



**NOTICE OF OPEN MEETING**  
**JUNE BOARD OF TRUSTEES**  
NBU Board Room, 263 Main Plaza, New Braunfels, Texas 78130  
June 26, 2025 at 1:00 PM  
[www.nbutexas.com](http://www.nbutexas.com)

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## **AGENDA**

### **CALL TO ORDER**

### **PLEDGE OF ALLEGIANCE AND INVOCATION**

Mayor Neal Linnartz

### **PUBLIC COMMENT**

### **ITEMS FROM THE CHAIR**

1. Items Permitted Under Section 551.0415 of the Texas Government Code

### **ITEMS FROM STAFF**

1. CEO's Update
  - a. Leadership Announcement of New Hire: Director of Enterprise Project Management Office, Darrin Jensen
  - b. NBU Employee Receives ADP Ambassador Shining Star Award
  - c. CEO Roadshow: New Braunfels Realtors' Group
  - d. NBU All-Retiree Luncheon
  - e. Conservation and Customer Solutions Team Leads Summer Weatherization Workshop
  - f. APPA National Conference
  - g. Control Center Recognition Week
  - h. NBU Presents Proposed Electric, Water, and Wastewater Rates to New Braunfels City Council
  - i. Any Other Items Permitted Under Section 551.0415 of the Texas Government Code
2. Financial Update and Report, Including an Update on the Impact Fee Program Effective February 1, 2023 (referred to as Program E)
3. Legislative Update
4. Monthly NBU Headquarters Progress Update

### **CONSENT ITEMS FOR ACTION**

1. Approve Minutes of the NBU Regular Board Meeting of May 29, 2025

- [2.](#) Approve the Change Order Log from April 15, 2025, through May 15, 2025
- [3.](#) Approve the Reports for Water and Electric Engineering Contracts from August 1, 2024, through May 15, 2025
- [4.](#) Approve the Electric Line of Business Alternative Procurements from April 15, 2025, through May 15, 2025
- [5.](#) Authorize the CEO or His Designee to Negotiate and Execute a Grant Agreement for Fiscal Year 2026 between NBU and Headwaters at the Comal
- [6.](#) Authorize the CEO or His Designee to Negotiate and Execute a Construction Contract with Spiess Construction Co., Inc. for the Construction of the Wood Meadows Water Line River Crossing Project
- [7.](#) Authorize the CEO or His Designee to Negotiate and Execute a Construction Contract with Spiess Construction Co., Inc. for the Construction of the Gruene Wastewater and Inverted Siphon Improvements Project
- [8.](#) Authorize the CEO or His Designee to Negotiate and Execute a Professional Services Agreement with Freese and Nichols, Inc. for the Design of the Water Tank Rehabilitations Phase 2 Project for the Newks and Kerlick Sites
- [9.](#) Authorize the CEO or His Designee to Negotiate and Execute the Third Amendment to a Professional Services Agreement with Arcadis U.S., Inc. for the Surface Water Treatment Plant Expansion Project
- [10.](#) Authorize the CEO or His Designee to Approve Additional Construction Contract Contingency with Capital Excavation Company in the Amount of \$350,000.00 for the Construction of the Goodwin/Conrads Adjustments Project Joint Bid with the City of New Braunfels
- [11.](#) Authorize the CEO or His Designee to Negotiate and Execute a Construction Contract with Primoris T&D Services, LLC, for Construction of the Henne Substation Breaker and a Half Upgrade Project
- [12.](#) Approve and Adopt Resolution #2025-200 Authorizing and Approving (i) the Purchase of 10.441 Acres of Unimproved Real Property and a 0.908 Acre Access and Utility Easement, Both of Which are Situated in the Antonio Maria Esnaurizar Survey Number 1, Abstract 1, Comal County, Texas in Connection with the Kohlenberg Electrical Substation Project in an Amount not to Exceed \$2,101,023; (ii) the CEO or His Designee to Execute any and all Documents Necessary to Purchase the Property or, if the CEO Deems Necessary, Terminate the Subject Transaction; and (iii) Other Matters in Connection Therewith
- [13.](#) Authorize the CEO or His Designee to Negotiate and Execute a Services and Goods Agreement with HPS, LLC for Wastewater Manhole Level Monitoring Services
- [14.](#) Authorize the CEO or His Designee to Negotiate and Execute a Professional Services Agreement with Flow Cert Services, LLC, dba Precision Calibrate Meter Services, for Calibration and Testing Services of Water and Wastewater Flow Meters

15. Approve and Adopt Proposed Revisions to the NBU Board Governance Policies Relating to NBU Board Member Committees

## **PRESENTATION ITEMS**

1. Presentation on the NBU Customer Satisfaction Survey Results for Fiscal Year 2025 from Great Blue Research and Discuss Related Strategies

## **EXECUTIVE SESSION**

The Board of Trustees may recess into Executive Session for any purpose permitted by the Texas Open Meetings Act, including but not limited to:

1. Consultation with Attorney Regarding Pending or Contemplated Litigation, Settlement Offer, or Other Matters Protected by Attorney-Client Privilege  
(Section 551.071 – Texas Government Code)
  - a. Discuss Legal Matters Relating to the Gonzales Carrizo Water Supply Project

The Board of Trustees, upon reconvening in Open Session, will discuss and consider any necessary action regarding closed session items.

## **RECONVENE INTO OPEN SESSION AND TAKE ANY NECESSARY ACTION RELATING TO THE EXECUTIVE SESSION AS DESCRIBED ABOVE**

## **ADJOURN**

If you require assistance in participating at a public meeting due to a disability as defined under the Americans with Disabilities Act, reasonable assistance, adaptations, or accommodations will be provided upon request. Please contact the Board Relations Coordinator at least three (3) days prior to the scheduled meeting date at (830) 629-8400 or the NBU Main Office at 263 Main Plaza, New Braunfels, Texas, for additional information.

## **CERTIFICATE OF POSTING**

I, Ryan Kelso, Secretary to the Board of Trustees, do hereby certify that this Notice of Meeting was posted on a bulletin board at a place convenient to the public at the City of New Braunfels City Hall, 550 Landa Street, New Braunfels, Texas; the New Braunfels Utilities Main Office, 263 Main Plaza, New Braunfels, Texas; and the New Braunfels Utilities Customer Solutions Center, 1488 South Seguin Avenue, New Braunfels, Texas, on the **20th day of June 2025**, and remained posted continuously for at least 72 hours preceding the scheduled time of the meeting.

  
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Ryan Kelso, Chief Executive Officer  
Secretary to the Board of Trustees



**Meeting Date:** June 26, 2025

**Agenda Type:** Items from Staff

**From:** Kimberly Huffman  
Accounting Manager

**Reviewed by:** John Warren  
Director of Finance

**Submitted by:** Dawn Schriewer  
Chief Financial Officer

**Approved by:** Ryan Kelso  
Chief Executive Officer

**RECOMMENDED ACTION:** Financial Update and Report, Including an Update on the Impact Fee Program Effective February 1, 2023 (referred to as Program E)

## BACKGROUND

NBU's service territory experienced higher temperatures and higher rainfall during the month of May than historically. The average temperature was 78.9 degrees, which was 3.6 degrees higher than the historical average temperature of 75.3 degrees. Rainfall totaled 5.62 inches for the month of May, which was 1.52 inches higher than the historical average rainfall of 4.10 inches.

For the month of May 2025, NBU recorded a change in net position after contributions ("CNPAC") of \$5,550,000 which represents an increase of \$2,071,000 compared to the budgeted monthly CNPAC of \$3,479,000. Operating service revenues of \$23,171,000 were less than budget by \$1,467,000, or 6%, for the month of May. A \$1,810,000 decrease in electric revenue, \$118,000 increase in water revenue, and a \$223,000 increase in wastewater revenue contributed to the overall service revenues. Other operating revenues of \$587,000 were less than budget by \$18,000 for the month of May. Purchased power costs were \$3,057,000 less than budget for May 2025 and \$32,095,000 less for Year-to-Date ("YTD"). A decrease in other operating expenses of \$936,000 resulted in total operating expenses to be \$3,993,000, or 17%, less than the budgeted amount of \$22,974,000. The net revenue and operating expense variances contributed to a favorable net operating income variance of \$2,507,000 from budget. Net non-operating items had a \$21,000 favorable variance compared to budget. Impact fees were less than budget by \$372,000, services income was greater than budget by \$88,000, and capital participation fees was less than budget by \$173,000. May 2025 YTD CNPAC was \$56,160,000, which was \$19,441,000 greater than the budgeted amount of \$36,719,000.



## FINANCIAL IMPACT

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### Electric

The Electric Line of Business reported total operating revenues of \$16,492,000, a \$1,813,000 decrease, from the May budgeted amount of \$18,305,000. The net rate realized per kWh was \$0.1143, which was 7% less than the budgeted rate of \$0.1233 for the month of May. May kWh sales were 140.2 million kWh, a 4.5 million kWh decrease, or 3 %, in comparison to the budgeted amount of 144.7 million kWh.

Purchased power costs totaled \$9,700,000, which was \$3,057,000 less than the budgeted amount of \$12,757,000. Electric gross margin, which is total operating revenues minus purchased power, resulted in the amount of \$6,792,000 for the month of May and \$60,321,000 YTD. These amounts were \$1,244,000 greater than and \$4,544,000 less than the budgeted amount of \$5,548,000 Month-to-Date (“MTD”) and \$64,865,000 YTD. Other operating expenses were less than budget by \$607,000. These items resulted in the Electric Line of Business reporting net operating income of \$4,313,000, which was \$1,852,000 greater than the budgeted amount of \$2,461,000. Net non-operating items provided an unfavorable variance from budget of \$106,000. Services income was greater than budget by \$27,000. The Electric Line of Business reported May 2025 CNPAC of \$3,702,000 and YTD CNPAC of \$31,028,000. These amounts were \$1,772,000 greater than and \$4,801,000 greater than their respective May 2025 MTD and May 2025 YTD budget amounts.

### Water

The Water Line of Business reported total operating revenues of \$3,820,000, a \$100,000 increase, or 3%, from the May budgeted amount of \$3,720,000. In May, water gallons sold of 364,963,000 was less than the budgeted amount of 377,002,000 (a 12,039,000-gallon variance from budget, or 3%). NBU’s net realized price per 1,000 gallons sold in May was \$10.22, which was greater than the budgeted amount of \$9.58. Operating expenses for May were \$4,040,000, which was \$255,000 less than the budgeted amount of \$4,295,000. The net effect of greater revenues and less operating expenses than budgeted resulted in the Water’s net operating income of (\$221,000), which was greater than budget. Net non-operating items provided a favorable variance of \$2,000 from budget. Impact fees of \$1,230,000 were less than budget by \$297,000, and services income of \$179,000 was greater than budget by \$61,000. The Water Line of Business reported May 2025 CNPAC of \$889,000 and YTD CNPAC of \$11,899,000. These amounts were \$120,000 greater than and \$8,187,000 greater than their respective May 2025 MTD and May 2025 YTD budget amounts.

