



October, 2022

[nbutexas.com](http://nbutexas.com)

## Cost of Power – Quarterly Forecast

The table below shows the forecasted electric rates for the fourth quarter of 2022. These rates are based on an average usage of 1,200 kilowatt-hours (kWh). The monthly cost per kWh is forecasted to be 12.41 cents, plus the flat Electric Service Availability Charge. It is important to note that these rates are subject to change should NBU experience extreme weather and/or significant energy market events.

New Braunfels Utilities is taking steps to simplify the monthly bill. The line items below reflect updates to the NBU bill that will be implemented this fall. The Generation, Transmission, and Replenish Reserves line items that are shown here are currently being included in the Purchased Power and PCRA line items on the existing bill.

Line Item	October	November	December	Monthly Electric Bill
Generation	\$.0690	\$.0690	\$.0690	\$82.80
Transmission	\$.0172	\$.0172	\$.0172	\$20.64
Delivery Charge	\$.0149	\$.0149	\$.0149	\$17.88
Replenish Reserves	\$.0130	\$.0130	\$.0130	\$15.60
<b>Per kWh Charge Total</b>	<b>\$.1241</b>	<b>\$.1241</b>	<b>\$.1241</b>	
Electric Service Availability Charge	\$17.06	\$17.06	\$17.06	\$17.06
<b>Total Bill</b>				<b>\$153.98</b>

# 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 needs to 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](https://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](https://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 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.

# Simplified Electric Bill Coming This Fall

**BILL MODIFICATIONS ARE HIGHLIGHTED IN YELLOW.**



263 Main Plaza  
New Braunfels, TX 78130  
830.629.8400

Hours of Operation: Monday-Friday, 8:00 a.m. – 5:00 p.m.  
After Hours Emergency: 830.629.4628  
Website: nbuteexas.com

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
00012345-67	09/12/2022	\$566.00

#### Account Information

JOHN O. CUSTOMER  
Account Name: 1234 ANY STREET  
Service Location: 00000000-00  
Account Number: 02-55  
Cycle - Route: 08/15/2022  
Statement Date:

#### Payment Information

- Postdated checks are not accepted.
- Past due balances are subject to immediate disconnection.
- The New Charges on the bill are due on the date specified on the billing statement. Payments received after the due date will be considered delinquent and subject to a 10% late fee. If new charges are unpaid by the due date, service will be subject to disconnection for non-payment 10 days after due date and a processing fee will apply. Late Payments may affect a customer's NBU credit rating.
- NBU may transfer an unpaid previous balance to a customer's current account.
- NBU standard office hours are Monday - Friday 8:00 a.m. - 5:00 p.m. Please contact Customer Service or visit our website for a list of observed holidays or for any billing questions.
- NBU 830.629.8400 Toll Free: 888.629.8400 Website: 830.629.2074 Fax: 830.629.2119 Online: www.nbuteexas.com

#### Payment Methods

Payment Method	Details	Contact
Pay-By-Phone	Visa, Mastercard, Discover, and eChecks	844.863.7360
Online Payments	Visa, Mastercard, Discover, and eChecks	www.nbuteexas.com
Automated Bill Pay (Bank Draft)	Contact NBU Customer Service	830.629.8400 or Toll Free: 888.629.8400
By Mail	P.O. Box 660, San Antonio, TX 78203-0660	Checks and Money Orders Only, No Cash
Pay-In-Person	Main Office, 263 Main Plaza	Office hours are Monday - Friday 8:00 a.m. - 5:00 p.m.
Authorized Payment Center	Authorized Payment Center up to date list of authorized payment centers, visit www.nbuteexas.com	
Payment Deposit	Payment Deposit accepted at the Drive-Through at the Main Office, 263 Main Plaza. Checks and Money Order Only, No Cash	



