

Utility Update

NBU
NEW BRAUNFELS
UTILITIES

BEWARE OF SCAMMERS

Heading into the holiday season, it is important to be vigilant against scammers seeking to collect money for utility bill payments.

Scam artists are creative and continuously change and update their tactics.



Here are a few things to keep in mind if you receive a call or visit from someone you do not know:

- Never share your personal information.
- Verify the identity of the caller.
- Hang up or close the door if someone seems suspicious.
- Call NBU Customer Service at 830.629.8400 to verify calls about your account.

KNOW YOUR WATER STAGE



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Stage 1 Drought Restrictions went into effect on September 1, 2021. The Stage 1 schedule for the use of a sprinkler or irrigation system is as follows:

Addresses ending 0 and 1:
Monday

Addresses ending 2 and 3:
Tuesday

Addresses ending 4 and 5:
Wednesday

Addresses ending 6 and 7:
Thursday

Addresses ending 8 and 9:
Friday

Use of a hand-held hose, bucket, soaker hose, or drip irrigation system is allowed on any day at any time during Stage 1. Use of a sprinkler or irrigation system is not permitted on the weekends during Stages 1, 2, or 3.

For the most current water stage information, visit nbutexas.com/current-water-restriction-status.



NBU NEW BRAUNFELS
UTILITIES **UNIVERSITY**

Have you ever wondered what happens behind the scenes at New Braunfels Utilities (NBU)?
How the Board of Trustees works?

New Braunfels Utilities will be hosting NBU University to help customers gain a deeper understanding of NBU's operations.

Classes will be held one evening each month, January through May, 2022. Seats are limited. Apply today at nbutexas.com/nbu-university. The application deadline is **November 17, 2021**.

UPCOMING EVENT

The Stuff The Truck Holiday Food Drive is right around the corner!

Follow us on social media and be on the lookout for more information on how to participate.



Are you following us on social media?

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



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

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OCTOBER IS NATIONAL ENERGY AWARENESS MONTH

Treat yourself to savings with a few energy-conscious tricks.

- Install weather stripping around doors, windows, and air ducts.
- Take control of your A/C and heater usage by installing a smart thermostat.
- Consider installing outdoor solar lighting. Not only is it 100 percent efficient, but solar lighting can be used to illuminate areas that lack a plug-in source.
- Banish *energy vampires* from your home by unplugging electronics such as extra TV's, phone chargers, game systems, and unused appliances. This can lower your energy bill by up to 10 percent.
- Did you know replacing your outdated appliances with Energy Star appliances can reduce energy use without sacrificing performance – saving you money in the process?

DID YOU KNOW?

Lighting accounts for 20-30 percent of your utility bill.

By upgrading to energy efficient LED's, you can save up to \$9 per year, per light bulb.



Rebates to Keep on Your Radar



Washing Machine Rebate

You can save **\$50** if you use an Energy Star washing machine or **\$200** if using a CEE Tier 1 or 2 washing machine.



Smart Thermostat Rebate

Using an Ecobee or Nest brand smart thermostat qualifies you for an **\$85** rebate.

Apply for these rebates and more at nbutexas.com/rebates.

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.

Learn more energy saving tricks and treats at nbutexas.com/energy-efficiency-resources.