### Wastewater

The Wastewater Line of Business reported total operating revenues of \$3,446,000, a \$228,000 increase from the May budgeted amount of \$3,218,000. Total operating expenses of \$2,761,000 were \$73,000 less than the budgeted amount of \$2,834,000. As a result, the Wastewater Line of Business reported net operating income of \$685,000, which was \$301,000 greater than the budgeted amount of \$384,000. Net non-operating items provided a favorable variance of \$126,000 from budget. Impact fees were less than budget by \$75,000, and capital participation fees were less than budget by \$173,000. The Wastewater Line of Business reported May 2025 CNPAC of \$959,000 and YTD CNPAC of \$13,233,000. These amounts were \$179,000 greater than and \$6,453,000 greater than their respective May 2025 MTD and May 2025 YTD budget amounts.

## **LINK TO STRATEGIC PLAN**

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### **Financial Excellence**

## **EXHIBITS**

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1. Overview Comparison to Budget and Prior Fiscal Year
2. Financial Statements
3. Capital Expenditure Summary
4. Statistics - Electric (Provided separately due to competitive matters)
5. Statistics – Water
6. Statistics - Wastewater

# Financial Update



- May 2025 Financials

- Kimberly Huffman, Accounting Manager

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# Board Financial Policy Compliance - May 2025 YTD

	FY 2024 Actual	FY 2025 Budget	Financial Policy	FY 2025 Actual*
<b>Debt to Capitalization (lower is better)</b>	41.1%	45.5%	≤55.0%	<b>38.4%</b>
<b>Debt Service Coverage (higher is better)</b>	5.14	4.71	≥2.40	<b>4.79</b>
<b>Days Cash on Hand (higher is better)</b>	208	224	≥140	<b>256</b>
<b>Days Liquidity on Hand (higher is better)</b>	495	N/A	N/A	<b>402</b>

\* Amounts are calculated by annualizing the YTD results

## Mission

Strengthening our community by providing resilient essential services

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## Vision

Be a trusted community partner dedicated to excellence in service

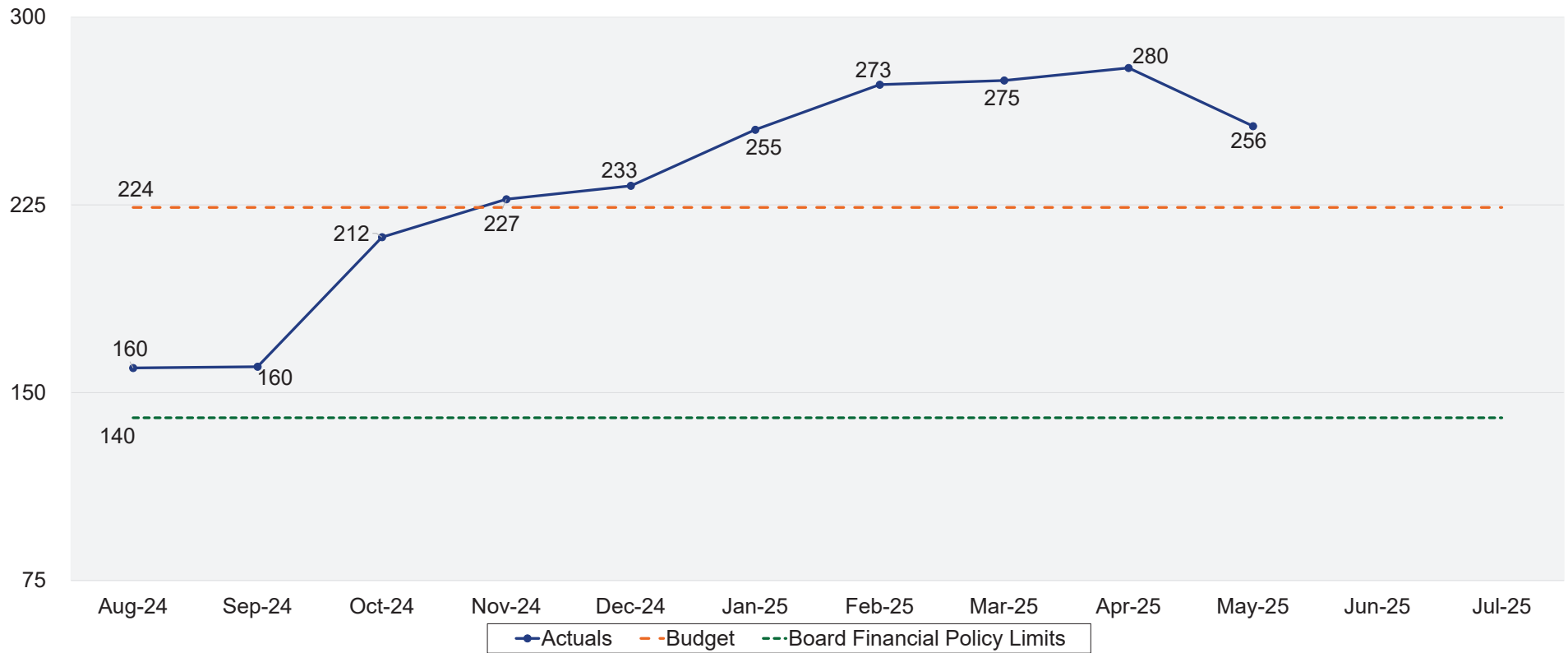
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# Days Cash on Hand - May 2025 YTD



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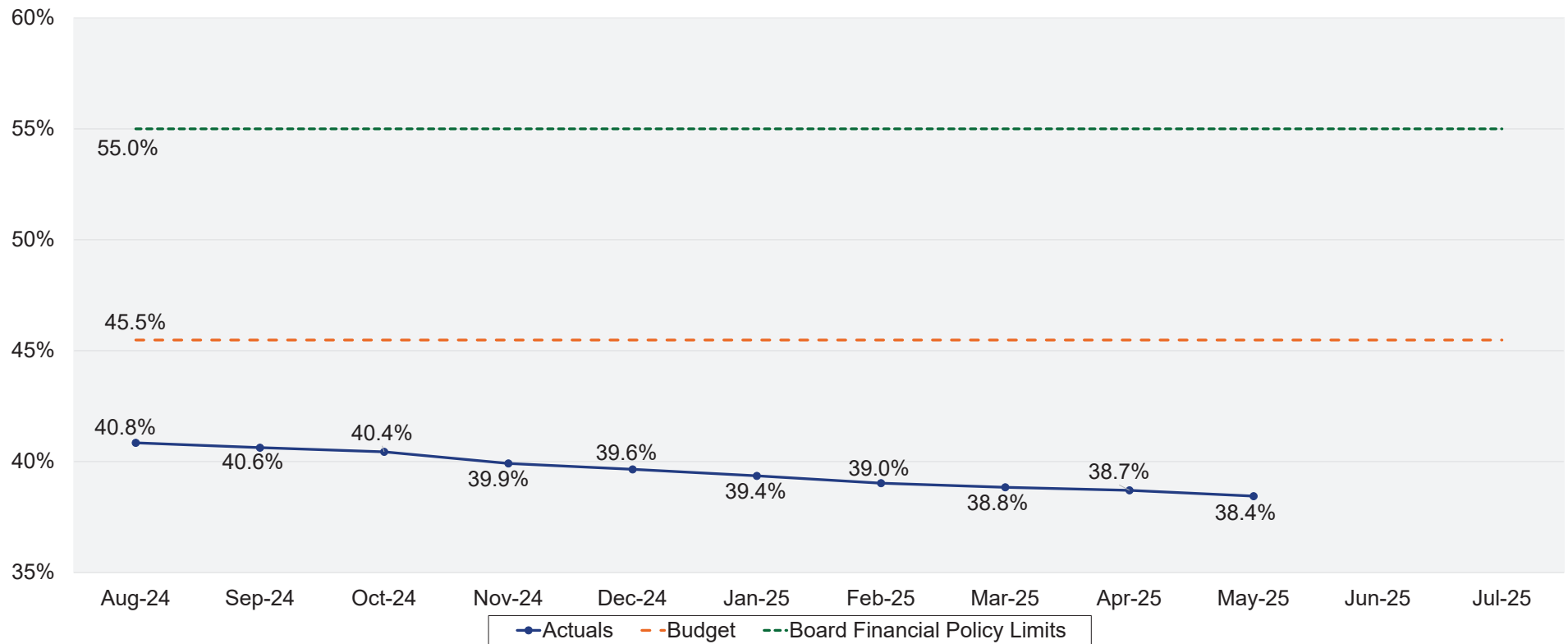
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# Debt to Capitalization - May 2025 YTD



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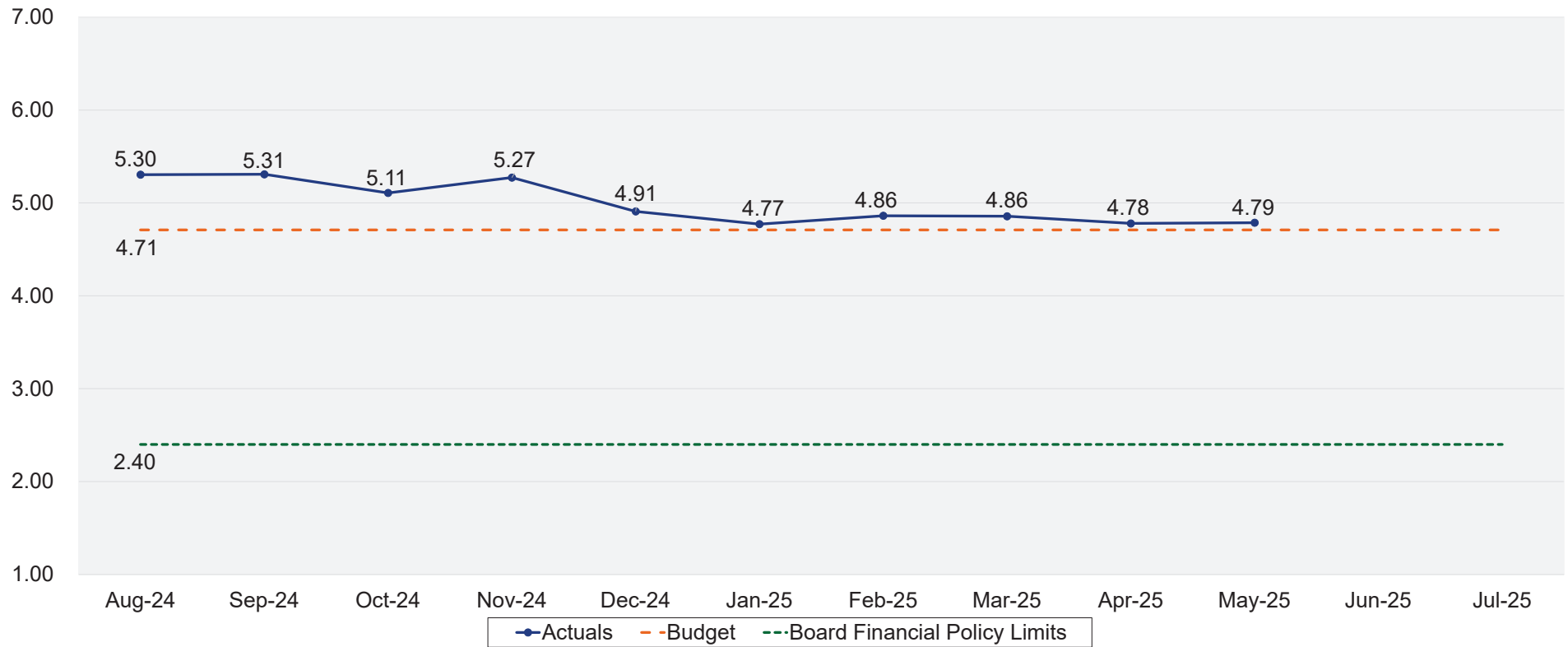
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# Debt Service Coverage - May 2025 YTD



