

Utility Update



FATS, OILS, AND GREASE DISPOSAL

When cooking those delicious holiday meals, it can be tempting to pour the leftover grease or oil down the drain. However, pouring used cooking oil and grease down a sink can be unhealthy and costly.

When fats, oils, and grease are released into the sewer lines, they can seriously degrade the collection system's ability to remove waste. They may also lead to costly home plumbing repairs.

Proper Disposal Techniques

Food and grease should never go down the drain – use a strainer to help keep your sink flowing free. Be sure to prewash your dishes, removing grease from dishes and cookware with a paper towel before washing, and avoid using your garbage disposal by scraping food scraps from dishes into the trash.

New Braunfels Utilities offers **FREE** grease collection bags at the front desk of our downtown office, located at 263 Main Plaza, New Braunfels, Texas 78130.

For the more information on fats, oils, and grease disposal, visit nbutexas.com/fog.

Avoiding Common Scams

Heading into the holiday season, it is important to be vigilant against scammers seeking to collect money for utility bill payments. Follow these tips to help avoid common utility scams.



Verify the identity of the caller or hang up if something seems off.



Close the door if you receive an unexpected visitor asking you for something.



Never share personal or sensitive information.



If you receive a call or visitor demanding payment, call NBU Customer Service at 830.629.8400 to verify the status of your account.

Stuff the Truck Holiday Food Drive

Help a family in need with the Stuff the Truck Holiday Food Drive! This year's campaign will kick off on the day of the New Braunfels Downtown Tree Lighting Ceremony, Friday, November 19, 2021, and will offer another chance to donate on December 2, 2021, the evening of Wassailfest.



A New Braunfels Food Bank truck will be parked in front of NBU's downtown location, at 263 Main Plaza, accepting donations on both days. There will also be a large red barrel in NBU's main lobby where donations can be dropped off in between the two events. The most needed non-perishable food items include:

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|---------------|--------------------|--------------|---------------------|
| PEANUT BUTTER | CEREAL | TUNA | POPTOP FOOD ITEMS |
| BEANS | RICE | MAC & CHEESE | FULL MEALS CAN/BOX |
| CHILI & SOUPS | CANNED LUNCH MEATS | PET FOOD | BABY FOOD & DIAPERS |

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

CONSERVATION TIPS TO GOBBLE UP THIS THANKSGIVING

As we look forward to spending time with family and friends, it is important to remember that preparing a Thanksgiving feast does not have to increase your monthly energy usage. Here are a few tips that can help you skimp on energy, not on taste!



- When planning your Thanksgiving side dishes, consider recipes that can be cooked simultaneously with the turkey.
- Refrain from opening the oven door as much as possible. Each time you do, your oven has to work harder to compensate for an up to 25°F loss in temperature.
- Do not heat up the oven if you are only bringing a side dish. Instead, consider using slow cookers, toaster ovens, and even microwaves to efficiently cook those smaller side dishes.
- To keep your guests cool, ensure all of your AC vents are open and unobstructed to allow proper air flow. You can also replace any incandescent light bulbs around the dining room table with LEDs to lower their temperature while saving energy.

Saving time and money this holiday season could not be easier. If you are looking for more energy-saving ideas, visit nbutexas.com/conservation.

DID YOU KNOW?

Ceramic or glass dishes have shown to retain heat better than aluminum dishes in an oven, allowing you to reduce the cooking temperature by 25°F less than what a recipe recommends.

When using an alternative heating and/or cooking appliance other than an oven, you could potentially see energy savings of up to 80%!

LEDs have a lower operating temperature than incandescent lights, which makes for a cooler environment and saves energy.

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 **830.608.8925** or email conservation@nbutexas.com.



Join us for live demonstrations and learn how to make delicious, home-made, energy-saving meals! Check out NBU's Conservation Kitchen Live Stream videos on Facebook!