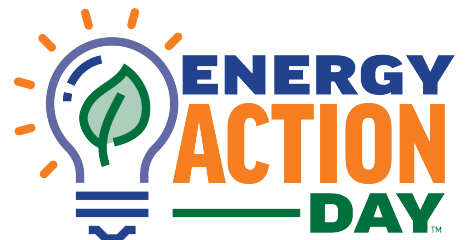
Seasonal, or Peak water rates are effective June through September to encourage conservation during periods of reduced precipitation and potential increased demand associated with lawn watering and outside water activities. Limiting water usage during the months of June through September can have a positive impact on your utility bill. For more information and a list of resources to help manage your bill, visit **nbutexas.com/conservation**.

Be on The Lookout for Energy Action Days!

This summer, New Braunfels Utilities (NBU) may encourage customers to reduce overall energy use, especially during peak demand hours of 3:00 to 7:00 p.m. On days when energy conservation is encouraged, NBU will issue a customer appeal to conserve; we call these **Energy Action Days**.

On an Energy Action Day, you can implement targeted energy actions to help:

- Reduce overall power costs.
- Reduce energy use.
- Reduce strain on the ERCOT (Electric Reliability Council of Texas) grid.



Energy Action Days are announced on **nbutexas.com** and on **[facebook.com/newbraunfelsutilities](https://www.facebook.com/newbraunfelsutilities)**.

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.
(Main Office and Service Center)

**After Hours, Weekends, and Holidays for
OUTAGES OR SERVICE ISSUES**
830.629.4NBU (4628)

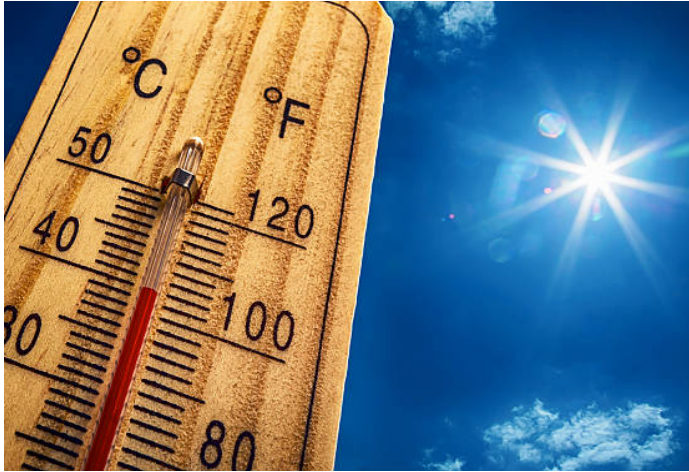
CUSTOMER SERVICE
830.629.8400
866.629.8400 – toll free
830.606.2074 – metro
(Monday - Friday, 8:00 a.m. to 5:00 p.m.)
email: customerservice@nbutexas.com

FOR MORE INFORMATION VISIT:
nbutexas.com

Conservation Corner



Tips to Beat the Texas Heat



When getting ready for the summer heat, changing out your A/C filter every three months is a great place to start. This is one of the most affordable ways to help your A/C unit take on the Texas heat. Annual HVAC maintenance is also strongly encouraged. Every year your A/C unit is not serviced, you can lose up to five percent efficiency.

New Braunfels Utilities recommends setting your thermostat at 78 degrees during the summer. This is vital, as every degree below 78 degrees is a potential three to seven percent increase on your bill.

If tempted to lower the thermostat, try turning on a ceiling fan. Ceiling fans are a great way to help displace cool air and make an occupied room feel up to eight degrees cooler, allowing your thermostat to be set higher.

What about when you leave your home for the day? Consider utilizing the 4x4 method. If your home will be unoccupied for more than four hours, adjust the thermostat up four degrees. These simple changes can make a big impact on your NBU bill.

If you would like assistance from one of our Resource Conservation Representatives, please visit nbutexas.com/conservation to schedule a FREE virtual energy assessment.

Contact NBU today and request your personalized Consumption Usage Report and identify ways you can save on utility costs.

Did you know that air conditioning usage accounts for as much as 45 percent of your utility bill?

Maintaining your HVAC unit, both inside and outside your home, is key to ensure it is running efficiently.

Learn more at nbutexas.com/conservation.

Did you know? New Braunfels Utilities is currently offering two rebates to help you beat the summer heat.



Smart Thermostat - **\$85** Rebate



A/C Check Up - **\$40** Rebate



Learn about all the ways to save at nbutexas.com/rebates.