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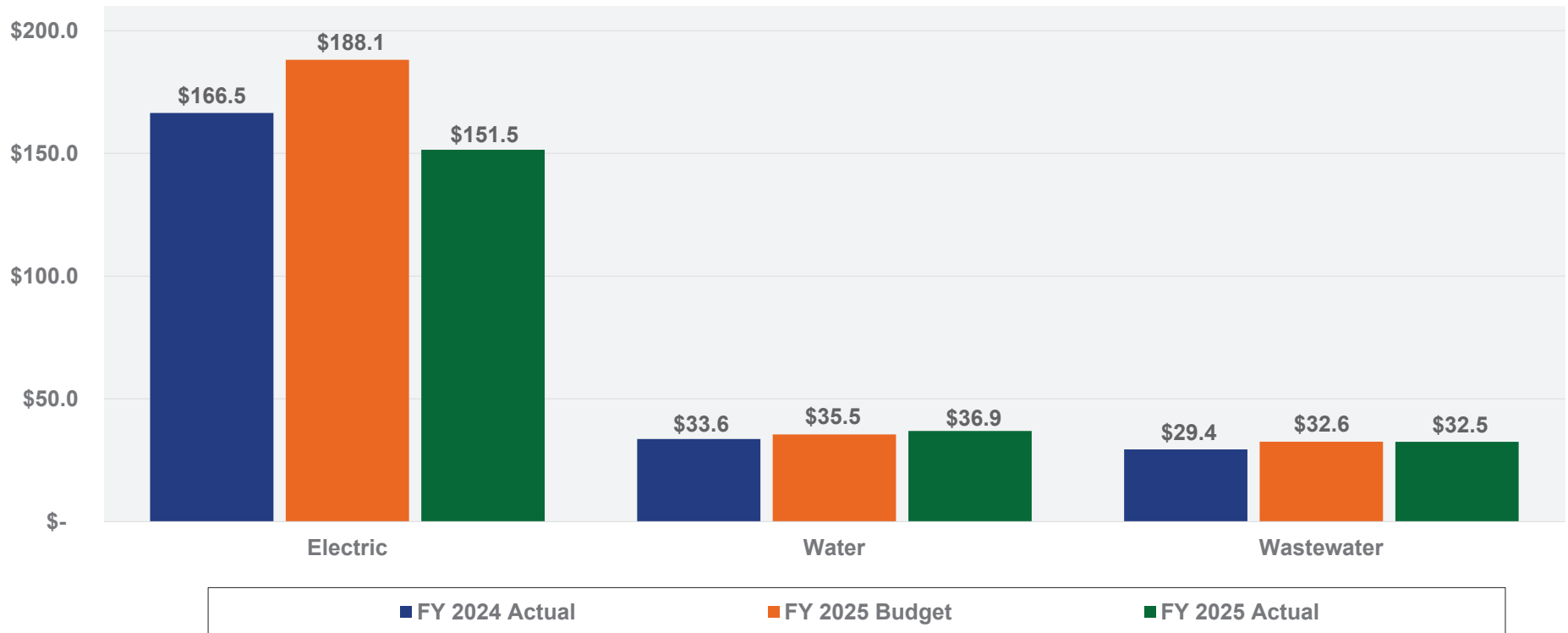
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## Operating Revenue by LOB May 2025 YTD – Amounts in Millions



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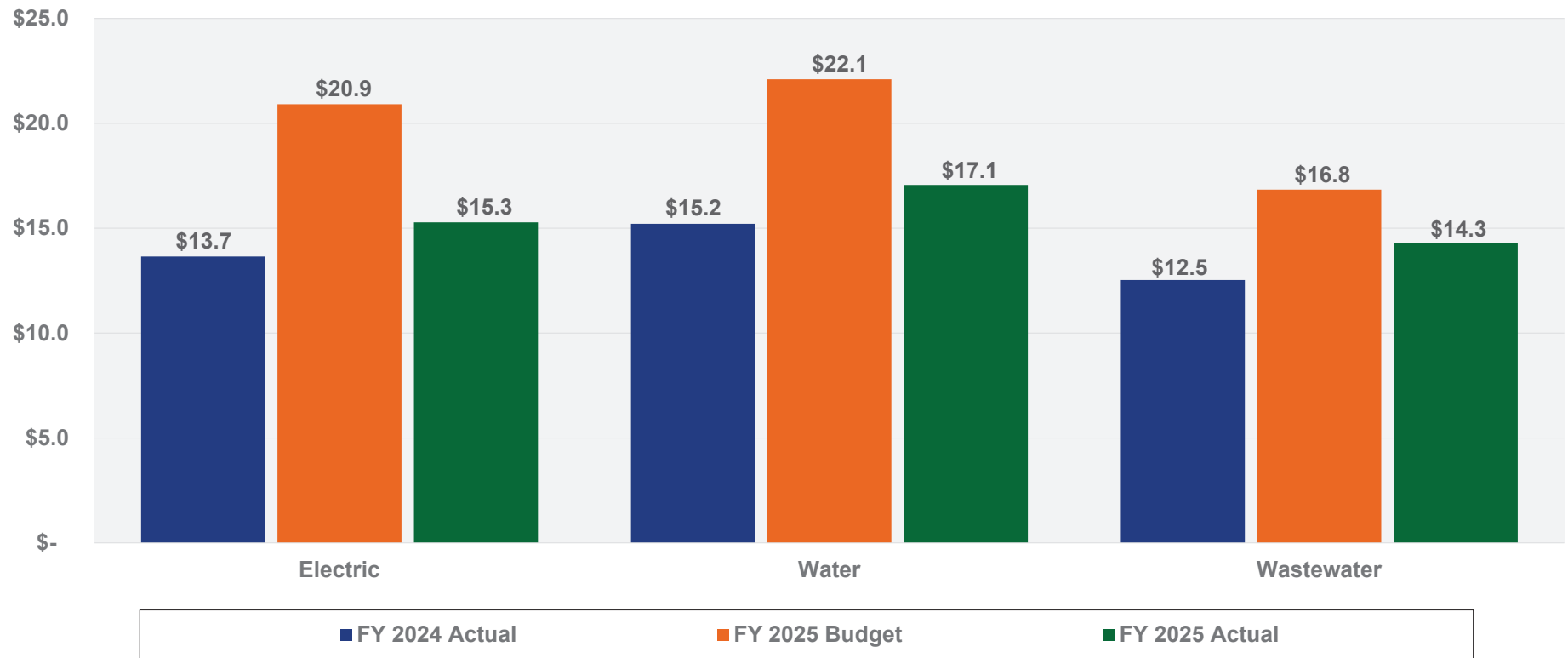
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## Operating Expenses\* by LOB May 2025 YTD – Amounts in Millions



\*Excludes purchased power, purchased water, and depreciation expense

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# Operating Expenses – Variance to Budget

- Reviewed two largest variances in each LOB, including Support
  - Payroll related such as unfilled positions remaining open for a longer period of time (some being difficult to fill due to complexity and qualifications), overtime being budgeted but unused, turnover, or salary differences from budget. Seems to be the driving factor.
  - Timing or delay in services provided by outside consultants and impact to invoice payment processing.
  - How Departments cash flow out expenses over the 12-month budget giving their best estimates, assumptions and predictions on when expenses will hit. We are seeing a shift on when expenses will actually hit.

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# Operating Expenses – Largest Variances

## Electric - Operations and Power Supply - \$4.0M

- Payroll related due to turnover and time to fill positions, less need for contract tree trimming services (positive results).

## Water – Operations and Treatment and Compliance - \$1.7M

- Payroll related due to turnover and time to fill positions & overtime budgeted but unused.

## Wastewater – Operations and Treatment and Compliance - \$1.5M

- Payroll related due to turnover and time to fill positions, timing of invoices & supplies/equipment budgeted but not needed.

## Support – Executive Services - \$2.5M

- Payroll underbudget. Outside services expenses low due to projects not started, timing of invoicing/cashflow and Consultants and potential litigation budgets mostly unused.

