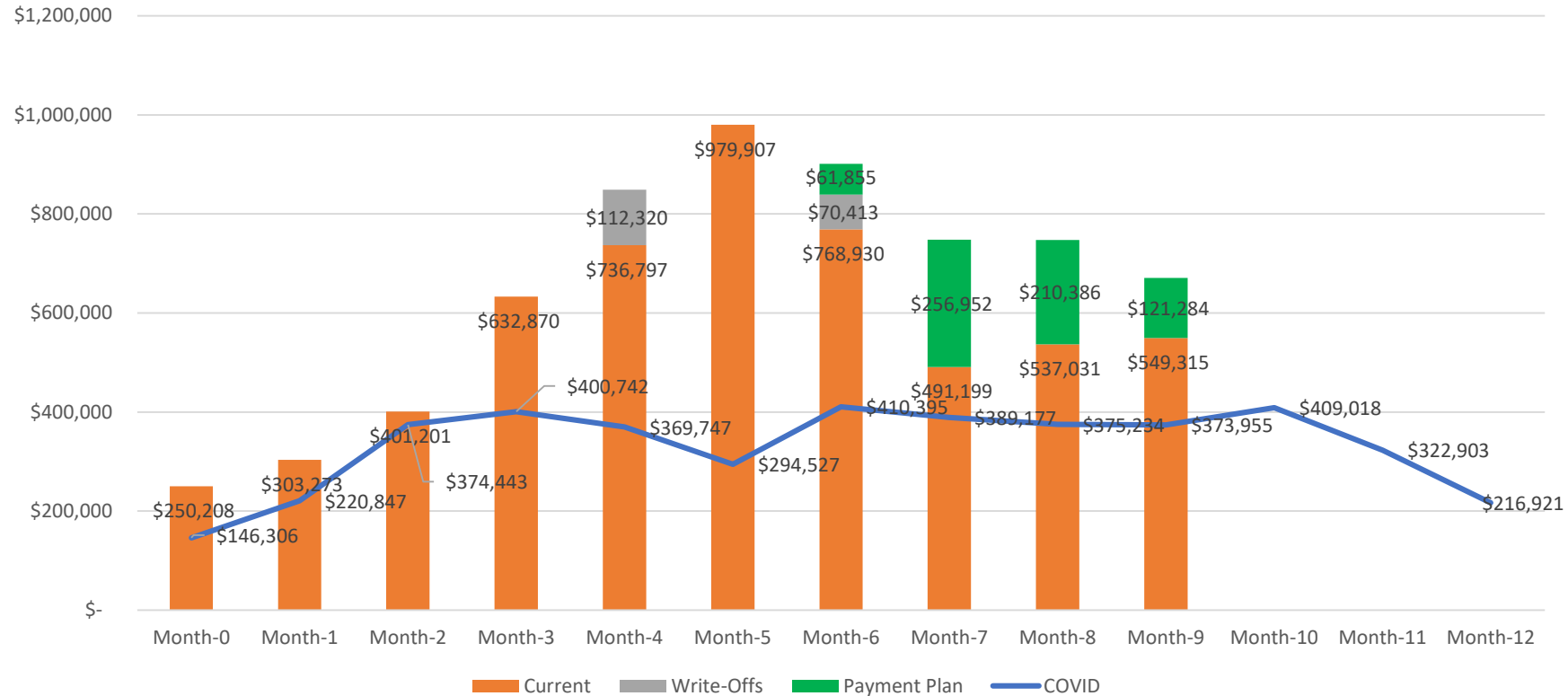




Monthly Update on Customer Accounts

Aging Account-Past Due Amount

COVID vs. Current



COVID:

