

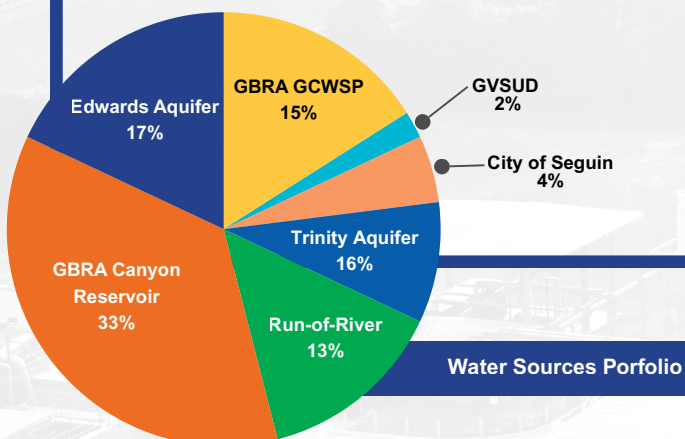


Effective August 1, 2026, the second year of the two-year utility rate plan approved in June 2025 will take effect. This adjustment is part of a previously approved plan designed to provide a predictable approach to funding the infrastructure, maintenance, and services our community depends on while helping avoid larger, unexpected rate increases in the future.

WHAT YOUR RATES SUPPORT BY THE NUMBERS

WATER SERVICES

- 💧 Covers 139.47 Square Miles
- 💧 19 Elevated Storage Tanks
- 💧 10 Pressure Zones
- 💧 Average Water Use of 14 Million Gallons Per Day
- 💧 700 + Miles of Water Pipelines



WASTEWATER SERVICES

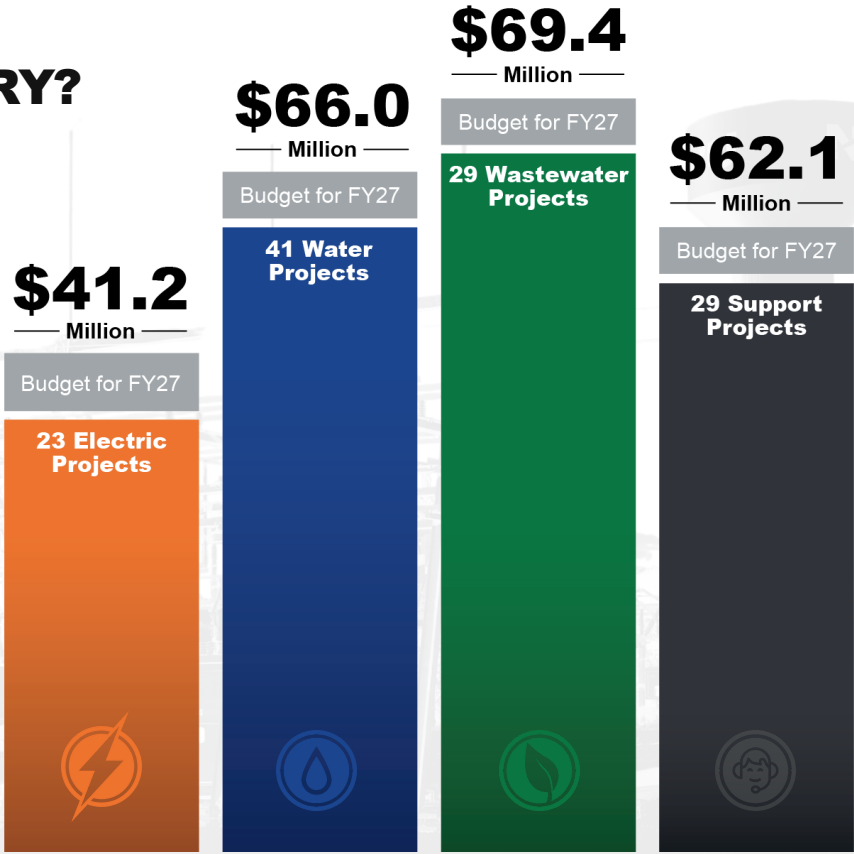
- 🌿 Covers 58.17 Square Miles
- 🌿 4 Treatment Plants
- 🌿 26 Lift Stations
- 🌿 7.39 Million Gallons Per Day *Average Use*
- 🌿 500+ Miles of Wastewater Pipelines