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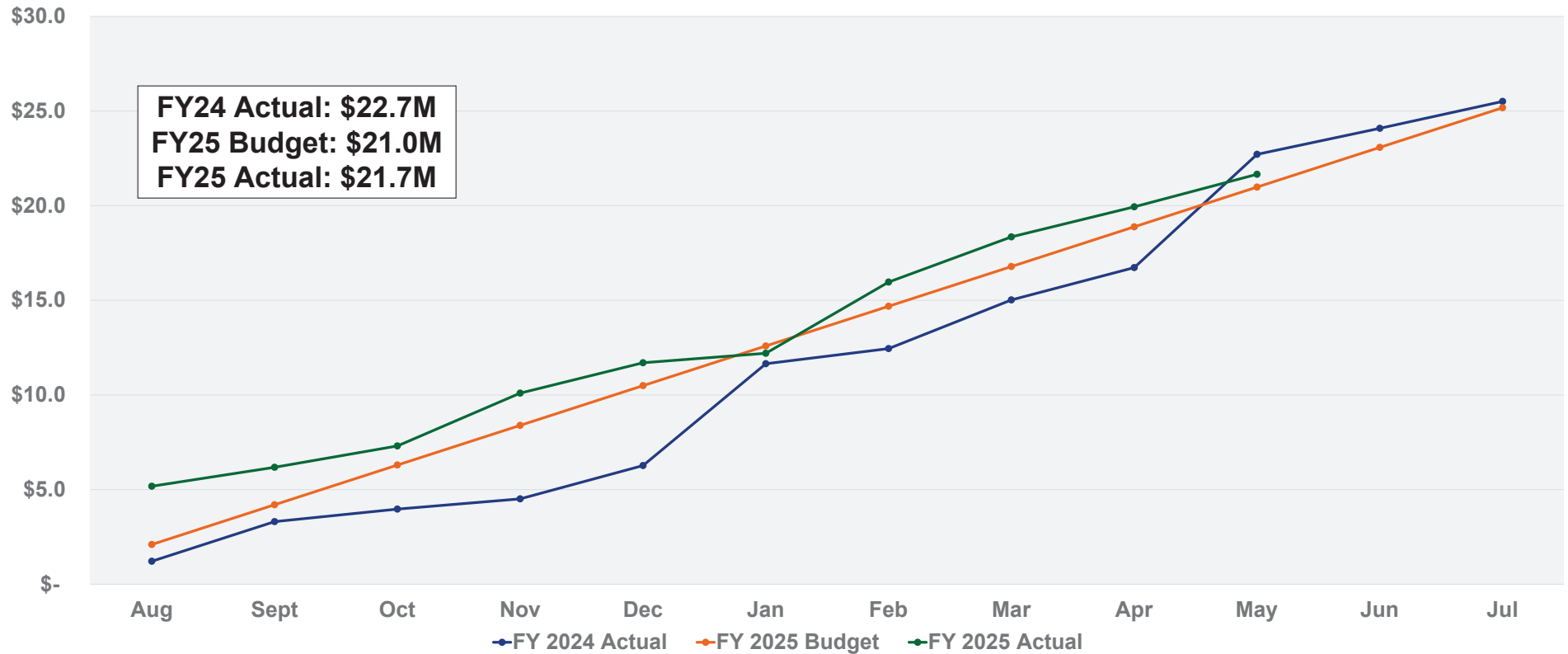
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# Impact Fee Revenues

## May 2025 YTD – Amounts in Millions\*



\* Amounts shown are YTD for each month

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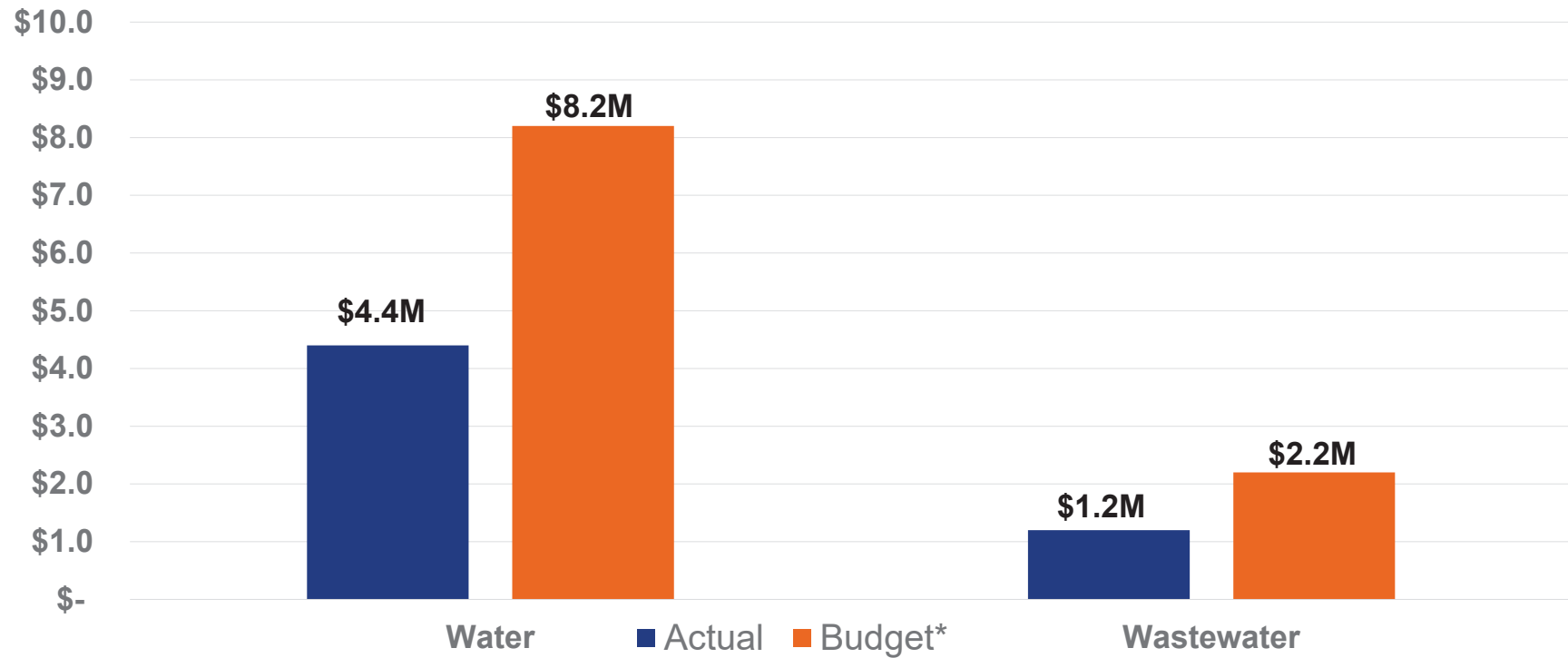
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## Impact Fees Collections-Program E Update – May 2025- Amount in Millions



\* Fiscal year budget amount

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# Impact Fee Collections Update

- Through May 31, 2025, NBU has collected a total of \$22,569,794 in Impact Fees
- NBU budgeted to collect \$20,982,492 in this time

Collections	Schedule A	Schedule B	Schedule C	Schedule D	Schedule E
<b>Actual</b>	\$ 97,735	\$ 145,836	\$ 412,097	\$ 16,111,730	\$ 5,802,396
<b>Budget</b>	\$ 40,726	\$ 71,173	\$ 173,814	\$ 11,669,048	\$ 9,027,731
<b>Actual Percentage</b>	0.4%	0.6%	1.8%	71.4%	25.7%
<b>Budget Percentage</b>	0.2%	0.3%	0.8%	55.6%	43.0%

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# Power Supply Reserves Update

As of FY25 Budget	Power Stabilization Fund FY25	Power Stabilization Fund Full, FY28
Target	\$50M	\$95M
As of May 31, 2025	\$47M	\$47M

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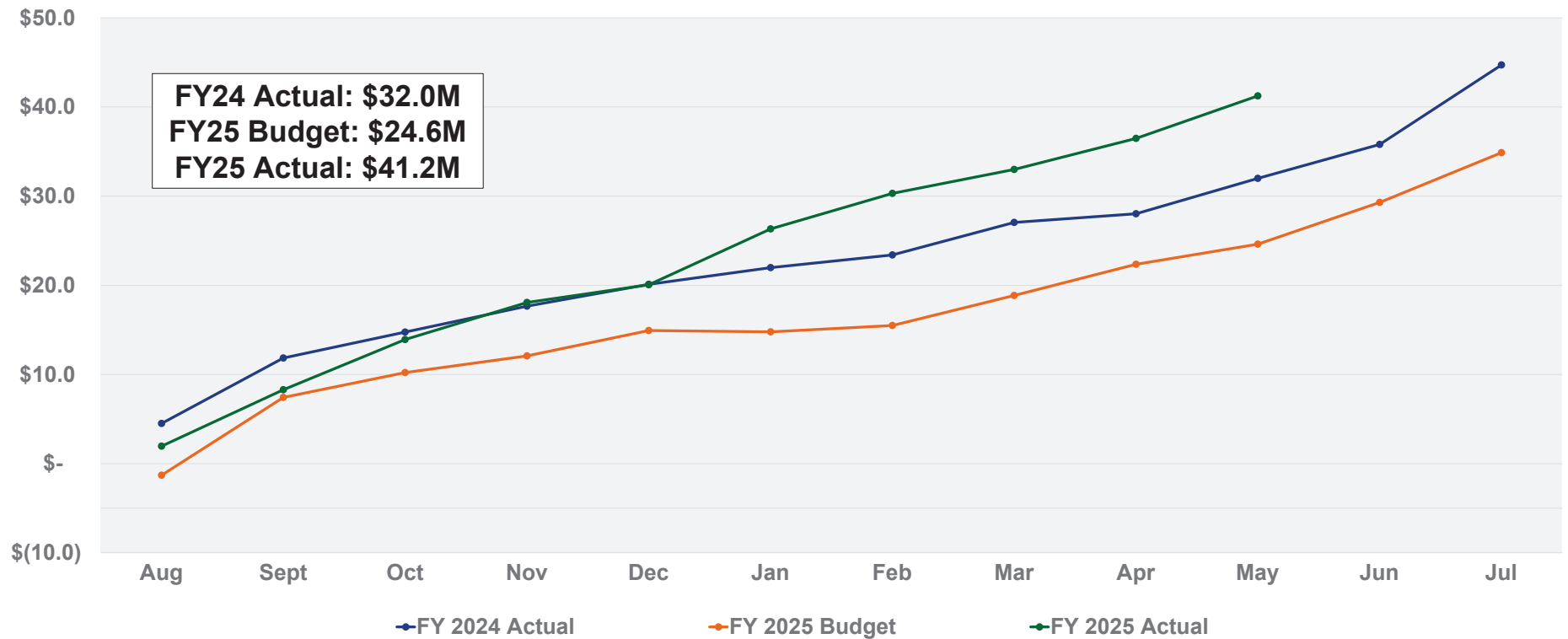
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# Net Operating Income May 2025– Amounts in Millions\*



