

DIVISION 3. SERVICE REQUESTS; RATES

Sec. 130-166. Requests for water service.

Service authorization for the use of water shall be issued only by authorized employees of NBU, who shall collect the proper payment amount according to the rates and fees established in NBU Connection Policies and Service Conditions Policy.

(Ord. No. 2002-29, § 1(Att. A), 7-22-02)

Sec. 130-167. Water rates.

- (a) *Service rate classifications.* All water service supplied shall be designated by the following classifications with descriptions, rates and conditions of sale as indicated further in this section:

Residential service.

Multi-unit permanent residential water service.

Small general service.

Large general service.

Fire hydrant service.

Landscaping/irrigation service.

Tanker service.

Wholesale service.

Contractual water service.

Experimental service.

- (b) *Determination of classification.* Upon application for service, NBU shall make the initial determination of the customer's service rate classification. The classification is subject to change in accordance with the provisions of this article.

Rate schedule administration and assignment. Upon request for water service from a prospective customer, NBU shall assign the appropriate rate classification for water service to the applicant requesting service. This assignment may be based upon information provided by the applicant, or other information available at the time the assignment is made.

If an existing customer receiving service changes the nature or character of water service requirements, then NBU shall, upon review of the information available pertaining to the revised water service requirement, reassign the customer to the appropriate rate schedule.

If a prospective or existing customer is eligible to receive water service under more than one of NBU's rate schedules, or if the rates charged are unduly burdensome as a result of the customer's technical qualification for a specific rate schedule, then NBU shall assign the most appropriate rate schedule for water service after

consideration of the various service requirements, the potential impact on the NBU system, the potential relative costs of serving the customer, and other available pertinent information.

If a customer requests an adjustment to the billing items due to an unusual occurrence or due to unusual or special circumstances, then NBU may, upon review of the information available pertaining to the customer's request and after consideration of the potential impact on NBU, adjust the billing items.

(c) *Residential service rate.*

- (1) *Availability.* The residential service rate is available under the rules, regulations, policies, and at the rates set forth in this section.
- (2) *Applicability.* The residential service rate is applicable for water service used solely for residential purposes and related activities consisting of service to single-family dwellings, or permanent residential multifamily dwellings where each dwelling unit is individually metered.
- (3) *Excluded uses.* The residential service rate shall not be applicable for service to a residence also used for commercial purposes, including, but not limited to, boardinghouses, motels, hotels, nursing homes, barbershops, beauty shops, general contractors storing equipment or building materials on the property, child care centers, retail businesses, restaurants, technical repair services, professional services offered to the public on the premises, and other similar commercial or nonresidential activities.
- (4) *Monthly rates.* The residential service rate will be calculated monthly in accordance with this section and will be an amount equal to the sum of the monthly customer charge plus the monthly volume charge, as shown below, plus any special charges or adjustments.

Monthly customer charge. The monthly customer charge shall be determined by the size of the water meter serving each customer, as follows:

Meter Size	Eff. Aug. 1, 2025	Eff. Aug. 1, 2026
¾-inch and smaller	\$ 17.64	\$ 19.39
1-inch	\$ 31.98	\$ 35.15
1½-inch	\$ 36.27	\$ 39.86
2-inch	\$ 43.96	\$ 48.31
3-inch	\$ 63.85	\$ 70.17
4-inch and greater	\$ 75.28	\$ 82.73

Monthly volume charge. The monthly volume charge for water usage per 1,000 gallons, or any part thereof, shall be:

Gallons of Water Usage	Eff. Aug. 1, 2025	Eff. Aug. 1, 2026
0—3,000	\$2.36	\$2.60
3,001—6,000	\$5.71	\$6.28
6,001—12,000	\$8.79	\$9.66
Excess of 12,000	\$ 13.46	\$ 14.80

- (5) *Minimum monthly charge.* The minimum monthly charge shall be the larger of the following:

- a. The monthly customer charge plus the monthly volume charge, plus any special charges or adjustments; or
 - b. The amount specified in any contract between the customer and NBU.
- (d) *Multi-unit permanent residential service rate.*
- (1) *Availability.* The multi-unit permanent residential service rate is available under the rules, regulations, policies, and at the rates set forth in this section.
 - (2) *Applicability.* The multi-unit permanent residential service rate is applicable for water service used solely for permanent residential multi-unit development, such as duplexes, triplexes, quadruplexes, apartment buildings, or an individual residence with separate apartment type unit(s) where each dwelling unit is not individually metered.
 - (3) *Excluded uses.* The multi-unit permanent residential service rate shall not be applicable for service to individually metered residential dwellings.
 - (4) *Monthly rates.* The multi-unit permanent residential service rate will be calculated monthly in accordance with this section and will be an amount equal to the sum of the monthly customer charge plus the monthly volume charge plus the monthly unit charge, as shown below, plus any special charges or adjustments.