Please Remit Payment to  
P O Box 660  
San Antonio, TX 78293-0660



\*\*\*ATTENTION\*\*\* SCH 5-DIGIT 78130 1 P86 122972AC15-A-1  
90 1 AV 0.452

JOHN O. CUSTOMER  
1234 ANY STREET  
NEW BRAUNFELS TX 78130-3016

NBU Charges	
Current Charges Electric.....	\$421.54
Current Charges Water.....	\$91.14
Current Charges Wastewater.....	\$33.76
Round Up Contribution.....	\$50.44
<b>CURRENT NBU CHARGES.....</b>	<b>\$546.88</b>

City of New Braunfels Charges	
City of New Braunfels Services.....	\$19.12
<b>CURRENT CITY CHARGES.....</b>	<b>\$19.12</b>

Current Total	
<b>TOTAL CURRENT CHARGES.....</b>	<b>\$566.00</b>

Account Summary	
Previous Balance.....	\$554.85
Payments Received.....	\$554.85
Current Charges.....	\$566.00
<b>ACCOUNT BALANCE.....</b>	<b>\$566.00</b>
Amount Auto Drafted before 5:00 p.m. 09/12/2022	\$566.00

Keep top portion for your records. Please return this portion with payment.  
Service Location: 1234 ANY STREET  
Statement Date: 08/15/2022

ACCOUNT NUMBER	CURRENT CHARGES DUE	ACCOUNT BALANCE
00012345-67	\$566.00	\$566.00
Current Charges		\$566.00
<b>ACCOUNT BALANCE</b>		<b>\$566.00</b>
Amount Auto Drafted before 5:00 p.m. 09/12/2022		\$566.00

Visit nbuteexas.com/billassist to apply or donate to the NBU Utility Bill Assistance Program.

AMOUNT ENCLOSED \$

0002964850000003891600000389162

#### Meter Detail Information

Description	Service Period	# of Days	Meter Number	Meter Multiplier	Previous Reading	Current Reading	Usage
Electric	07/10/2022 - 08/09/2022	30	0071314082	1 REI	82079	92679	2500 kWh
Water	07/10/2022 - 08/09/2022	30	0036562377	1 RW5.81	150636	152947	2011 GAL
Wastewater	07/10/2022 - 08/09/2022	30	0036562344	1 RE5.81	489089	490057	6968 GAL

#### Residential Current Electric Charges

Generation 2500 kWh	
Transmission 2500 kWh	\$300.00
Distribution 2500 kWh	\$37.50
Delivery Charge 2500 kWh	
Electric Service Availability Charge	\$33.75
Replenish Reserves \$0.013 per kWh x 2500 kWh	\$15.61
Taxes City Tax	\$32.50
<b>TOTAL ELECTRIC CHARGES</b>	<b>\$421.54</b>

#### Residential Current Water Charges

Water Usage 2011 GAL	
Irrigation 6968 GAL	\$3.84
Water Service Availability Charge	\$43.12
Water Supply Fee 8979 GAL	\$26.28
<b>TOTAL WATER CHARGES</b>	<b>\$91.14</b>

#### Residential Current Wastewater Charges

Wastewater	
Wastewater Service Availability Charge	\$8.56
<b>TOTAL WASTEWATER CHARGES</b>	<b>\$33.76</b>

For City Provided Garbage and Recycling Services Inquires, contact nbuteexas.org/suand or call 830.221.4040.

City Services	
Garbage	\$13.40
Recycle	\$4.26
Taxes	
County Tax	\$0.09
City Tax	\$0.26
State Tax	\$1.11
<b>TOTAL CITY SERVICE CHARGES</b>	<b>\$19.12</b>

#### Important Information

Contribute to the Round Up Program by visiting nbuteexas.com/roundup. If you want to understand how the rates on your bill are calculated, visit nbuteexas.com/rate-breakdown. For current drought status information, visit nbuteexas.com.