\* Amounts shown are YTD for each month

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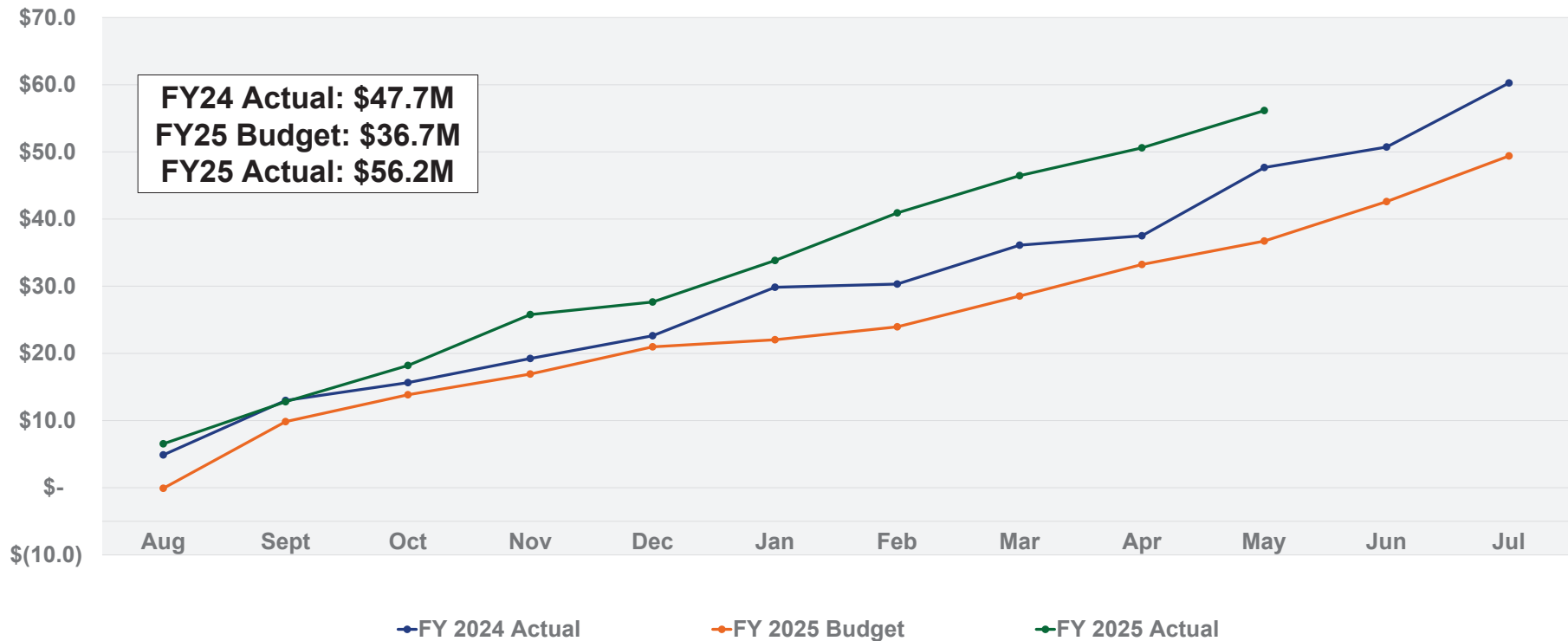
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## Change in Net Position After Contributions May 2025– Amounts in Millions\*



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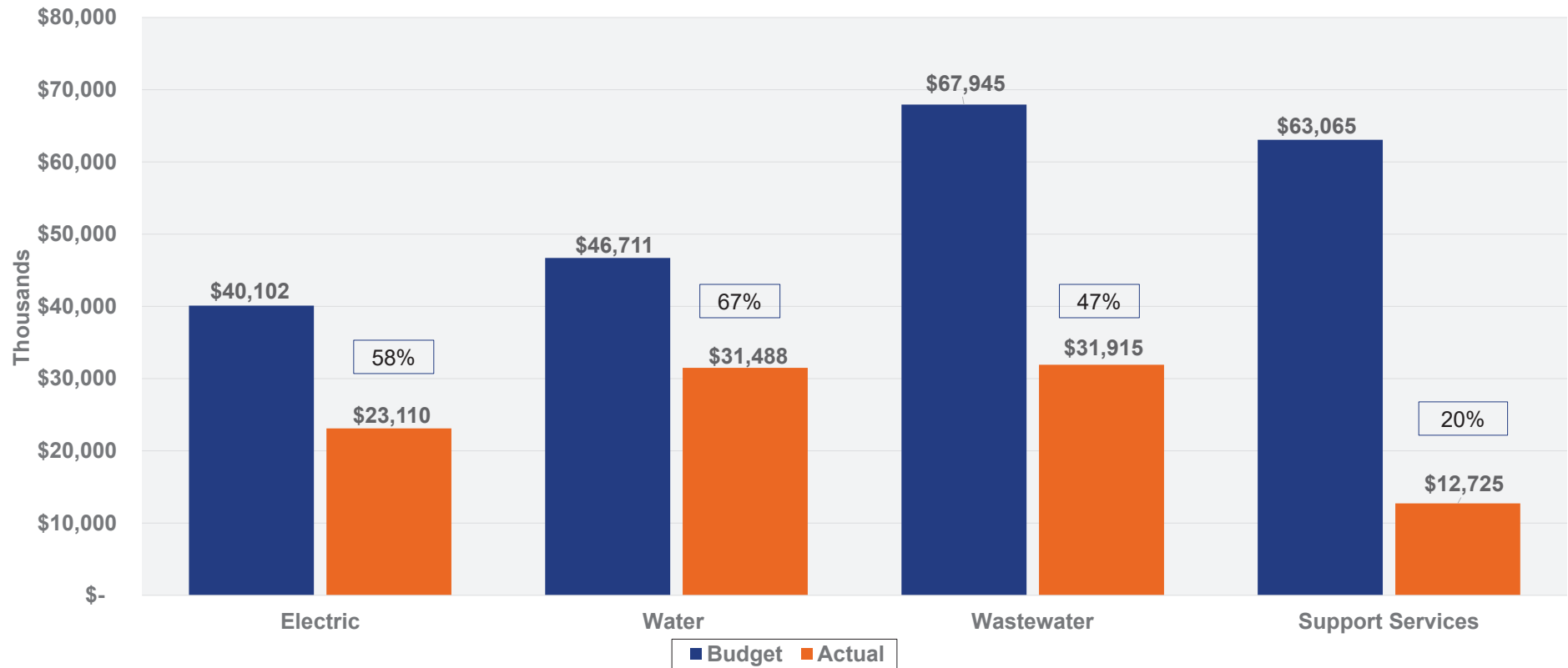
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# Capital Project Expenditures

## May 2025 YTD – Amounts in Thousands



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# Questions?

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**Meeting Date:** June 26, 2025

**Agenda Type:** Items from Staff

**From:** Ragan Dickens  
Chief Communications  
Officer

**Reviewed by:** Ragan Dickens  
Chief Communications Officer

**Submitted by:** Ragan Dickens  
Chief Communications  
Officer

**Approved by:** Ryan Kelso  
Chief Executive Officer

**RECOMMENDED ACTION:** Legislative Update

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**Meeting Date:** June 26, 2025      **Agenda Type:** Items from Staff

**From:** Jacob Tschoepe      **Reviewed by:** Mark Steelman  
Program Portfolio Manager      Chief Operations Officer

**Submitted by:** Mark Steelman      **Approved by:** Ryan Kelso  
Chief Operations Officer      Chief Executive Officer

**RECOMMENDED ACTION:** Monthly NBU Headquarters Progress Update

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# New Braunfels Utilities HQ Update

June 2025

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# Recent Milestones

## April

- Groundbreaking Ceremony
- Mobilization of GC and Owner Trailers
- 24" Waterline tie-in at IH-35

## May

- Relocation of FM 482 Powerlines
- Office and Warehouse Building Pad
- Completed GC and Owner Trailer Compound

## June

- Began installing storm lines
- Began drilling piers
- Began excavating maintenance building pad
- Temp electric passed City and NBU inspections



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## Legend Key

- 1 Training and Testing Field
- 2 Equipment Building
- 3 Recycle/Trash Dumpsters
- 4 Operations Dock
- 5 Warehouse
- 6 Administration Bldg.
- 7 Spoils
- 8 Wire Storage
- 9 Pipe Storage
- 10 Wood Pole Storage
- 11 Transformer Storage
- 12 Steel Pole Storage
- 13 Maintenance Bldg.
- 14 Protection Buffer
- 15 Jurisdictional Waters Buffer Area
- 16 Paved Yard
- 17 Oversized Parking
- 18 Fleet Parking
- 19 Employee Parking
- 20 Public Parking
- 21 Walking Trail
- 22 Crew Ops
- 23 Dock Parking
- 24 Bulk Storage
- 25 Employee Courtyard
- 26 Ground Storage Tank
- 27 Site Fencing
- 28 Monument Sign
- 29 Cistern
- 30 Employee Entry Bridge
- 31 Grass Area