Monthly customer charge. The monthly customer charge shall be determined by the size of the water meter serving each customer, as follows:

Meter Size	Eff. Aug. 1, 2025	Eff. Aug. 1, 2026
¾-inch and smaller	\$ 17.64	\$ 19.39
1-inch	\$ 31.98	\$ 35.15
1½-inch	\$ 36.27	\$ 39.86
2-inch	\$ 43.96	\$ 48.31
3-inch	\$ 63.85	\$ 70.17
4-inch and greater	\$ 75.28	\$ 82.73

Monthly volume charge. The monthly volume charge for water usage per 1,000 gallons, or any part thereof, shall be:

Number of Units	Gallons of Water Usage	Eff. Aug. 1, 2025	Eff. Aug. 1, 2026
2—4	0— 8,000	\$ 4.95	\$ 5.44
	8,001— 20,000	\$ 4.95	\$ 5.44
	Excess of 20,000	\$ 4.95	\$ 5.44
5—10	0— 20,000	\$ 4.95	\$ 5.44
	20,001— 40,000	\$ 4.95	\$ 5.44
	Excess of 40,000	\$ 4.95	\$ 5.44
11—25	0— 40,000	\$ 4.95	\$ 5.44
	40,001— 100,000	\$ 4.95	\$ 5.44
	Excess of 100,000	\$ 4.95	\$ 5.44
26—50	0— 100,000	\$ 4.95	\$ 5.44

	100,001— 200,000	\$ 4.95	\$ 5.44
	Excess of 200,000	\$ 4.95	\$ 5.44
51—75	0— 200,000	\$ 4.95	\$ 5.44
	200,001— 300,000	\$ 4.95	\$ 5.44
	Excess of 300,000	\$ 4.95	\$ 5.44
76—100	0— 300,000	\$ 4.95	\$ 5.44
	300,001— 400,000	\$ 4.95	\$ 5.44
	Excess of 400,000	\$ 4.95	\$ 5.44
100 +	0— 400,000	\$ 4.95	\$ 5.44
	400,001— 800,000	\$ 4.95	\$ 5.44
	Excess of 800,000	\$ 4.95	\$ 5.44

Monthly unit charge. When a customer with a master metered water service receives service at a duplex, triplex, quadruplex, apartment complex or individual residence with separate apartment type unit(s), each such separate and identifiable permanent residential area and each public bathroom, laundry area, or other area where water service exists shall be subject to a monthly unit charge for billing purposes. The monthly charge for each unit in excess of one unit shall be \$13.72 per month effective August 1, 2025, and \$15.07 per month effective August 1, 2026.

NBU will not undertake the apportionment of charges for such users of water among the occupants or tenants. Charges for multi-unit service will be assessed against the customer of record for such location.

(5) *Minimum monthly charge.* The minimum monthly charge shall be the larger of the following:

- a. The monthly customer charge plus the monthly volume charge, plus the monthly unit charge, plus any special charges or adjustments; or
- b. The amount specified in any contract between the customer and NBU.

(e) *Small general service rate.*

- (1) *Availability.* The small general service rate is available under the rules, regulations, policies, and at the rates set forth in this section.
- (2) *Applicability.* The small general service rate is applicable to water service for any customer whose volumetric usage is less than 100,000 gallons per month, which does not qualify for service under another rate schedule, and includes, but is not limited to nursing homes, schools, restaurants, cafes, bakeries, grocery stores, motels, hotels, banks, barbershops, beauty shops, child care and day care centers, churches, professional offices, feed and hardware stores, funeral homes, furniture stores, general offices, laundries, nurseries and garden centers, retail businesses, and warehouses and other similar nonresidential customers.
- (3) *Monthly rates.* The small general service rate will be calculated monthly in accordance with this section and will be an amount equal to the sum of the monthly customer charge plus the monthly volume charge plus the monthly unit charge, if applicable, as shown below, plus any special charges or adjustments.

