



NBU Customer Round Up Program Update

• April 30, 2026



NBU® NEW BRAUNFELS
UTILITIES

Roundup Program History

- Began May 1, 2022
- New Braunfels Utilities' customers who voluntarily opt-in and enroll in the Program will have their monthly utility bill rounded up to the next whole dollar, with the difference being donated to NBU's conservation legacy project, the [Headwaters at the Comal](#).
- Monthly donations per account will be between one and ninety-nine cents, with yearly donations not exceeding \$11.88.



Mission

Strengthening our community by providing resilient essential services



Vision

Be a trusted community partner dedicated to excellence in service



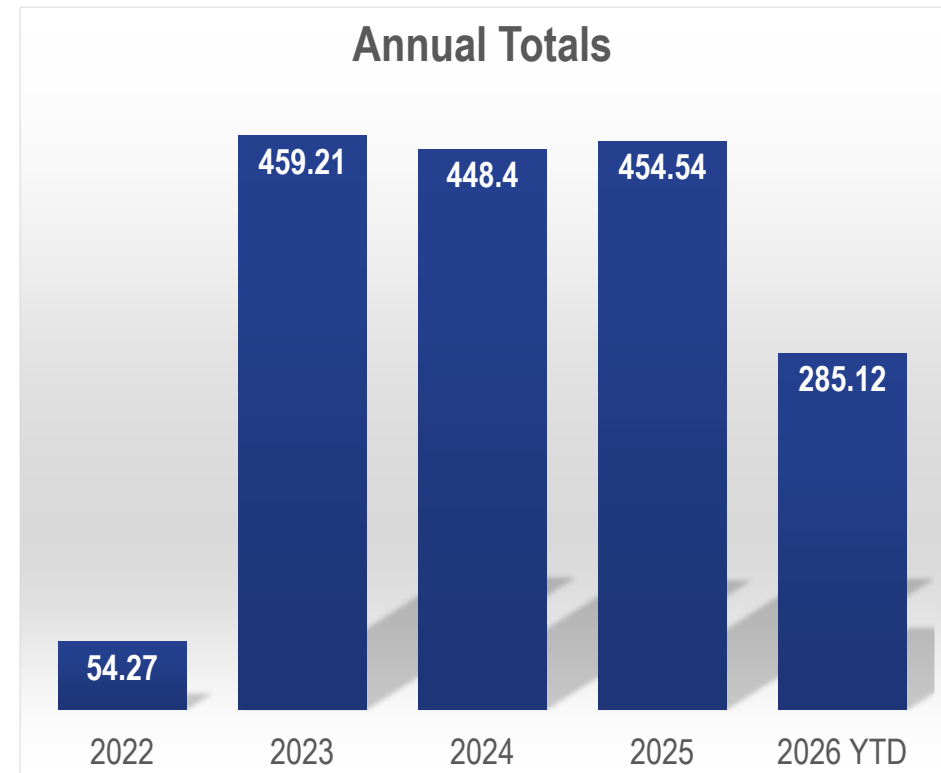
Core Values

Safety, Team, Integrity, Culture, and Stewardship



Current State

- **How to sign up**
 - Submit online form
 - Call NBU Customer Service
 - Ability to select a customer contribution amount
- **Barriers / Challenges**
 - Manual process for Billing through current CIS
 - Cumbersome way to enroll for customers



GRAND TOTAL: \$1,701.54

90 Active Accounts

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Other Ways to Contribute



- Contribute to the Utility Bill Assistance Program directly through New Braunfels Food Bank
- Historically, participation in this option has been limited

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Future State


- **Potential Future Options to be Explored**

- NBU Billing Software (Invoice Cloud)
- Future Drought Surcharge
- New Customer Information System (CIS) to provide customers with a simpler, more automated donation experience


NEW BRAUNFELS TEST Contact Us

Payment Options | Payment Information | Review Payment

Would you like to make a donation today?

 Round up bill, plus a dollar (\$1.76)
 Donate \$5.00
 Donate \$10.00
 Donate Other Amount

[Tell me more](#)

 Round up bill, plus a dollar (\$0.76)
 Donate \$5.00
 Donate Other Amount

[Tell me more](#)

[Continue to Payment Information](#) | [Go back to Payment Options](#)

Payment Summary	
Invoice #	Amount
09162025-00083671-05-30116	\$311.24
Subtotal \$311.24	
Service Fee* + \$0.00	
Total	\$311.24

[Cancel Payment](#)
[*Fees Disclosure](#)

Example

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QUESTIONS?

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