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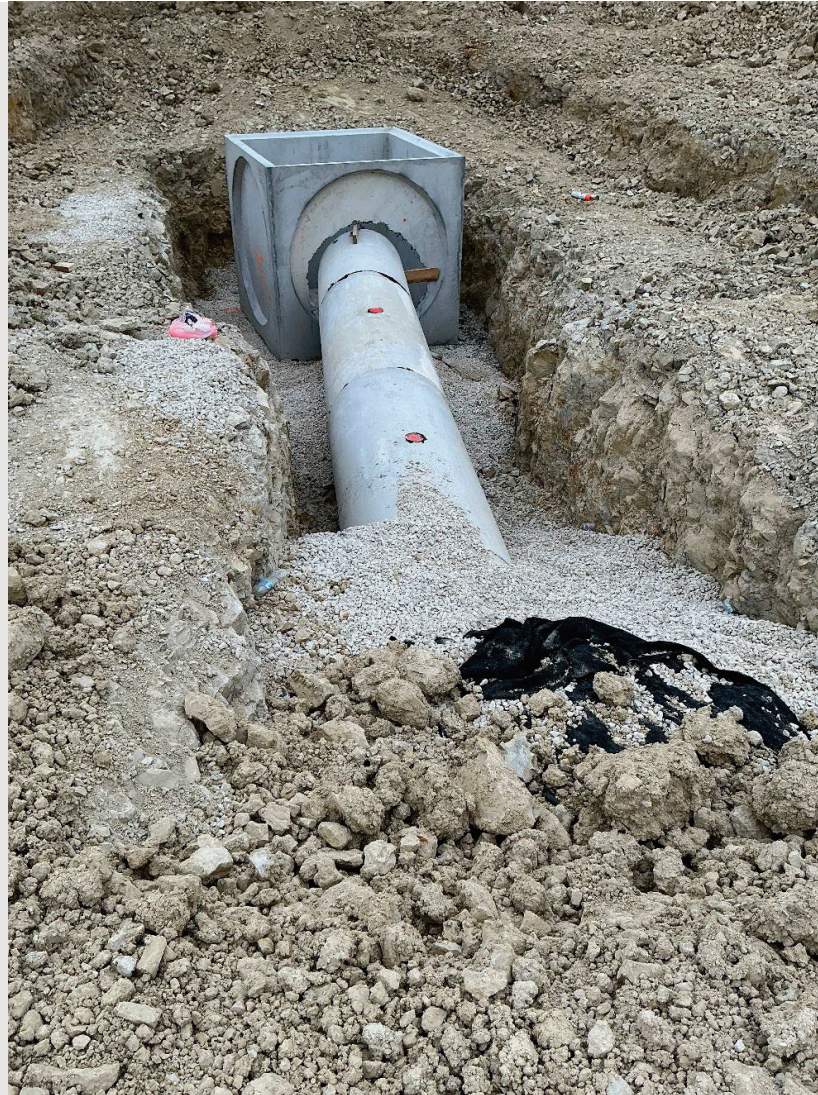
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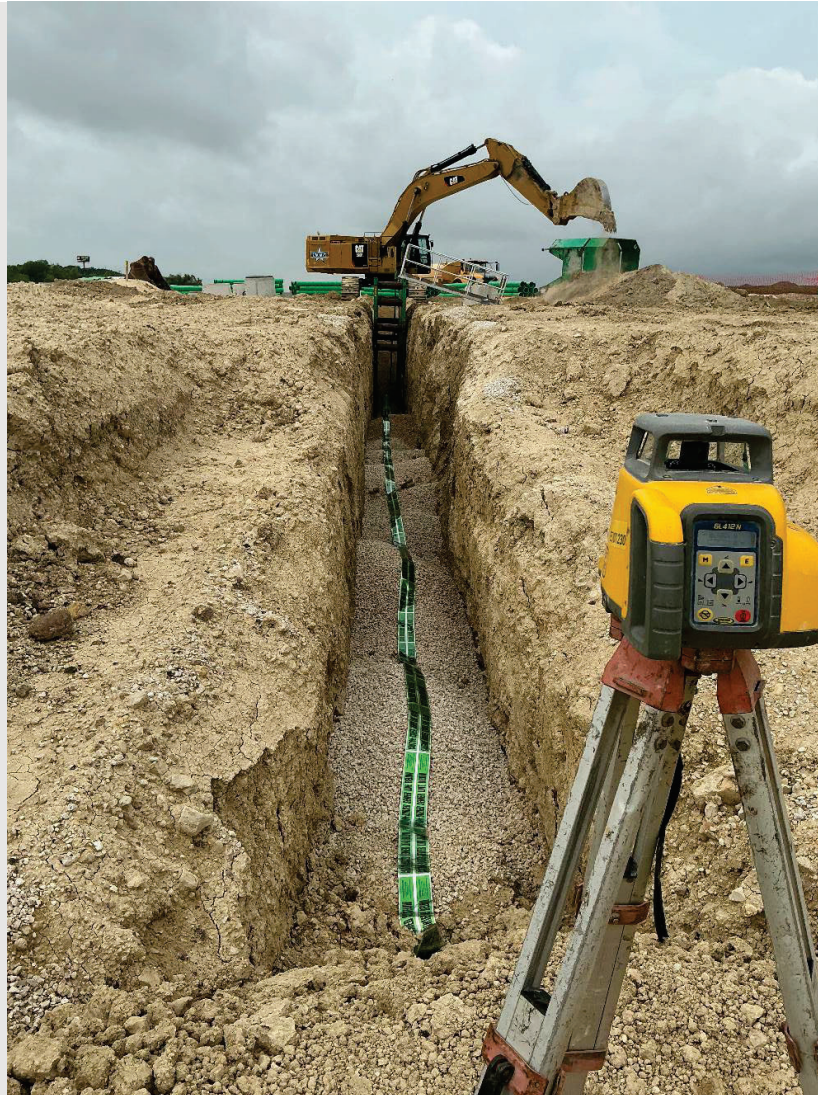
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- 13 Maintenance Bldg.
- 14 Protection Buffer
- 15 Jurisdictional Waters Buffer Area
- 16 Paved Yard
- 17 Oversized Parking
- 18 Fleet Parking
- 19 Employee Parking
- 20 Public Parking
- 21 Walking Trail
- 22 Crew Ops
- 23 Dock Parking
- 24 Bulk Storage
- 25 Employee Courtyard
- 26 Ground Storage Tank
- 27 Site Fencing
- 28 Monument Sign
- 29 Cistern
- 30 Employee Entry Bridge
- 31 Grass Area



## 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

**NBU** NEW BRAUNFELS  
UTILITIES





## 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

**NBU** NEW BRAUNFELS  
UTILITIES





## Next Steps

- Site Permit 2 *June*
- Slab Permit *June*
- Addendums 3 and 4 *June*
- Pour foundation in *July*
- GMP #6 to *August Board*
- Vertical Steel Construction *September*
- Install Bridge *November*

### 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



# Questions



## 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

**NBU** NEW BRAUNFELS  
UTILITIES



**Meeting Date:** June 26, 2025 **Agenda Type:** Consent Items for Action

**From:** Laura Ayala **Reviewed by:** Rocio G. Hilliard  
Board Relations Coordinator Chief of Staff

**Submitted by:** Rocio G. Hilliard **Approved by:** Ryan Kelso  
Chief of Staff Chief Executive Officer

**RECOMMENDED ACTION:** Approve Minutes of the NBU Regular Board Meeting of May 29, 2025

## **BACKGROUND**

None

## **FINANCIAL IMPACT**

None

## **LINK TO STRATEGIC PLAN**

**Customers and Community**

## **EXHIBITS**

1. May 29, 2025 Regular Board Meeting Minutes



**MINUTES  
NEW BRAUNFELS UTILITIES BOARD OF DIRECTORS  
REGULAR BOARD MEETING**

**1:00 P.M.  
Thursday, May 29, 2025  
NBU Board Room  
263 MAIN PLAZA, NEW BRAUNFELS, TEXAS 78130**

Board President Wayne Peters opened the meeting at 1:00 p.m. A quorum of the NBU Board was present.

**PRESENT**

Board President Wayne Peters, Board Vice President Judith Dykes-Hoffmann, Board Trustee Yvette Villanueva Barrera, Board Trustee Stuart Blythin, and Mayor Neal Linnartz

**ABSENT**

None

**NBU PERSONNEL**

Ryan Kelso, Ragan Dickens, Greg Brown, Dawn Schriewer, Rocio Gallegos, Connie Lock, Rocio G. Hilliard, Mark Steelman, Sheila Lavender, David Hubbard  
Adriana Sanchez, Andrew Cummings, Ashley VanBooven, Bob Figuly, Carlos Salas, Jason Theurer, John Warren, Julia Haynes, Justin Green, Mike Short, Rachel Leier, Reagan Pena, Adam Willard, Becca Graham, Beth Perez, Billy Shearer, Brent Lundmark, Bruce Haby, Coby Henk, Doug Clifton, Gregory Thomas, Jacob Tschoepe, James Rammel, Jeffrey Jones, Jenna Mathis, Jesse Luna, Jessica Green, Joe Vargas, Justin Stroupe, Kenneth Allen, Kimberly Huffman, Larry Aguilar, Missy Quent, Nancy Pappas, Pamela Tarbox, Peter Vanderstoep, Robert Aleman

**NBU CONSULTANTS**

None

**PLEDGE AND INVOCATION**

Board Vice President Judith Dykes-Hoffmann led the Pledge of Allegiance and offered the invocation.

**NBU EMPLOYEE RECOGNITION**

**1. Presentation of Service Pin**

CEO Ryan Kelso recognized Robert Pineda for 45 years of dedicated service to NBU. He currently serves as NBU's longest tenured employee.

**PUBLIC COMMENT**

There were no public comment requests.

## ITEMS FROM THE CHAIR

### 1. Update from the Audit Committee

Board Trustee Stuart Blythin provided an update from the Audit Committee meeting that took place on May 15, 2025. Items discussed included the results of a recently issued request for proposals for external audit services and the proposals received. Staff recommended the selection of Baker Tilly US, LLP. It is best to rotate audit firms every five years. Fiscal year 2025 will be the first year of contracted external audit services, with four optional one-year extensions subject to mutual consent. The audit committee approved staff to present this item at the May board meeting for consideration and approval.

### 2. Report from the Legislative Committee

Board Trustee Yvette Villanueva Barrera provided an update from the Legislative Committee meeting that took place on May 29, 2025. Items discussed included a current legislative session update, committee assignments of bills and the potential impacts on utility space at large and an in-depth review of particular bills that may impact MOU's and/or NBU's three lines of businesses/services.

### 3. Any Other Items Permitted Under Section 551.0415 of the Texas Government Code

\*No additional items were discussed.

## ITEMS FROM STAFF

### 1. CEO Update

CEO Ryan Kelso presented updates on the following events that NBU staff participated in:

#### a. Leadership Announcement of New Hires: Director of External Relations, Julia Haynes, and Senior Attorney - Manager of Legal Department, Jason Rammel

NBU has hired Julia Haynes as its new Director of External Relations and Jason Rammel as its new Senior Attorney – Manager of Legal Department.

#### b. KinderKraft Service Project Final Results

We wrapped up our inaugural KinderKraft drive, which included nearly 900 essential items donated by NBU employees and the community for students in our service area. KinderKraft continues our 20-year partnership with Communities in Schools.

#### c. Texas Public Power Leadership Academy (TxPPLA) Graduation

Texas Public Power Leadership Academy celebrated the graduation of its third cohort. We recognized six NBU leaders—Paul Mata, Jenna Mathis, Nick Puckett, Kristi Villasana, Samara Hernandez, and Nick Haughton—who joined peers from LCRA and CPS Energy.

#### d. Career Days at Goodwin Frazier Elementary, Lamar Elementary, and Voss Farms Elementary Schools

NBU participated in three Career Days in May at Goodwin Frazier, Lamar, and Voss Farms Elementary Schools.

**e. NBU Observes Public Service Week**

NBU celebrated Public Service Recognition Week, May 5<sup>th</sup> - 9<sup>th</sup>, with activities to recognize our employees for their outstanding service.

**f. NBU University Graduation**

We concluded our last NBU University on May 6<sup>th</sup>. During the five-month program, community participants received a first-hand look at all three lines of business, met our teams, and learned about conservation.

**g. CEO Roadshow: Presentation at the New Braunfels Chamber Government Affairs Committee Meeting**

CEO Ryan Kelso presented to the New Braunfels Chamber of Commerce Government Affairs Committee and provided an overview of the alignment of NBU's Strategic Goals, the work and efforts from the Community Advisory Panel, and rates.

**h. NBU Employee Mark Steelman Graduates from Leadership New Braunfels**

Mark Steelman graduated from Leadership New Braunfels, an eight-month program that develops informed, engaged community leaders.