Monthly customer charge. The monthly customer charge shall be determined by the size of the water meter serving each customer, as follows:

Meter Size	Eff. Aug. 1, 2025	Eff. Aug. 1, 2026
5/8-inch and smaller	\$24.18	\$26.57
1-inch	\$26.65	\$29.29
1½-inch	\$34.34	\$37.74
2-inch	\$43.96	\$48.31
3-inch	\$65.94	\$72.47
4-inch	\$100.01	\$109.91
6-inch	\$ 173.54	\$ 190.72
8-inch	\$ 203.32	\$ 223.44
10 inch and greater	\$ 247.28	\$ 271.76

Monthly volume charge. The monthly volume charge for water usage per 1,000 gallons, or any part thereof, shall be:

Gallons of Water Usage	Eff. Aug. 1, 2025	Eff. Aug. 1, 2026
0—5,000	\$ 4.12	\$4.53
5,001—35,000	\$ 6.32	\$6.94
35,001—75,000	\$ 8.79	\$9.66
Excess of 75,000	\$ 13.19	\$ 14.49

Monthly unit charge. When a customer receives service at a multi-unit facility, each separate and identifiable office, retail, wholesale or other type of working areas designed for occupancy by separate tenants or unrelated users shall be subject to a monthly unit charge for billing purposes. The monthly charge for each unit in excess of one unit shall be \$13.72 per month effective August 1, 2025, and \$15.07 per month effective August 1, 2026.

NBU will not undertake the apportionment of charges among the occupants or tenants. Charges for multi-unit service will be assessed against the customer of record for such location.

(4) *Minimum monthly charge.* The minimum monthly charge shall be the larger of the following:

- The monthly customer charge plus the monthly volume charge, plus the monthly unit charge, plus any special charges or adjustments, if applicable; or
- The amount specified in any contract between the customer and NBU.

(f) *Large general service rate.*

- (1) *Availability.* The large general service rate is available under the rules, regulations, policies, and at the rates set forth in this section.
- (2) *Applicability.* The large general service rate is applicable to customers with water consumption equal to or exceeding 100,000 gallons per month for at least six months of the immediately preceding 12-month billing period. The aggregate consumption of multiple meters shall not be used to determine eligibility for large general service. At least one non-irrigation meter must meet the stated consumption criteria to be eligible for large general service rates. The LGS rate shall not apply to small general service customers with one meter operating a multi-unit commercial property, regardless of usage volume.

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- (3) *Monthly rates.* The large general service rate will be calculated monthly in accordance with this section and will be an amount equal to the sum of the monthly customer charge and the monthly volume charge, as shown below. When a customer is reclassified to the LGS rate from another rate schedule, the customer may not change to another rate classification within a 12-month period unless there is a substantial change in the character or conditions of service.

Monthly customer charge: \$439.60 effective August 1, 2025, and \$483.12 effective August 1, 2026.
Each meter shall incur a monthly customer charge regardless of consumption.

Monthly volume charge: \$4.12 per 1,000 gallons effective August 1, 2025, and \$4.53 per 1,000 gallons effective August 1, 2026

- (4) *Minimum monthly charge.* The minimum monthly charge shall be the larger of the following:

- a. The monthly customer charge plus the monthly volume charge, plus any special charges or adjustments; or
- b. The amount specified in any contract between the customer and NBU.

(g) *Fire hydrant service rate.*

- (1) *Availability.* The fire hydrant service rate is available under the rules, regulations, policies, and at the rates set forth in this section.

- (2) *Applicability.* The fire hydrant service rate is applicable to water service provided through a fire hydrant, whether metered or estimated. Any customer requesting service under this rate must make arrangements with NBU prior to the date service is required. A service charge of \$100.00 will be assessed to set and remove the fire hydrant meter.

- (3) *Monthly rates.* The fire hydrant service rate will be calculated monthly in accordance with this section and will be an amount equal to the sum of the monthly customer charge and the monthly volume charge, as shown below.

Monthly customer charge: \$384.65 effective August 1, 2025, and \$422.73 effective August 1, 2026

Monthly volume charge: \$9.34 per 1,000 gallons effective August 1, 2025, and \$10.27 per 1,000 gallons effective August 1, 2026

- (4) *Minimum monthly charge.* The minimum monthly charge shall be the larger of the following:

- a. The monthly customer charge plus the monthly volume charge, plus any special charges or adjustments; or
- b. The amount specified in any contract between the customer and NBU.

