

Utility Update



UTILITY BILL MANAGEMENT FOR A GROWING COMMUNITY




RESPONDING TO COMMUNITY GROWTH

New Braunfels Utilities (NBU) is making required upgrades to its electric, water, and wastewater infrastructure, securing new water resources, and adding vital system capacity. These upgrades will ensure NBU is well prepared to meet the needs of its customers for decades to come. To preserve natural resources and control rate increases, NBU utilizes several techniques to encourage conservation.

Tiered billing charges customers a higher water rate as use increases. This pricing structure is designed to keep water affordable for essential use, such as drinking, washing, and cooking. With the tiered water rate structure, costs are allocated to high use customers who drive the need to acquire new water supplies and to build new infrastructure.

Seasonal, or Peak, 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.

RESIDENTIAL PEAK RATE EXAMPLES*

ESSENTIAL USE TIER 1		MODERATE USE TIER 2		HIGH USE TIER 3		VERY HIGH USE TIER 4	
0 – 7,500 Gallons Per Month Basic indoor water use such as cooking, showering, and washing dishes and clothes.		7,501 – 15,000 Gallons Per Month Indoor water use and moderate lawn irrigation.		15,001 – 25,000 Gallons Per Month Indoor water use and elevated lawn irrigation.		More than 25,001 Gallons Per Month Usage above and beyond the first three tiers.	
							
65.01 percent of NBU Customers		20.99 percent of NBU Customers		8.55 percent of NBU Customers		5.45 percent of NBU Customers	
USAGE EXAMPLE 6,000 Gallons/Month		USAGE EXAMPLE 12,000 Gallons/Month		USAGE EXAMPLE 20,000 Gallons/Month		USAGE EXAMPLE 40,000 Gallons/Month	
OFF-PEAK RATE \$/Thousand Gallons	PEAK RATE \$/Thousand Gallons	OFF-PEAK RATE \$/Thousand Gallons	PEAK RATE \$/Thousand Gallons	OFF-PEAK RATE \$/Thousand Gallons	PEAK RATE \$/Thousand Gallons	OFF-PEAK RATE \$/Thousand Gallons	PEAK RATE \$/Thousand Gallons
\$1.66	\$1.73	\$4.18	\$4.50	\$5.70	\$6.84	\$7.84	\$10.20
COST \$/Month	COST \$/Month	COST \$/Month	COST \$/Month	COST \$/Month	COST \$/Month	COST \$/Month	COST \$/Month
\$9.96	\$10.38	\$31.26	\$33.23	\$72.30	\$80.93	\$218.40	\$268.13

*Cost estimates reflect monthly volume charges only. For complete rate information visit nbutexas.com/rates.

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

Learn about the many bill management resources NBU offers at nbutexas.com/conservation.

Conservation Corner



Irrigation is the Biggest User of Water



Outside of Texas, when people think of our area, they may think of a desert. Surprisingly, that is not necessarily too far from the truth. New Braunfels is a semiarid area. We experience intense flash droughts bookended by flash floods. The result is a very significant drying effect.

Turfgrass, which is not native to Central Texas, requires a significant amount of irrigation.

Many people do not realize St. Augustine grass is not native to New Braunfels. Many popular types of grass, including Bermuda, are native to tropical areas that experience higher levels of annual rainfall than Central Texas. Planting these common grasses requires more water than landscaping with native plants.

An important factor to consider when planning your landscape is choosing the appropriate grass type. Planting non-native grasses will require more water to maintain than native grasses, resulting in a higher water bill without proper maintenance or landscaping practices such as aerating, mulching, etc.

New Braunfels Utilities offers information online about sustainable landscaping and provides consultations and assessments to ensure its customers' efforts are worth the investment.

When our customers want to know what grows well, we ask them to take a drive in the beautiful Texas Hill Country and notice the landscape they see. It doesn't require any supplemental irrigation. It just grows.





To incentivize planting of drought-tolerant landscaping, NBU offers rebates for customers who implement landscaping that reduces the need for irrigation. Many customers will stack rebates, which can be as simple as laying down a new bed of mulch or removing a section of turfgrass.

Customers who qualify can take advantage of the many rebates offered by NBU. Simply complete the online application and submit the rebate with the necessary documentation for an inspection. Rebates are applied as a credit to the customer's bill.

Learn more at nbutexas.com/conservation.

Know Your Water Stages

New Braunfels Utilities (NBU) monitors the Edwards Aquifer level and implements water restrictions to encourage conservation and protect natural resources in times of drought. Each drought stage has unique water use guidelines and each stage is highlighted on NBU's Facebook page and on nbutexas.com.

NON-DROUGHT		STAGE 1		STAGE 2		STAGE 3	
 <p>Watering with a sprinkler or irrigation system is allowed TWO DAYS PER WEEK based on the last digit of the address. Must occur BEFORE 10:00 a.m. AND AFTER 8:00 p.m.</p> <p>Watering with a hand-held hose, bucket, drip irrigation system, or a soaker hose that does not spray water in the air is allowed any time on any day.</p>		 <p>Watering with a sprinkler or irrigation system is allowed ONE DAY PER WEEK based on the last digit of the address. Must occur BEFORE 10:00 a.m. and AFTER 8:00 p.m.</p> <p>Watering with a hand-held hose, bucket, drip irrigation system, or a soaker hose that does not spray water in the air is allowed any time on any day.</p>		 <p>Watering with a sprinkler or irrigation system is allowed ONE DAY PER WEEK based on the last digit of the address. Must occur BEFORE 10:00 a.m. and AFTER 8:00 p.m.</p> <p>Watering with a hand-held hose, bucket, drip irrigation system, or a soaker hose that does not spray water in the air is allowed on any day BEFORE 10:00 a.m. and AFTER 8:00 p.m.</p>		 <p>Watering with a sprinkler or irrigation system is allowed ONE DAY PER WEEK, EVERY OTHER WEEK, on assigned day, beginning on the second Monday after Stage 3 has been declared. Must occur BEFORE 10:00 a.m. AND AFTER 8:00 p.m.</p> <p>Watering with a hand-held hose, bucket, drip irrigation system, or a soaker hose that does not spray water in the air is allowed on any day BEFORE 10:00 a.m. and AFTER 8:00 p.m.</p>	
LAST DIGIT OF ADDRESS	WATERING DAYS	LAST DIGIT OF ADDRESS	WATERING DAY	LAST DIGIT OF ADDRESS	WATERING DAY	LAST DIGIT OF ADDRESS	WATERING DAY
0, 2, 4, 6, or 8	Monday/Thursday	0 or 1	Monday	0 or 1	Monday	0 or 1	Monday
		2 or 3	Tuesday	2 or 3	Tuesday	2 or 3	Tuesday
		4 or 5	Wednesday	4 or 5	Wednesday	4 or 5	Wednesday
1, 3, 5, 7, or 9	Tuesday/Friday	6 or 7	Thursday	6 or 7	Thursday	6 or 7	Thursday
		8 or 9	Friday	8 or 9	Friday	8 or 9	Friday