



Photo by: Mikala Compton



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nbutexas.com

Summer Energy Conservation

We have put together a collection of tips and information you can use to help save energy – and money – during the coming summer months.



Adjust the Thermostat

REBATE OFFER *

- For maximum comfort and energy efficiency in your home, set your summer thermostat to 78 degrees.
- Save energy while you are away by installing a smart thermostat. Some new thermostats are also Wi-Fi enabled and can be controlled from your mobile devices.



Pool Pumps

- Nothing says fun like splashing around in a pool during the hot summer. Have fun and save energy by installing a timer on your swimming pool or hot tub pump to limit the amount of time it runs throughout the day.



Lights

- Increase your home comfort level by only turning on lights you need, especially during the late afternoon hours to save energy during the hottest part of the day.
- Making the switch to LED lights in the home can save energy not only because they use less electricity than traditional bulbs, but they also produce less heat!



Ovens

- To help conserve energy, prepare refreshing cold dishes, such as salads and sandwiches.
- No need to heat up the oven tonight! Keep the heat down and save time and use your microwave to heat those leftovers!



AC/Heating System

REBATE OFFER *

- Replace the filters once a month – or more often if they get dirty.



Washer/Dryer

REBATE OFFER *

- Line drying clothes will help increase energy efficiency and increase the comfort level of your home by not having the extra heat of the dryer warm the house.



Locate and Eliminate Leaks

- Cold air can escape your home through gaps or holes. Locate the leaks and seal them up.
- Caulk or weather stripping will seal gaps in doors and windows.



Adjust Your Water Heater

- Maximize the energy efficiency of your water heater by setting it to 120 degrees and install a water heater blanket.
- Extend the life of your home investments by reducing the temperature setting of your water heater to 120 degrees.
- Install a water heater timer around your schedule to reduce energy usage by preventing it from heating water when not in use.



General

- One of the easiest ways to reduce energy usage on a hot afternoon is to simply leave the house. Try a new restaurant, read a book at the library, or enjoy some time at a park.
- Ceiling fans are a great way to increase the comfort of a room. Fans can make you feel up to four degrees cooler than the thermostat setting!

* For a complete list of current rebates, visit nbutexas.com/rebates.

LOAD SHEDDING



IMPORTANT INFORMATION ABOUT ELECTRICITY LOAD SHEDDING AND WHAT IT COULD MEAN TO YOU.

The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to more than 26 million Texas customers. ERCOT is responsible for ensuring that the supply of electricity is sufficient to meet customer demand (load) for electricity in most of the state.

When electric supply provided by all available power generation is not enough to meet customer demand for power, ERCOT begins emergency operations. During an ERCOT Energy Emergency, when there is not enough generation to meet customer demand for power and all other operational tools have been exhausted, power demand must be lowered to avoid

uncontrolled blackouts. Typically, before calling for controlled customer outages, ERCOT may ask customers to voluntarily reduce electric usage. As a last resort, once the highest level of Energy Emergency is met, ERCOT will direct electric utilities to cut power to customers in order to reduce the customer demand for electricity on the ERCOT grid. This is also called "directed load shed."

Electric utilities, including New Braunfels Utilities (NBU), are obligated to immediately implement load shed procedures as directed by ERCOT.

DURING ERCOT DIRECTED LOAD SHED:

- Customers must be prepared for a possible power outage without advanced warning. As much as possible, efforts will be made to provide advanced notification of ERCOT directed load shed, but circumstances do not always allow that to happen.
- In accordance with NBU policy and guidelines, customers designated as critical load are not guaranteed an uninterrupted supply of electricity. It is the responsibility of the customer to arrange for alternative sources of electric power in the event of a local outage, or ERCOT directed load shed event.
- Customers dependent on electric-powered medical equipment, such as those designated in the NBU Critical Care Active Account Program, are encouraged to have a solid back-up plan in the event they lose electricity. It is important to note that these customers are not exempt from load shed and may lose power during the highest level of an ERCOT Energy Emergency. Anyone who depends on electricity for life-sustaining equipment should have a solid back-up plan in place.
- Applications and procedures to be considered a medically vulnerable residential customer, or a critical load customer, can be found on NBU's website at:
- Load shed is a mandatory emergency order from ERCOT based on a shortfall of power generation. Therefore, NBU may not have the information to notify individual customers if they may lose power, when they may lose power, or how long the load shed event may last.
- In an extreme Energy Emergency ERCOT may require electric utilities to shed large amounts of load over long periods of time. In these instances, electric utilities like NBU may not have the ability to rotate outages without risking the stability of the entire electric grid. When this happens, some customers may not have power for an extended period of time. These outages are critical for ensuring the integrity of the state's electric grid and preventing an uncontrolled system-wide blackout, which could be long-lasting and have a significant impact on all aspects of life.
- New Braunfels Utilities, like all electric utilities in ERCOT, is required to comply with all ERCOT directions for cutting power until ERCOT ends the Energy Emergency.
- The NBU website has tips at nbutexas.com/energy-action-days to help customers reduce electricity use and stay safe at times when load shedding events may be implemented.

nbutexas.com/cs-resources



- New Braunfels Utilities will prioritize power delivery to customers whose service is critical to the community during an emergency or those whose service provides major support to the integrity of the electric system during an emergency. Examples include hospitals, major airports, and 911.

New Braunfels Utilities is committed to ensuring the safe and reliable delivery of electricity to its community. While NBU may not control the issues or conditions that require ERCOT's order to shed load, we will do everything possible to restore electricity when we are able to safely do so. We will also work to keep our customers informed about the situation through local media outlets, digital media, and direct communications.

Designed with you in mind.

1 Customer and Account Information

2 Payment Information

3 Payment Methods

4 Balance and Payment Information

5 Meter Detail Information

6 Electric Charges

7 Electric Usage (Historic by Month)

8 Water Charges

9 Water Usage (Historic by Month)

10 Wastewater Charges

11 City Garbage and Recycling Charges

12 Special Information

Billing Statements that are easier to read and understand.

New Braunfels Utilities (NBU) billing statements have been redesigned for ease of customer use. Beginning April 2022, statements will utilize this updated and color coded format. Use this guide to help understand updates and features.

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Learn more at nbutexas.com/understanding-your-bill.



NON-DROUGHT



STAGE 1

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.



STAGE 2



STAGE 3

Introducing the New Braunfels Utilities Round Up Program.

This new voluntary "opt-in" program provides customers an opportunity to help preserve and protect the Comal Springs.

Customers now have an opportunity to opt-in to the NEW Round Up Program. By participating, the monthly utility bill would be rounded up to the next whole dollar, with the difference being donated to the Headwaters at the Comal. The monthly donation per account would be between one and ninety-nine cents, with a maximum yearly donation of \$11.88.

To learn more about the Headwaters at the Comal, NBU's conservation legacy project, visit headwatersatthecomal.com.

For more information, or to opt-in to the Round Up Program, visit nbutexas.com/round-up.



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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
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email: customerservice@nbutexas.com

FOR MORE INFORMATION VISIT: nbutexas.com

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UTILITIES