#### NBU Utility Bill Assistance Program

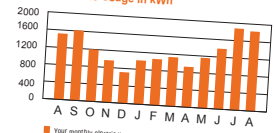
The NBU Utility Bill Assistance Program is designed to assist customers in our service area who are experiencing extreme hardship and financial need. The new Braunfels Food Bank administers the program for NBU and accepts applications and determines the amount of assistance that can be provided to customers to help pay for electric, water, and wastewater charges on the bill. The program also welcomes donations to help these less fortunate. Visit nbuteexas.com/billassist for more information about the NBU Utility Bill Assistance Program and how to make a tax deductible donation.

PLEASE REMIT PAYMENT TO:

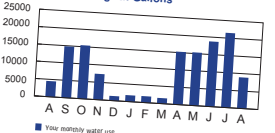
NEW BRAUNFELS UTILITIES  
PO BOX 660  
SAN ANTONIO TX 78293-0660

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#### Monthly Electric Usage in kWh



#### Monthly Water Usage in Gallons



## NEW BILL CHARGE DEFINITIONS

### GENERATION

Rather than owning power plants, NBU buys power from the ERCOT market through a hedging program, which is designed to reduce volatility and deliver a competitive price. This charge reflects the pass-through amount of the cost of power, and it is calculated using a per kilowatt-hour rate.

### TRANSMISSION

This is the cost of transporting energy to the NBU service territory charged on a per kilowatt-hour rate. Transmission costs are set by the state each year and are based on a community's peak electricity demand from the prior year.

### DELIVERY CHARGE

This is the cost of power distribution, and it is charged on a per kilowatt-hour rate. This covers the operation and maintenance of NBU's local distribution infrastructure including poles, wires, and transformers.

### REPLENISH RESERVES

This charge is designed to replenish NBU's reserves to ensure we are prepared in case of emergency events - like Winter Storm Uri.

### ELECTRIC SERVICE AVAILABILITY CHARGE

The base costs incurred in making service available for customers, including meter reading, billing, and record keeping. The charge is fixed and independent of the amount of electricity used in a particular month.



# STAGE 3 WATER RESTRICTION STATUS

Watering with a sprinkler or irrigation system is allowed one day per week every other week, on an assigned day, and Must occur BEFORE 10:00 a.m. and AFTER 8:00 p.m.

Watering with a hand-held hose, bucket, drip irrigation system, or a soaker hose that does not spray water in the air is allowed on any day **BEFORE 10:00 a.m. and AFTER 8:00 p.m.**

During this severe drought, we ask for your continued efforts toward water conservation. Citations are issued without warning during Stage 3.

For more information call **830.608.8925** or visit [nbutexas.com/stage-3](http://nbutexas.com/stage-3).

**WATERING IS ALLOWED ONE DAY EVERY OTHER WEEK AS DETERMINED BY THE LAST DIGIT OF YOUR ADDRESS.**

## KNOW YOUR WATERING DAY:

LAST DIGIT OF ADDRESS	WATERING DAY
0 or 1	Monday
2 or 3	Tuesday
4 or 5	Wednesday
6 or 7	Thursday
8 or 9	Friday

## THE ELECTRIC GRID AND THE NBU BILL

### ELECTRIC GRID

#### GENERATION



#### TRANSMISSION



#### DISTRIBUTION



### CURRENT BILL ITEMS

- Purchased Power
- Power Cost Recovery Adjustment (PCRA)

- Delivery Charge
- Availability Charge

### NEW BILL ITEMS

- Generation
- Replenish Reserves

- Transmission

- Delivery Charge
- Electric Service Availability Charge



#### 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.  
(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  
(Monday - Friday, 8:00 a.m. to 5:00 p.m.)  
email: [customerservice@nbutexas.com](mailto:customerservice@nbutexas.com)

**FOR MORE INFORMATION VISIT: [nbutexas.com](http://nbutexas.com)**

**NBU**® **NEW BRAUNFELS**  
**UTILITIES**