- (5) *Deposit.* All customers using a fire hydrant meter shall furnish a deposit of \$300.00 or establish other means of credit acceptable to NBU.

(h) *Landscape/irrigation service rate.*

- (1) *Availability.* The landscape/irrigation service rate is available under the rules, regulations, policies, and at the rates set forth in this section.

- (2) *Applicability.* The landscape/irrigation service rate is applicable to water service for a residential, small general service, and large general service rate classification customer who has a sprinkler or irrigation system on a separate water meter:

- a. Dedicated exclusively to such purpose, and
- b. Which is in addition to one or more other water meters serving the same location.

- (3) *Monthly rates.* The landscape/irrigation service rate will be calculated monthly and will be an amount equal to the sum of the monthly customer charge and the monthly volume charge, as shown below.

Monthly customer charge. The monthly customer charge shall be determined by the size of the water meter serving each customer, as follows:

Meter Size	Eff. Aug. 1, 2025	Eff. Aug. 1, 2026
½-inch and smaller	\$ 17.64	\$ 19.39
1-inch	\$ 31.98	\$ 35.15
1½-inch	\$ 36.27	\$ 39.86
2-inch	\$ 43.96	\$ 48.31
3-inch	\$ 63.85	\$ 70.17
4-inch and greater	\$ 75.28	\$ 82.73

Monthly volume charge. The monthly volume charge for water usage per 1,000 gallons, or any part thereof, shall be:

Gallons of Water Usage	Eff. Aug. 1, 2025	Eff. Aug. 1, 2026
0—6,000	\$8.52	\$9.36
6,001—20,000	\$9.89	\$10.87
Excess of 20,000	\$ 14.62	\$16.06

- (4) *Minimum monthly charge.* The minimum monthly charge shall be the larger of the following:
- The monthly customer charge plus the monthly volume charge, plus any special charges or adjustments; or
 - The amount specified in any contract between the customer and NBU.

(i) *Tanker service rate.*

- (1) *Availability.* The tanker service rate is available under the rules, regulations, policies, and at the rates set forth in this section.
- (2) *Applicability.* The tanker water service rate is applicable to water service provided at locations approved by NBU, whether metered or estimated. Under this rate, a customer may acquire and purchase water through the use of water tanker trucks or other mobile water transport containers. Any customer requesting service under this rate must make arrangements with NBU prior to the date service is required.
- (3) *Rates.* The rate for each tanker or other mobile water transport containers acquiring water at locations approved by NBU shall be the sum of the tanker charge and the volume charge, as shown below.

Tanker charge	Eff. Aug. 1, 2025	Eff. Aug. 1, 2026
Per month	\$384.65	\$422.73
Volume charge, per 1,000 gallons or any part thereof	\$9.34	\$10.27

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- (4) *Minimum charge.* The minimum charge for each tanker truck connection shall be the larger of the following:
- The tanker charge plus the volume charge, plus any special charges or adjustments; or
 - The amount specified in any contract between the customer and NBU.
- (j) *Wholesale water service.*
- (1) *Availability.* Wholesale water service is available under the rules, regulations, and policies, as set by contract and approved by the NBU board of trustees. Contracts for wholesale service will be approved only when water supplies are sufficient to satisfy the requirements of the contract without jeopardizing the water needs of the citizens of the city and customers of NBU.
 - (2) *Applicability.* A wholesale service contract is applicable for water service to water systems created by the appropriate agency of the state as well as to other water systems and purveyors which resell water or water service.
 - (3) *Rates.* The rate set by contract shall not be less than the marginal cost to serve that customer.
- (k) *Contractual water service.* NBU shall have the right to enter into contracts with customers for water service subject to prior approval of the NBU board of trustees. Such water service charges may be calculated on the basis of customer classification as set forth in this article or on cost of service, at the election of NBU; however, the water service charge shall never be less than cost of service.
- (l) *Experimental rate.*
- (1) *Applicability.* The experimental rate shall be applicable to any and all rate class groups at times chosen by NBU. The time period for which the experimental rate may apply shall not exceed one year. At any time, the number of customers affected by the experimental rate shall not exceed one percent of the total number of customers served by NBU.
 - (2) *Purpose.* The purpose of the experimental rate is to aid in design of new rates. NBU shall have the authority to initiate or discontinue the experimental rate at NBU's sole discretion.
 - (3) *Selection.* The methods and criteria for selection of rate class groups to be used for the experimental rate shall be chosen and defined by NBU. Participation in the experimental rate by customers shall be on a voluntary basis.
- (m) *Residential and landscape irrigation drought surcharges.*
- (1) If stage ~~III~~ water use reduction measures are in effect, NBU will implement a \$~~1,004.18~~ per 1,000 gallon surcharge for residential usage greater than ~~1512~~,000 gallons and for irrigation usage greater than ~~7,5006,000~~ gallons per month.
 - (2) If stage ~~IV~~ water use reduction measures are in effect, NBU will implement a \$~~2,004.89~~ per 1,000 gallon surcharge for residential usage greater than ~~1512~~,000 gallons and for irrigation usage greater than ~~7,5006,000~~ gallons per month.
 - (3) If stage 5 water use reduction measures are in effect, NBU will implement a \$4.89 per 1,000 gallon surcharge for residential usage greater than 6,000 gallons and for irrigation usage greater than 0 gallons per month.
- (n) NBU is directed to provide updates to city council and the NBU board on NBU's financial status. City council retains the power to consider a review of NBU's rates at any time.