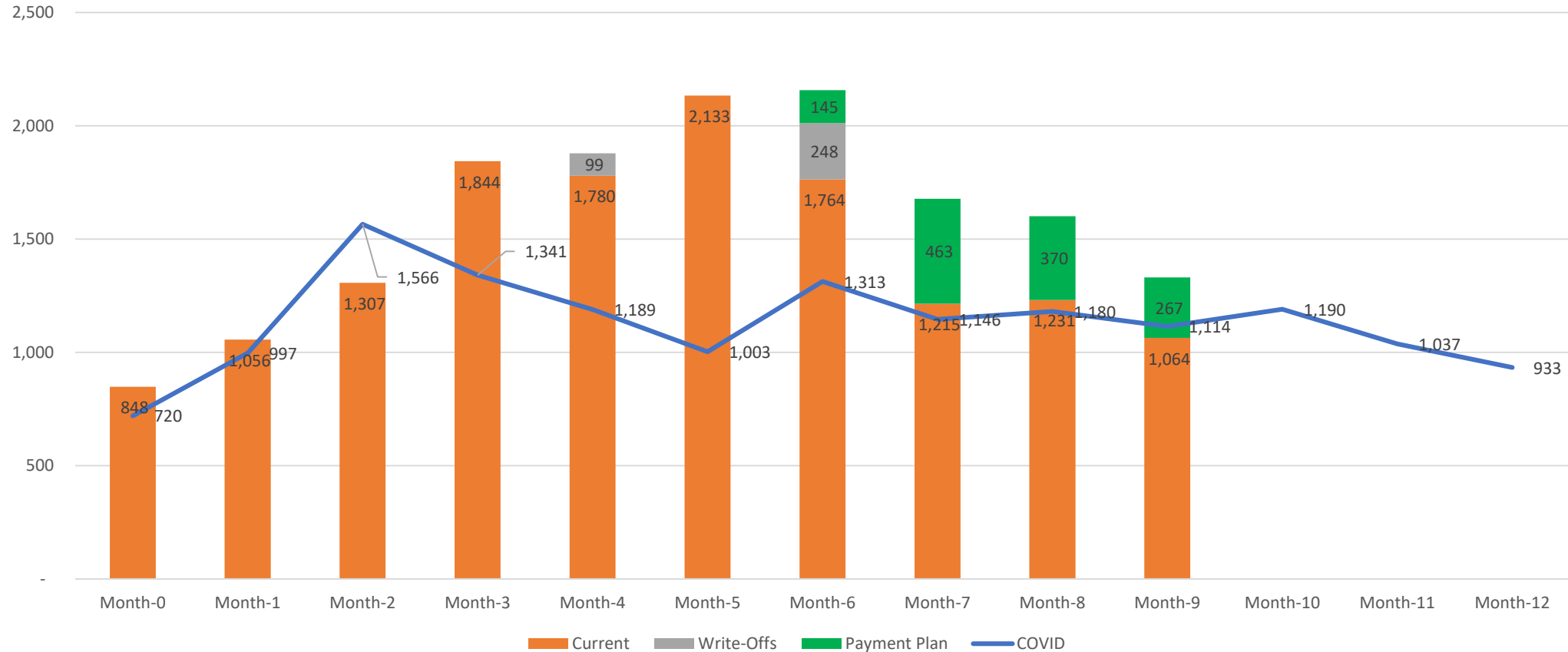
February 2020 (Month 0)
 March 2020 (Month 1) - Suspended Disconnects
 July 2020 (Month 5) - Reinstated Disconnects
 Month 12 = March 2021
 Payment Arrangement Timeline: Up to 6 Months

Current:

June 2022 (Month 0)
 August 2022 (Month 2) - Suspended Disconnects
 January 2023 (Month 7) – Reinstated Disconnection
 Payment Arrangement Timeline: Per Customer Basis

Aging Accounts-Number of Accounts

COVID vs. Current



COVID:

February 2020 (Month 0)
 March 2020 (Month 1) - Suspended Disconnects
 July 2020 (Month 5) - Reinstated Disconnects
 Month 12 = March 2021
 Payment Arrangement Timeline: Up to 6 Months