ELECTRIC SERVICES

- ⚡ Covers 161.3 Square Miles
- ⚡ 11 Substations
- ⚡ 600+ Miles of Overhead Distribution

WHY ARE RATE ADJUSTMENTS NECESSARY?

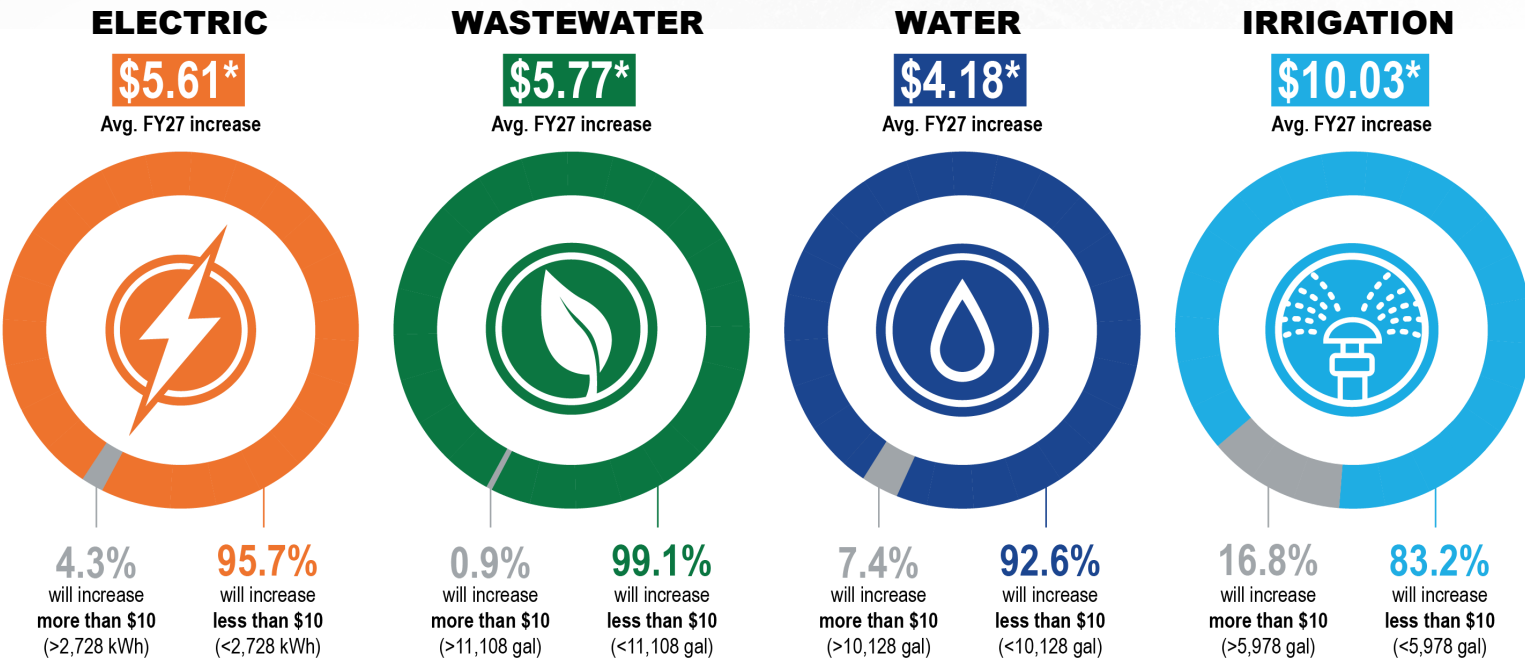
- ✓ To stay ahead of costly failures
- ✓ To replace aging infrastructure
- ✓ To cover higher costs of materials and labor
- ✓ To meet compliance
- ✓ To build capacity for growth



