

# UTILITY BILL ASSISTANCE PROGRAM

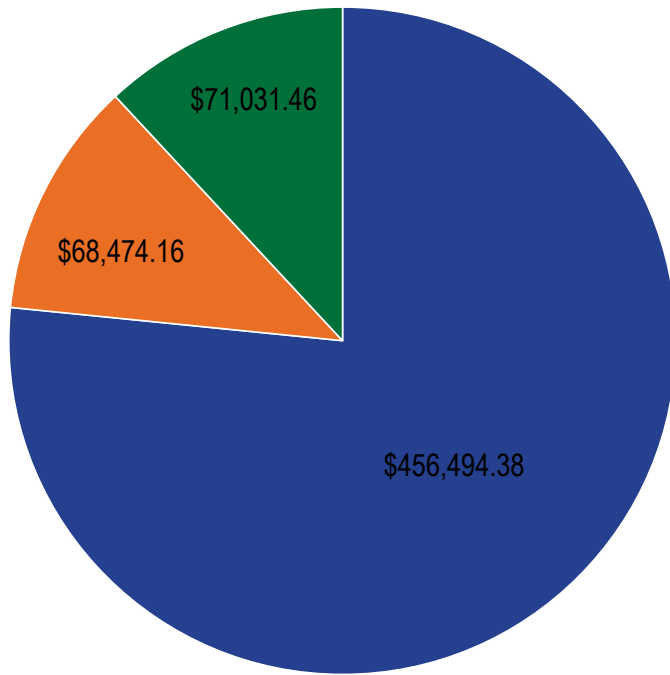
## Program Update

- April 30, 2026



# FY2026 Monthly Report

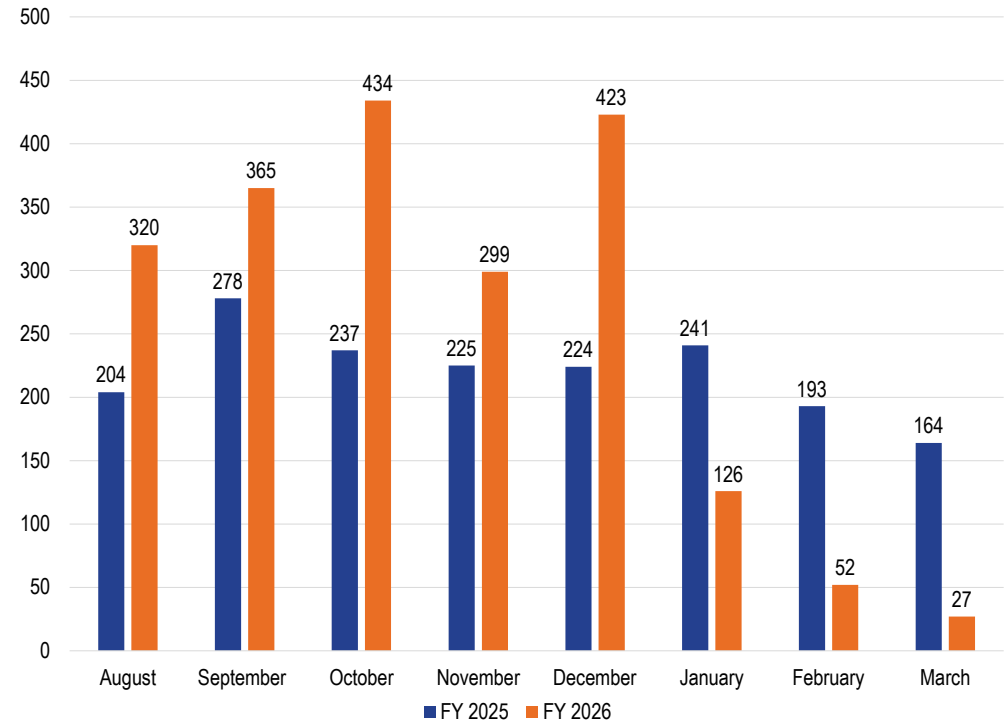
FY2026 Utility Assistance



■ Utility Assistance   ■ Admin Fee   ■ Remaining Funds

**GRAND TOTAL: \$524,968.54**  
*Prior Year Through March: \$434,821.36*

Voucher Count



**GRAND TOTAL: 2,046**  
*Prior Year Through March: 1,766*

*\* Numbers current as of 3/31/26*

## 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

# Continuity of FY2026 Program

## JANUARY 2026 – JULY 2026

- Eligibility limit 150% Federal Poverty Level
  - 100% or below - 100% funding for usage
  - 101 - 125% - 70% funding for usage
  - 126-150% - 50% funding for usage
- No irrigation covered
- New applicants only
- Up to \$400 in assistance
- Current bill only
- Exceptions on a case-by-case basis based on hardship
- Weekly budget check-ins from the NBF to determine if any changes are needed to remain on budget

