



NBU's Commitment to a Stronger Community

Laying the Infrastructure for a Resilient Future

Beginning August 1, 2023, New Braunfels Utilities (NBU) customers will see a rate increase. Rate adjustments are necessary because New Braunfels has grown 66% since 2012* and NBU is committed to reliably providing essential services to our community. This requires us to make improvements and construct new infrastructure – and raise rates.

Even though everything costs more these days, we are here to help. Whether you're looking for rebates, usage alerts, or helpful videos to take advantage of conservation and cost-saving resources, nbutexas.com offers a variety of helpful tools.

But that's not all—we're here to support you every step of the way. Our dedicated team is ready to empower you to take control of your utility usage and make informed decisions.

At New Braunfels Utilities, we're committed to being proactive and positive in our approach. Our mission is to ensure your satisfaction while providing the essential services that power your daily life. Together, we'll create a community where progress and reliability thrive.

Thank you for trusting us as we work towards a brighter and more resilient New Braunfels. For any questions or concerns, please don't hesitate to reach out to our friendly customer service team at **830.629.8400**. We're here for you every step of the way.

Thank you,
New Braunfels Utilities

*New Braunfels Chamber of Commerce 2022 Economic Benchmarks

Learn more at
nbutexas.com/rate-plan.



NBU® NEW BRAUNFELS
UTILITIES