ESTIMATED PROJECT COSTS FOR FY 2027

FY 2027 CUSTOMER IMPACTS

The rate increase affects average residential bills differently depending on customer usage, with the following breakdown by service:



*Monthly calculations use the following average customer usage profile: 1,200kwh/mo (electric) | up to 6,000 gal/mo (no irrigation) | up to 6,000 gal/mo (irrigation only) | 4,600 gal/mo (wastewater) – with higher costs in peak demand months due to increased usage.

RESOURCES FOR OUR CUSTOMERS

ENERGY REBATES



Smart
Thermostat



AC Checkup



AC and Heat
Pump



Solar



Programmable
Thermostat



Drought
Tolerant Tree

WATER REBATES



Irrigation Zone
Removal



Grass
Removal



Healthy Soil



Comal County
Gardening
Guide



Rain Barrel



Washing
Machine

SERVICES AND EDUCATION

- ✓ FREE Home Assessments
- ✓ Rebates
- ✓ Conservation Tips
- ✓ Leak Detection Checklists
- ✓ Understanding Your Bill
- ✓ Utility Bill Assistance Program
- ✓ Budget Billing Usage
- ✓ Usage Alerts

FOLLOW THE PROCESS: RATES TIMELINE

June 27 2024	Nov. 2024 thru Apr. 2025	May 29 2025	June 16 2025	June 23 2025	August 1 2025	August 1 2026
Rate Study process starts	Community Advisory Panel (CAP) Meetings	Two-year Rates Consideration: NBU Board Meeting	City Council Reading #1	City Council Reading #2	Year One Rates Begin	Year Two Rates Begin

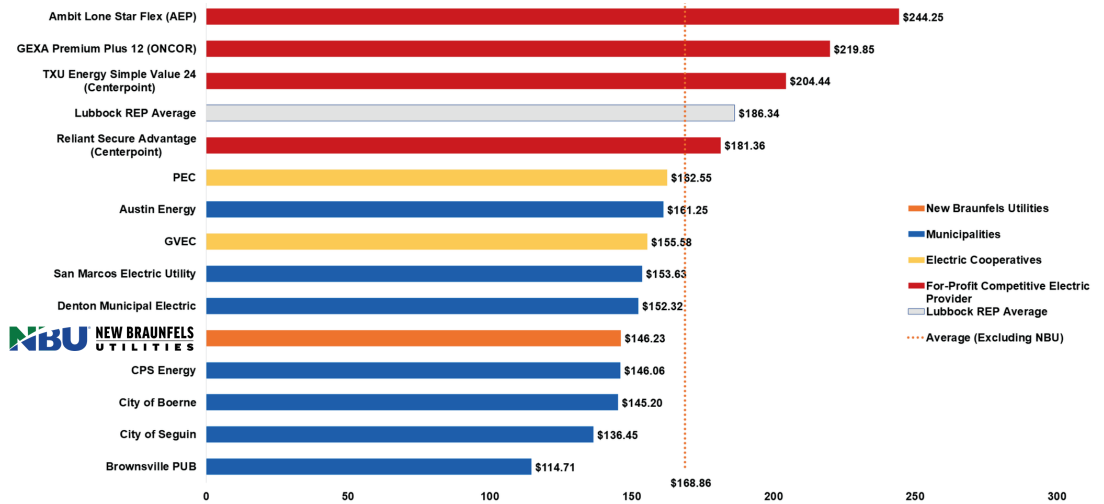
HOW YOUR RATES COMPARE

Residential bill comparisons below are based on an average use of **1,200 kWh** for electricity, **6,000 gallons** for water, and **4,600 gallons** for wastewater.