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# Average Utility Bills

	FY 2026			FY 2027		
	Service Charge	Usage Charges	Total	Service Charge	Usage Charges	Total
Electric	\$22.80	\$123.43	\$146.23	\$24.97	\$126.87	\$151.84
Water	\$17.64	\$24.21	\$41.85	\$19.39	\$26.61	\$45.99
Wastewater	\$36.19	\$39.15	\$75.34	\$38.98	\$42.16	\$81.14
<b>Total</b>	<b>\$76.63</b>	<b>\$186.79</b>	<b>\$263.42</b>	<b>\$83.33</b>	<b>\$195.64</b>	<b>\$278.97</b>

\*Average based on 1200 kWh electric, 6,000 gal water, 4,600 gal wastewater

\*\*Irrigation not included

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# Funding Tiers VS Average Utility Bills

FEDERAL POVERTY LEVEL	FUNDING FOR USAGE	FY 2026	FY 2027
100% or below	100%	\$186.79	\$195.64
101% - 125%	70%	\$130.75	\$136.95
126% - 150%	50%	\$93.40	\$97.82
151% or above	0%	-	-

\*Average based on 1200 kWh electric, 6,000 gal water, 4,600 gal wastewater

\*\*Irrigation not included

\*\*\* Exceptions on a case-by-case basis based on hardship

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# Additional Resources

- Customers that are ineligible for the Utility Bill Assistance Program may qualify for the following local programs that still have funding available:
  - Community Council of South Central Texas
  - Family Life Center New Braunfels
- The Salvation Army is currently out of funding.
- There are a variety of assistance programs available through local, state, and national organizations. Each program has its own eligibility requirements and application process customers are encouraged to research options that best fit their individual needs and circumstances.



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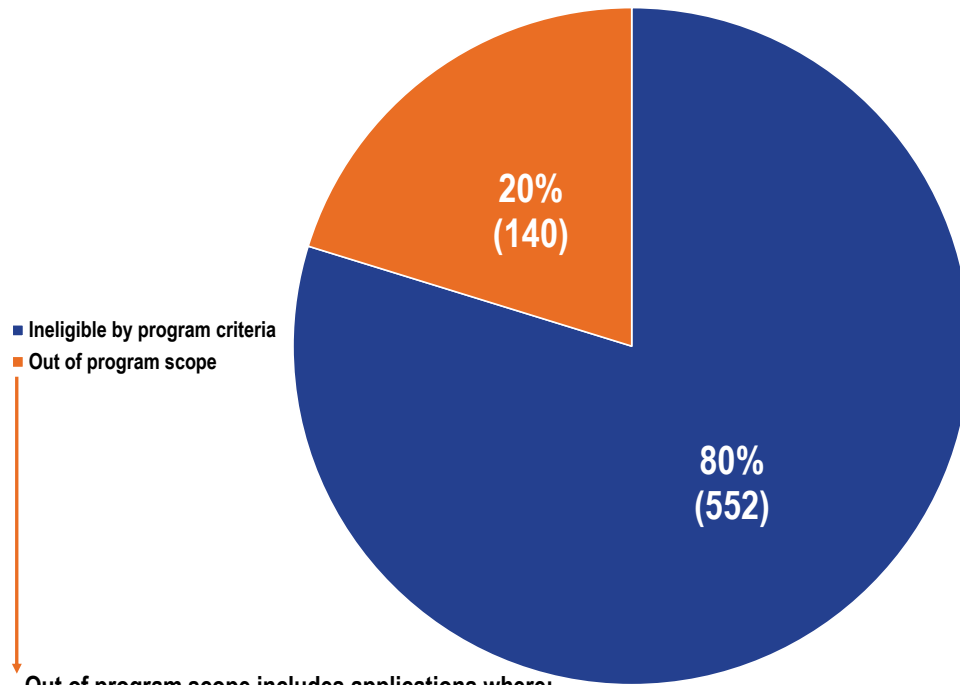


