

Terms and Conditions

- The New Braunfels Utilities (NBU) Auto-Draft Program allows customers to have their NBU bill automatically deducted from a checking or savings account with an accredited financial institution capable of accepting withdrawals and deposits through the Automated Clearing House (ACH) Network. The NBU Auto-Draft program may be subject to change by NBU or by the ACH, or financial intermediary. The Auto-Draft processing list is sent to the banking institution the business day before the due date as specified on the NBU billing statement. The bank account is drafted on the due date specified on the NBU billing statement. New Braunfels Utilities is unable to retract an Auto-Draft payment once the file has been submitted to the financial institution.

Eligibility Guidelines

- The Program is available for a residential or commercial account that is not in delinquent status.
- The Auto-Draft Program is not transferable between NBU utility accounts. Completion of an Auto-Draft Enrollment form is required for each new utility account.

General Guidelines

- New Braunfels Utilities must receive the completed Auto-Draft Enrollment form along with a voided check at least seven business days prior to the due date for the first billing statement to be paid under the program. Forms turned in after that time period will be drafted the following month.
- New Braunfels Utilities staff will review the form to validate the proposed transaction noting differences in names on the NBU account and the bank account information.
- New Braunfels Utilities debits the full new balance from the customers' accounts each month. Customers on the Budget Billing program will have their budgeted amount debited each month.
- Review your monthly bill. Customers with bill disputes should call NBU Customer Service at 830.629.8400 at least seven business days prior to the date of automatic withdrawal shown on the utility bill.
- The customers' final bill and previous bill will be combined and drafted 21 days from the statement date, or on the next NBU due date.
- The customer is responsible for ensuring all utility bills are paid on time.

Auto-Draft Not Honored by the Financial Institution for Any Reason Other Than Bank Error

- For each returned item, the account holder is responsible for all returned items or late payment fees imposed by NBU and their financial institution.
- Customers, who have two returned payments within a 12-month period, will be removed from the Auto-Draft Program and will be required to pay their NBU bills with cash, credit card, cashier's check, or money order for the next 12-month period.
- New Braunfels Utilities does not accept partial payments or grant extensions for returned Auto-Draft payments.
- The customer's NBU credit history may be affected by a returned Auto-Draft payment. Refer to Service Conditions Policy at nbutexas.com.
- New Braunfels Utilities can terminate utility service if the customer fails to pay the balance due for the returned items.

Changing Auto-Draft Conditions

- The customer is responsible for reviewing billing statements and for timely notification to NBU of any changes to information provided to NBU to participate in the NBU Auto-Draft program.
- Any changes to the bank account or changes in status of the financial institution will require completion of a new Auto-Draft Enrollment form.

Customer's Cancellation of Auto-Draft Enrollment

- Discontinue enrollment in the program by submitting a completed Auto-Draft Cancellation form. The form must be received by NBU at least seven business days prior to the due date specified on the bill for the cancellation to take effect for the current utility bill.