**i. NBU Customer Contact Center Hold Times Reach New Lows**

Recent Customer Service hires completed six weeks of classroom training and are now taking calls with continued support. This added capacity has reduced average wait times from 45 minutes to 2 minutes, with some periods at zero wait. The improved customer experience also supports progress toward our Best-In-Class goal of a 3-minute or less average wait and 80% of calls answered within 30 seconds.

**j. NBU Earns National Recognition for Electric Reliability in 2024**

NBU has been nationally recognized by the American Public Power Association for achieving top-tier electric reliability in 2024, outperforming all utilities of our size and regional class. This recognition reflects the outstanding work of our Electric Operations, Substations, and Control Center teams and affirms our continued commitment to system reliability and service excellence.

**k. Any Other Items Permitted Under Section 551.0415 of the Texas Government Code**

\*No additional items were discussed.

**2. Financial Update and Report, Including an Update on the Impact Fee Program Effective February 1, 2023 (referred to as Program E)**

Accounting Manager Kimberly Huffman provided an update on the financial status of NBU.

**3. Quarterly Investment Report**

Director of Finance John Warren provided an update on the Quarterly Investment Report.



**4. Quarterly Update on the Headwaters at the Comal**

Headwaters at the Comal Managing Director Nancy Pappas provided an update on the Headwaters at the Comal.

**5. Quarterly Drought Update Report**

Director of Customer Solutions Andrew Cummings provided the quarterly drought update.

**6. Quarterly Strategic Goals and Annual Priorities Update**

Program Portfolio Manager Jacob Tschoepe provided an update on the quarterly strategic goals and annual priorities.

**7. Monthly NBU Headquarters Progress Update**

Program Portfolio Manager Jacob Tschoepe provided an update on the progress of the NBU Headquarters project.

**CONSENT ITEMS FOR ACTION**

**Trustee Stuart Blythin made a motion, and Board Trustee Yvette Barrera Villanueva seconded the motion to approve the Consent Items for Action as follows: #1, #2, #3, #4, #5, #6, #7, #8, #9, #10, #11 and #12. The vote was unanimous.**

1. Approve Minutes of the NBU Regular Board Meeting of April 24, 2025
2. Approve Minutes of the NBU Special Board Meeting of May 15, 2025
3. Approve the Change Order Log from March 15, 2025, through April 15, 2025
4. Approve the Reports for Water and Electric Engineering Contracts from August 1, 2024, through April 15, 2025
5. Approve the Electric Line of Business Alternative Procurements from March 15, 2025, through April 15, 2025
6. Authorize the CEO to Negotiate and Execute an Engagement Letter with Baker Tilley US, LLP for External Audit Services
7. Authorize the CEO or His Designee to Negotiate and Execute a First Amendment to the Professional Services Agreement with Schneider Engineering, LLC for Substation and Transmission Engineering Services
8. Authorize the CEO or His Designee to Negotiate and Execute a Services and Goods Agreement with CB Solutions, LP for Inspection, Maintenance, Repair, and Replacement of Water and Wastewater Magnetic Meters
9. Authorize the CEO or His Designee to Negotiate and Execute a Professional Services Agreement with Schneider Engineering, LLC, DBA SEnergy for Distribution System Planning

10. Authorize the CEO or His Designee to Negotiate and Execute a Professional Services Agreement with M&S Engineering, LLC for Distribution Engineering
11. Authorize the CEO or His Designee to Negotiate and Execute an AIA Document A133—Guaranteed Maximum Price Amendment No. 5 with SpawGlass Contractors, Inc., for the New Braunfels Utilities Headquarters Facility Project Located on a 76-acre Tract of Property at the Intersection of Engel Road and IH 35 for Pre-Engineered Metal Buildings, Foundations, Exterior Framing, and Vehicle Bridge
12. Authorize the CEO or His Designee to Negotiate and Execute a Cooperative Agreement with SHI Government Solutions, Inc. for Microsoft Enterprise Agreement Licensing to Maintain and Upgrade Critical Software Usage

## ACTION ITEMS

1. **Discuss and Consider Receiving the Electric, Water, and Wastewater Utility Revenues, Revenue Requirements, and Rates Report, Including Community Advisory Panel Feedback from Raftelis Financial Consultants, Inc., and Britton Strategies LLC**

Board Vice President Judith Dykes-Hoffmann made a motion, and Mayor Neal Linnartz seconded the motion to receive the Electric, Water, and Wastewater Utility Revenues, Revenue Requirements, and Rates Report, Including Community Advisory Panel Feedback from Raftelis Financial Consultants, Inc., and Britton Strategies LLC. The vote was unanimous.

2. **Discuss and Consider Approval of the Fiscal Year 2026 Budget and Five-Year Operating Plan**

Trustee Yvette Barrera Villanueva made a motion, and Board Vice President Judith Dykes-Hoffmann seconded the motion to Approve the Fiscal Year 2026 Budget and Five-Year Operating Plan. The vote was unanimous.

3. **Discuss and Consider Adopting Resolution #2025-196 by the Board of Trustees of New Braunfels Utilities Approving Proposed Amendments to Chapter 130, Article III, Sections 130-56, 130-57, and 130-58 of the Code of Ordinances of the City of New Braunfels (i) Adjusting Electric Rates and Charges for Fiscal Year 2026; (ii) Providing for Adjustments of Electric Rates and Charges for Fiscal Year 2027; (iii) Resolving Other Matters Incident and Related Thereto; and (iv) Authorizing Presentation of Same to the City Council of New Braunfels for Its Consideration and Passage**

Trustee Yvette Barrera Villanueva made a motion, and Trustee Stuart Blythin seconded the motion to Approve Adopting Resolution #2025-196 by the Board of Trustees of New Braunfels Utilities Approving Proposed Amendments to Chapter 130, Article III, Sections 130-56, 130-57, and 130-58 of the Code of Ordinances of the City of New Braunfels (i) Adjusting Electric Rates and Charges for Fiscal Year 2026; (ii) Providing for Adjustments of Electric Rates and Charges for Fiscal Year 2027; (iii) Resolving Other Matters Incident and

Related Thereto; and (iv) Authorizing Presentation of Same to the City Council of New Braunfels for Its Consideration and Passage. The vote was unanimous.

4. **Discuss and Consider Adopting Resolution #2025-197 by the Board of Trustees of New Braunfels Utilities Approving Proposed Amendments to Chapter 130, Article IV, Section 130-167 of the Code of Ordinances of the City of New Braunfels (i) Adjusting Water Rates and Charges for Fiscal Year 2026; (ii) Providing for Adjustments of Water Rates and Charges for Fiscal Year 2027; (iii) Resolving Other Matters Incident and Related Thereto; and (iv) Authorizing Presentation of Same to the City Council of New Braunfels for Its Consideration and Passage**

Board Vice President Judith Dykes-Hoffmann made a motion, and Trustee Yvette Barrera Villanueva seconded the motion to Approve Adopting Resolution #2025-197 by the Board of Trustees of New Braunfels Utilities Approving Proposed Amendments to Chapter 130, Article IV, Section 130-167 of the Code of Ordinances of the City of New Braunfels (i) Adjusting Water Rates and Charges for Fiscal Year 2026; (ii) Providing for Adjustments of Water Rates and Charges for Fiscal Year 2027; (iii) Resolving Other Matters Incident and Related Thereto; and (iv) Authorizing Presentation of Same to the City Council of New Braunfels for Its Consideration and Passage. The vote was unanimous.

5. **Discuss and Consider Adopting Resolution #2025-198 by the Board of Trustees of New Braunfels Utilities Approving Proposed Amendments to Chapter 130, Article V, Section 130-257 of the Code of Ordinances of the City of New Braunfels (i) Adjusting Sewer Rates and Charges for Fiscal Year 2026; (ii) Providing for Adjustments of Sewer Rates and Charges for Fiscal Year 2027; (iii) Resolving Other Matters Incident and Related Thereto; and (iv) Authorizing Presentation of Same to the City Council of New Braunfels for Its Consideration and Passage**

Mayor Neal Linnartz made a motion, and Trustee Stuart Blythin seconded the motion to Approve Adopting Resolution #2025-198 by the Board of Trustees of New Braunfels Utilities Approving Proposed Amendments to Chapter 130, Article V, Section 130-257 of the Code of Ordinances of the City of New Braunfels (i) Adjusting Sewer Rates and Charges for Fiscal Year 2026; (ii) Providing for Adjustments of Sewer Rates and Charges for Fiscal Year 2027; (iii) Resolving Other Matters Incident and Related Thereto; and (iv) Authorizing Presentation of Same to the City Council of New Braunfels for Its Consideration and Passage. The vote was unanimous.

## **EXECUTIVE SESSION**

Board President Wayne Peters recessed the Open Session at 2:19 pm and announced that the Board would go into an Executive Session meeting. The Executive Session included Power Supply Resources – Competitive Matters (Section 551.086 – Texas Government Code): a. Discuss and Consider International Swaps and Derivatives Association, Inc. (ISDA) Resolution allowing NBU to enter into a Master Agreement related to power supply transactions.

The Executive Session was opened at 2:25 p.m. and closed at 2:57 p.m.



**RECONVENE INTO OPEN SESSION AND TAKE ANY NECESSARY ACTION  
RELATING TO THE EXECUTIVE SESSION AS DESCRIBED ABOVE**

The Regular Session resumed at 3:26 p.m. Only the matters cited above, and no others, were discussed. The board voted on the competitive matter listed on the agenda, but no other votes were taken in Executive Session.

**ADJOURN**

There was no further business, and Board President Wayne Peters adjourned the meeting at 3:00 p.m.

***Attest:***

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*Wayne Peters, President*  
*Approved*

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*Ryan Kelso, Secretary of the Board*  
*Chief Executive Officer*

*Date Approved: June 26, 2025*



**Meeting Date:** June 26, 2025

**Agenda Type:** Consent Items for Action

**From:** Jesse Luna  
Purchasing Manager

**Reviewed by:** David Hubbard  
Chief Administrative Officer

**Submitted by:** David Hubbard  
Chief Administrative Officer

**Approved by:** Ryan Kelso  
Chief Executive Officer

**RECOMMENDED ACTION:** Approve the Change Order Log from April 15, 2025, through May 15, 2025

## BACKGROUND

The Board of Trustees approved the NBU Purchasing Policy on October 31, 2019. The Purchasing Policy defines the process for obtaining approval of change orders. In addition to the individual approval by the Board of Trustees for change orders greater than \$50,000, the policy further states, “Each department manager will keep a log of all change orders and forward that log on a monthly basis to the Purchasing Manager before each Board of Trustees’ meeting. The Purchasing Manager will prepare a consent agenda item to request approval of those change orders at the next Board of Trustees’ meeting.”