(Ord. No. 2002-29, § 1(Att. A), 7-22-02; Ord. No. 2002-48, §§ I, II, 12-9-02; Ord. No. 2007-78, § 2, 10-22-07; Ord. No. 2014-16, § I(Exh. A), 2-24-14; Ord. No. 2015-62, § I(Exh. A), 11-9-15; Ord. No. 2018-78, § 2, 11-26-18; Ord. No. 2019-72, § 2, 10-28-19; Ord. No. 2020-63, § 3, 10-26-20; Ord. No. 2023-27, § 3(Exh. A), 4-10-23; Ord. No. 2025-39, § 3 (Exh. A.), 6-23-25)

Sec. 130-168. Water service for acquired systems.

In any area served by an existing water system acquired by NBU, water rates may be set at an amount sufficient to provide a fair return on the adjusted value of the invested capital for such acquired water system used and useful in rendering service to the public; and, upon recovery in full by NBU of the entire cost of the acquired system, including interest and acquisition expenses, such rates for users of the acquired system shall revert to the rate for such services as provided in this article for the appropriate location and classification.

(Ord. No. 2002-29, § 1(Att. A), 7-22-02)

Sec. 130-169. Water tap charges.

Charges for water taps shall be based on the schedule of construction charges and impact fees as approved by the NBU board of trustees.

(Ord. No. 2002-29, § 1(Att. A), 7-22-02)

Sec. 130-170. Water rates—Reuse water.

- (a) *Availability.* Reuse water service is available under the rules, regulations, and policies, as set by contract and approved by the NBU board of trustees. Contracts for reuse water service will be approved only when reuse water supplies are sufficient, as determined by NBU, to satisfy the requirements of the contract.
- (b) *Rates.* The rate for sales of reuse water shall be established by contract between NBU and any customer proposing to use reuse water. The rate set by contract shall not be less than the marginal cost to serve that customer.
- (c) *Sale.* The sale of reuse water shall be in accordance with and subject to the regulations of the Texas Commission of Environmental Quality (TCEQ) and applicable statutes.

(Ord. No. 2002-29, § 1(Att. A), 7-22-02; Ord. No. 2007-65, § I, 7-23-07)

Editor's note(s)—Ord. No. 2007-65, § I, adopted July 23, 2007, changed the title of § 130-170 from "Water rates—Reclaimed water" to "Water rates—Reuse water." The historical notation has been preserved for reference purposes.

Sec. 130-171. Private water systems.

Pursuant to Section 13.042 of the Texas Water Code, the city surrenders to the Texas Commission on Environmental Quality its exclusive original jurisdiction over the rates, operations and services of privately owned water systems within the incorporated limits of the city.

(Ord. No. 2003-27, § I, 4-14-03)

Sec. 130-172. Billing adjustments.

Water supply fee. The water supply fee is the cost assessed to customers who have a volumetric usage. It consists of the cost of certain water supplies expressed as dollars per 1,000 gallons, to be multiplied by the gallons sold during a billing period to each customer. Prior to August 1 of each fiscal year, the water supply fee applicable to the months of August-July billing periods is to be calculated based on estimated variables for the period. The amount will be reconciled annually with actual costs and credits. The New Braunfels Utilities Board will be apprised of any changes to the water supply fee.

(Ord. No. 2019-72, § 2, 10-28-19)

Secs. 130-173—130-185. Reserved.