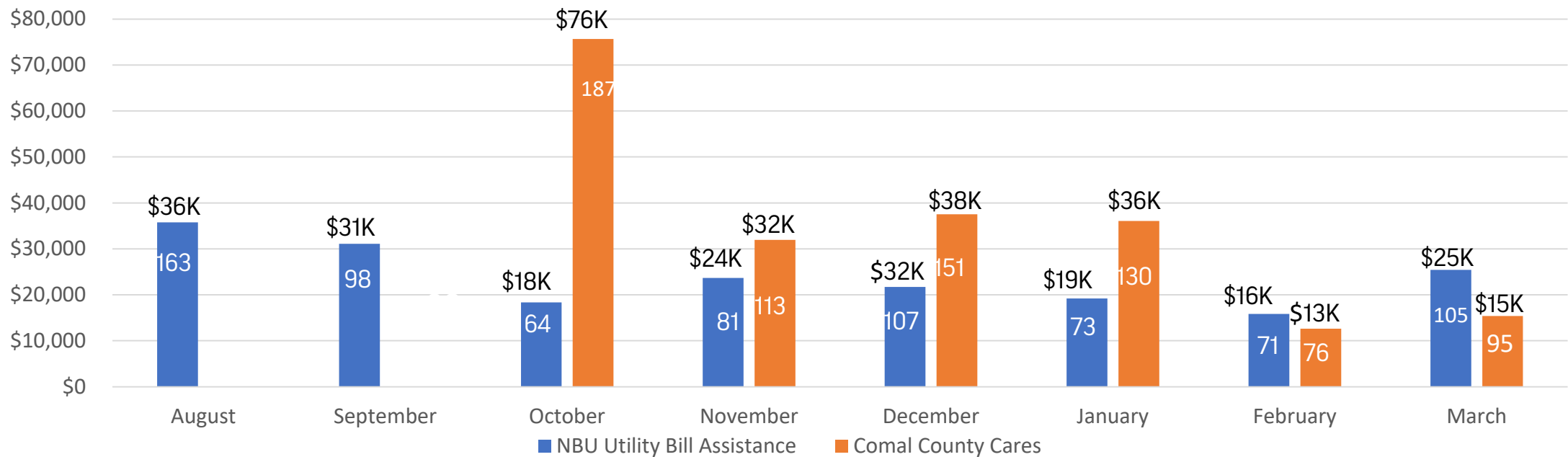
Current:

June 2022 (Month 0)
 August 2022 (Month 2) - Suspended Disconnects
 January 2023 (Month 7) - Reinstated Disconnection
 Payment Arrangement Timeline: Per Customer Basis

Assistance Programs

Number of Vouchers & Amount

NBU-Utility Bill Assistance & Comal County Cares



*Data updated on Wednesday 03/29/23

Disconnection Statistics:

- 4,012 disconnects scheduled since 1-3-23
- 286 disconnects scheduled this week
- 58 accounts remain disconnected (no payment)
- 376 accounts have been finalized due to no payment or new occupant applied for service
- 152 payment arrangements are active

Disconnection Guidelines:

NBU stays within the PUCT guidelines* for processing disconnects. Disconnections due to non-payment are suspended when the National Weather Service has issued one of the following extreme weather conditions:

Excessive Heat Advisory:

- The Heat Index is expected to reach 105 degrees F, or higher, for that day
- The maximum air temperature is expected to reach 100 degrees F, or higher, for that day

Winter Weather Advisory:

- The temperature is expected to remain 32 degrees F, or below, for that day

*Chapter 25.29 Disconnection of Services

Financial Assistance

- **NBU** will continue to fund **The Utility Bill Assistance** program through the New Braunfels Food Bank. NBU employees have been supporting in screening applications.
- **ARPA Funding:** The McKenna Foundation and the City of New Braunfels, together with the New Braunfels Food Bank, the Family Life Center, Community Council and the Salvation Army have partnered to assist income-constrained households within the New Braunfels city limits with their utility bills. These agencies will consider requests for assistance through the application on comalcountycares.com
- **Texas Utility Help:** Texas Utility Help can give financial assistance to qualified Texas homeowners and renters with low income. Eligible expenses include electricity, gas, propane, water, and wastewater.
- **Texas Homeowner Assistance Program:** Texas Homeowner Assistance provides financial assistance to qualified Texas homeowners who have fallen behind on their mortgage, utility payments, and related expenses due to the COVID-19 pandemic.





Questions