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# Program Ineligibility

Ineligible Applications

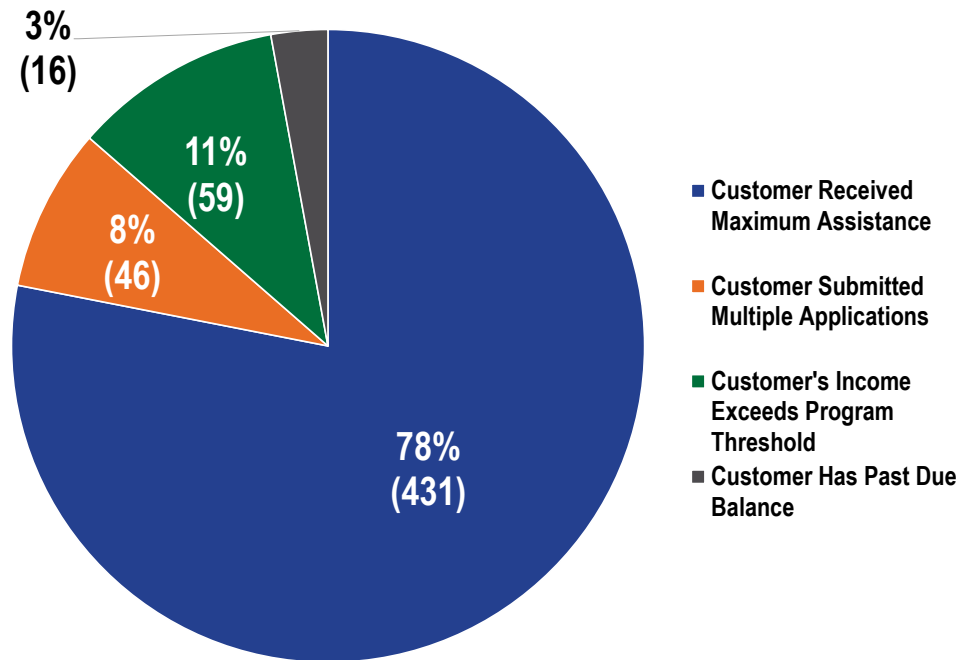


■ Ineligible by program criteria  
 ■ Out of program scope

Out of program scope includes applications where:

- Applicant has \$0 or negative balance
- Applicant is not an NBU Customer
- Applicant does not have an active account

Ineligible Applications within Program Scope



■ Customer Received Maximum Assistance  
 ■ Customer Submitted Multiple Applications  
 ■ Customer's Income Exceeds Program Threshold  
 ■ Customer Has Past Due Balance

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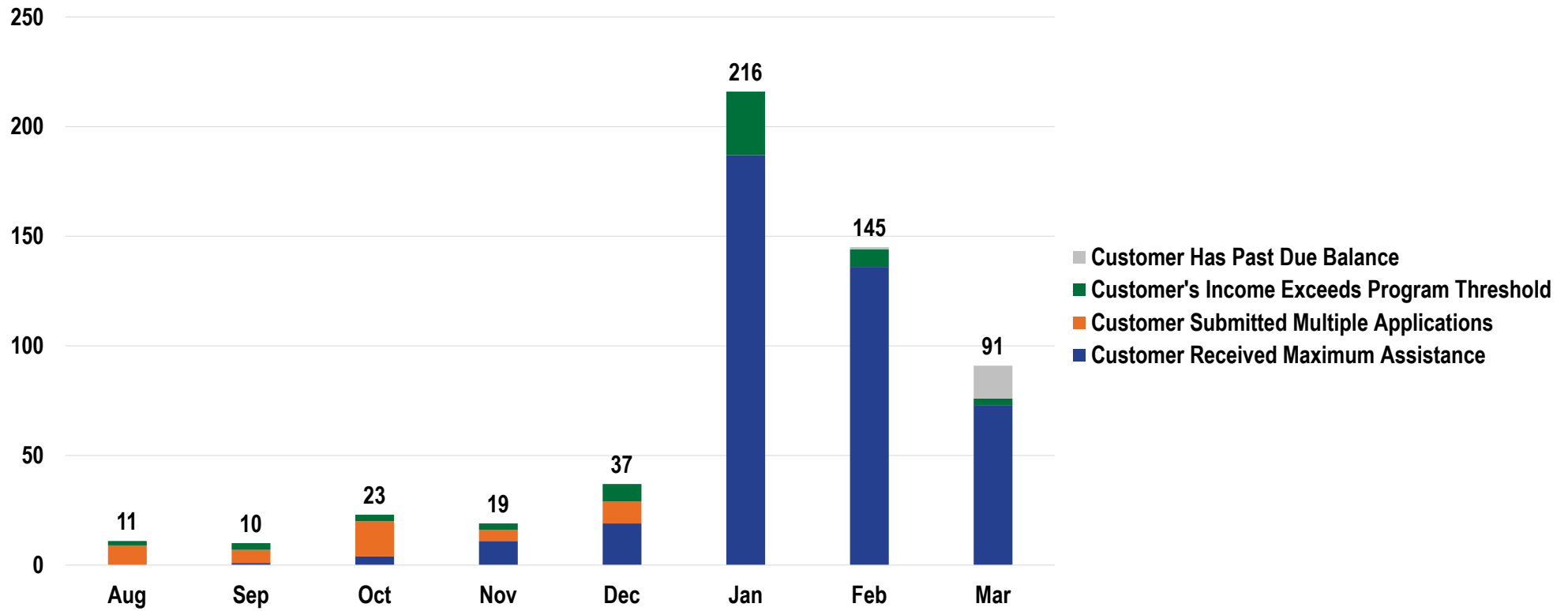
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# Ineligible Applications By Month – FY 2026 YTD



\* Numbers current as of 3/31/26

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# Utility Bill Assistance Budget

PROGRAM YEAR	APPROVED/PROPOSED BUDGET	ADMIN FEE (15%)
FY 2024	\$441,000.00	\$66,150.00
FY 2025	\$465,600.00	\$69,840.00
FY 2026	\$496,000.00	\$74,400.00
FY 2027	\$524,000.00	\$78,600.00
FY 2028	\$554,000.00	\$83,100.00
FY 2029	\$587,240.00	\$88,086.00
FY 2030	\$622,474.00	\$93,371.00

\* Approved/ Proposed Budget includes the Admin Fee.

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# Questions?

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**Vision**

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