ELECTRIC



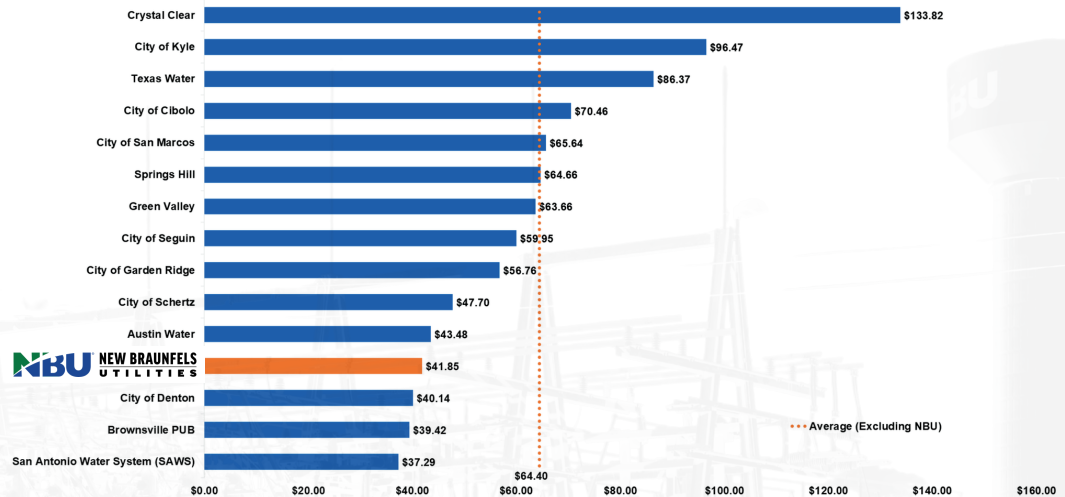
May 2026
(1,200 kWh)



WATER



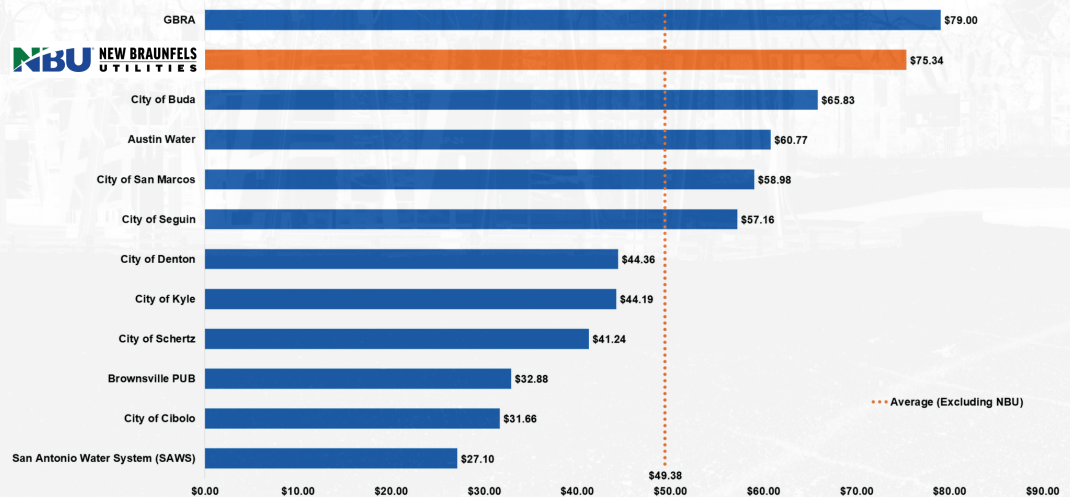
May 2026
(6,000 gallons)



WASTEWATER



May 2026
(4,600 gallons)



Scan to see your rates at work.

