

Utility Update



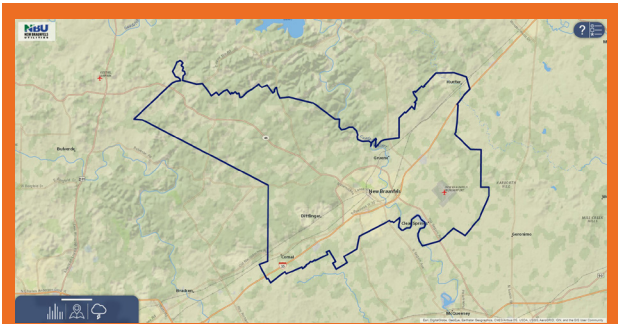
TOGETHER, WE CAN WEATHER ANY OUTAGE

Being prepared for storms is part of New Braunfels Utilities' (NBU) standard operating procedure, and NBU resources allow customers to be prepared as well.

Our control center plays a significant role in providing critical updates to our crews and our community. It is manned 24-hours a day, every day. It serves as the central hub for maintaining and responding to incidents on both sunny and stormy days.

Control systems operators also respond to after-hour phone calls regarding outages. They send out auto alerts to customers who opt in for the text-message alerts.

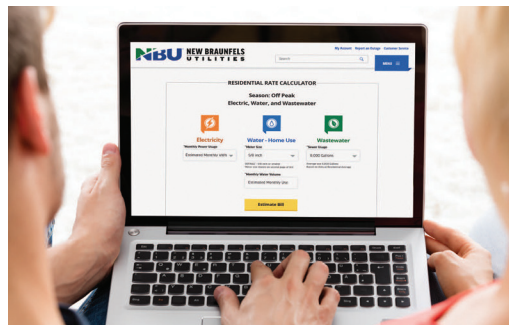
All of this information and more is included on our new and improved electric outage viewer map! Anyone can go online and click or tap the hexagon on the map to learn more about reported outage locations and whether or not crews have already been assigned. In addition, they can access current weather conditions on the map, including radar.



To access the updated outage viewer map, use this **QR code** or visit **nbutexas.com**.



Online Bill Calculator



Take the guesswork out of predicting your utility bill.

New Braunfels Utilities' new online calculator provides customers with the opportunity to plug in anticipated usage or current usage, and it will generate an estimate of what their bill will be based on usage inputs. The estimate provided by the bill calculator will look very much like your monthly bill.

Learn more at nbutexas.com/bill-calculator or call **830.629.8400**.

Are you following us on social media?

Make sure you 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 (4628)

Conservation Corner



Celebrate Independence from Your Irrigation System!

New Braunfels Utilities (NBU) is committed to saving you money and communicating watering standards in times of drought. According to the Environmental Protection Agency (EPA), the average American family uses 320 gallons of water per day, about 30% of which is devoted to outdoor uses. More than half of that outdoor water is used for watering lawns and gardens.

Did you know that you could get paid for making water-saving changes to your landscape?

New Braunfels Utilities offers a variety of rebates tailored around water conservation. Whether you are...



Rain Barrel Rebate

Buying or building a rain barrel to catch rainfall



Artificial Turf Rebate

Installing a personal putting green in the backyard made from artificial turf



Healthy Soil Rebate

Spreading mulch around your shrubs and trees

We have a rebate for **you!**

Learn more at nbutexas.com/rebates.

Our Conservation and Customer Solutions team offers irrigation assessments designed to help you with everything from watering schedules to identifying physical corrections that can help avoid water waste or overwatering.

Schedule a free irrigation assesment at nbutexas.com/assessment.



Rebates Can Save You More Than Just Money!

When you take advantage of our healthy soil rebate by spreading mulch around your shrubs and trees, you will save money and help the environment. The EPA states that mulch can help:

Reduce evaporation, which allows soil to retain water longer and means plants require less frequent watering

Plants thrive by inhibiting weed growth

Prevent soil erosion

Moderate soil temperature

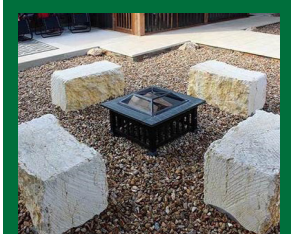
Small changes in your landscaping and watering practices can make a big difference. Implementing our landscaping rebates can help save thousands of gallons of water per year.

Need Some Xeriscaping Inspiration?

Check out some tips and tricks from these xeriscaped yards in our community!



Try incorporating drought resistant plants and decor.



Think of creative uses for rocks, such as a fire pit and seats.