Listed below are the change orders submitted to the Purchasing Manager for the period of April 15, 2025, through May 15, 2025.

## FINANCIAL IMPACT

Change orders less than \$50,000:

- Trinity Expansion Treatment Plant, Aria Filtra (PALL) Water Process Engineer on-site during 7-day test, PLW Waterworks, LLC, Change order No. 11, Cost increase of \$42,486.64.
- Landa & Elm Street Water Line Improvements, Police officers for night work at the Landa Park Dr intersection, E-Z Bel Construction, LLC, Change order No.3, Cost increase of \$3,477.50.
- Union Avenue Water Replacement (joint project with City of New Braunfels), Water service/main changes, and deduct for 6" pipe with excavation and backfill at Lincoln, Change order No. 3, Cost decrease of \$36,306.65.
- Landa Pump Station Phase 2 / Well 5, Deduct Change Order for unused roof rafter rib replacement, pit welding, and pit filling, MGC Contractors, Inc., Change order No. 11, Cost decrease of \$14,510.00.

Change orders more than \$50,000:

- Trinity Expansion Well Field, Permitting changes, SCADA hardware changes, flowmeter change, Pesado Construction Company, Change order No. 7, Cost increase of \$91,036.28.
- Aquifer Storage & Recovery Project, Transportation and inspection of motor, Hydro Resources - Mid Continent, Inc., Change order No. 1, Cost increase of \$68,660.00.

## **LINK TO STRATEGIC PLAN**

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**Customers and Community**

**People and Culture**

**Stewardship**

## **EXHIBITS**

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None





**Meeting Date:** June 26, 2025

**Agenda Type:** Consent Items for Action

**From:** Jesse Luna  
Purchasing Manager

**Reviewed by:** David Hubbard  
Chief Administrative Officer

**Submitted by:** David Hubbard  
Chief Administrative Officer

**Approved by:** Ryan Kelso  
Chief Executive Officer

**RECOMMENDED ACTION:** Approve the Reports for Water and Electric Engineering Contracts from August 1, 2024, through May 15, 2025

## BACKGROUND

The Board of Trustees approved the NBU Purchasing Policy on October 31, 2019. The Purchasing Policy defines the process for obtaining approval of Professional Engineering Contracts. In addition to the individual approval by the Board of Trustees for Professional Engineering Contracts greater than \$500,000, the policy further states, “The limit for expenditures to be paid to a licensed professional engineer or a firm of licensed professional engineers as defined in Chapter 2254 of the Texas Government Code, as amended, performing engineering services without the prior approval of the Board of Trustees shall be \$500,000 per vendor per contract. Each department manager, who hires a licensed professional engineer or firm of licensed professional engineers, shall prepare a report specifying the following:

1. name of licensed professional engineer or firm of licensed professional engineers engaged to complete a project;
2. project name;
3. contract amount and amendments to original contract amount;
4. total cumulative number of contracts and contract amounts approved in a fiscal year to that licensed professional engineer/firm of licensed engineers; and
5. date presented to the Board of Trustees.

This report shall be prepared on a monthly basis and be delivered to the Purchasing Manager before each Board of Trustees’ meeting. The Purchasing Manager will prepare a consent agenda item to request approval of the report at the next Board of Trustees’ meeting.”

Exhibits attached to this agenda item are the Professional Engineering report(s) submitted to the Purchasing Manager for the period of August 1, 2024, through May 15, 2025.

## **FINANCIAL IMPACT**

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There were no new engineering service contracts approved during the period between April 15, 2025, and May 15, 2025.

## **LINK TO STRATEGIC PLAN**

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**Customers and Community**

**People and Culture**

**Stewardship**

## **EXHIBITS**

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1. Exhibit A – Report for Water Engineering Contracts
2. Exhibit B – Report for Electric Engineering Contracts



**Meeting Date:** June 26, 2025

**Agenda Type:** Consent Items for Action

**From:** Jesse Luna  
Purchasing Manager

**Reviewed by:** David Hubbard  
Chief Administrative Officer

**Submitted by:** David Hubbard  
Chief Administrative Officer

**Approved by:** Ryan Kelso  
Chief Executive Officer

**RECOMMENDED ACTION:** Approve the Electric Line of Business Alternative Procurements from April 15, 2025, through May 15, 2025

## BACKGROUND

Section 252.022(c) of the Texas Local Government Code provides that a municipally owned electric utility may define, by resolution, an alternative procurement procedure for the purchase of goods and services related to the electric utility. On June 28, 2018, the Board of Trustees approved the NBU Purchasing Policy, by resolution, which defined a procedure for procurement of goods and services for NBU's electric line of business. The Purchasing Policy was later revised and approved on October 31, 2019. Among other conditions, the Purchasing Policy requires NBU staff to notify the Board of Trustees of any procurement over \$250,000 that uses the electric line of business procurement procedure.

Listed below are the procurements, in excess of \$250,000.00, submitted to the Purchasing Manager for the period of April 15, 2025, through May 15, 2025, using the electric line of business alternative procurement process.

## FINANCIAL IMPACT

Electric Line of Business purchases more than \$250,000.00:

- Texas Electric Cooperatives, for Electric Inventory Materials, see Exhibit A, Quote E1825XLS for reference.
- In October 2022, the Board authorized the purchase of two power transformers (PWT's) from Virginia Transformer for \$2,884,698.00. Since that time, the Hueco Springs Substation schedule has changed, and the site will not be ready to accept the new transformer until October 2025 instead of August 2024, as originally specified. Since that time, the Board authorized an additional \$164,234.90 at the regular Board meeting in July 2024, and an additional \$288,469.80 at the regular Board meeting in April 2025 for storage fees due to these delays. Since the original agreement was completed in the Fall 2022, the labor cost for the installation has increased, and NBU is now seeking approval for a cost increase related to the field service associated with this

agreement of \$111,085.00. The new total cost of the procurement will equal \$3,448,487.70. Virginia Transformer has agreed to honor the new labor costs through May 2026.

## **LINK TO STRATEGIC PLAN**

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### **Infrastructure and Technology**

### **Stewardship**

## **EXHIBITS**

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1. Exhibit A – Electric Inventory Quote E1825XLS





**Meeting Date:** June 26, 2025 **Agenda Type:** Consent Items for Action

**From:** Nancy Pappas **Reviewed by:** Dawn Schriewer  
Managing Director, Chief Financial Officer  
Headwaters at the Comal

**Submitted by:** Dawn Schriewer **Approved by:** Ryan Kelso  
Chief Financial Officer Chief Executive Officer

**RECOMMENDED ACTION:** Authorize the CEO or His Designee to Negotiate and Execute a Grant Agreement for Fiscal Year 2026 between NBU and Headwaters at the Comal

## BACKGROUND

In keeping with NBU's longstanding commitment to the environment and community and delivering on the Master Plan for the Comal Headwaters Conservation Center (Headwaters), and NBU's conservation legacy project, NBU desires to grant public money and administrative support to Headwaters through a grant contract to assist NBU in the process of restoring the site (the "Agreement").

Article III, Section 52 of the Texas Constitution prohibits a municipal owned utility from lending its credit or granting public money or other things of value to an individual, association, or corporation to prevent the gratuitous application of public funds for private use. However, the Texas Constitution provides an exception to Article III, Section 52, when an expenditure benefits a private interest if made for the direct accomplishment of a legitimate public interest.

The Headwaters is willing to accept the grant of public money and administrative support for the development of the cultural and environmental history of the site and encouraging future stewardship of the environment, water, and community as provided for within the Agreement.

Under the Agreement, the grant shall be used for the following purposes:

1. Programs that promote the safe and efficient use of water;
2. Programs that promote water education;
3. Programs that promote and/or provide education regarding environmental preservation and conservation;
4. Programs that enhance NBU's support for and standing in the national, state, and regional water utility industry;

5. Programs that include NBU's participation in professional association events offering information exchanges and educational benefits;
6. Maintenance of the Headwaters site; or
7. Promotion and/or administrative support of the aforementioned items.

NBU staff requests that the Board of Trustees approve the Agreement with the Headwaters.

This item is being presented to the Board because the total amount of the Agreement equals \$300,000.00.

### **FINANCIAL IMPACT**

The total financial impact of the Agreement with the Headwaters is \$300,000.00, which was approved in the Fiscal Year 2026 Operations and Maintenance Budget.

### **LINK TO STRATEGIC PLAN**

### **Stewardship**

### **EXHIBITS**

1. Grant Agreement (Fiscal Year 2026)



**Meeting Date:** June 26, 2025 **Agenda Type:** Consent Items for Action

**From:** Adam Willard, P.E. **Reviewed by:** Michael Short, P.E.  
 Chief Engineer of Water Systems Director of Engineering

**Submitted by:** Mark Steelman **Approved by:** Ryan Kelso  
 Chief Operations Officer Chief Executive Officer

**RECOMMENDED ACTION:** Authorize the CEO or His Designee to Negotiate and Execute a Construction Contract with Spiess Construction Co., Inc. for the Construction of the Wood Meadows Water Line River Crossing Project

## BACKGROUND

On June 26, 2025, New Braunfels Utilities (“NBU”) issued a request for bids for the Wood Meadows Water Line River Crossing, which includes (i) construction of approximately 1,900 linear feet (“LF”) of 8-inch and 16-inch water main by open-cut; (ii) construction of approximately 700 LF of 16-inch water main by horizontal directional drilling under the Guadalupe River; (iii) abandonment and grout filling of existing water mains; (iv) connections to the NBU water systems; (v) storm water pollution prevention; (vi) restoration; and (vii) all other appurtenances necessary to complete the Project (the “Project”). The Project will replace existing 8" and 12" waterlines that have reached the end of their service life with a new 16" waterline.

On April 14, 2025, NBU received three (3) bids for the Project during the public bidding process. The project team evaluated the bids and recommends the selection of Spiess Construction Co. Inc. (“Spiess”) for the Project. Spiess was selected as the respondent who provides the best value to NBU based on the selection criteria, the weighted value for those criteria, and the ranking evaluation, including their cost of work, proposed schedule, past performance on similar projects, overall qualifications, available resources, corporate history, and references. Spiess’s proposal includes a base bid of \$995,855.00, which was the second lowest base bid out of the three (3) respondents.

NBU staff requests that the Board of Trustees approve the Construction Contract Agreement (the “Contract”) with Spiess for the Project.

This item is being presented to the Board because the total amount of this contract exceeds \$250,000.00.

## FINANCIAL IMPACT

The total financial impact of the Contract with Spiess for the Project is \$995,855.00. The Project is budgeted within the Fiscal Year 2025 through Fiscal Year 2027 NBU Board approved Capital Improvements Projects Budget. Anticipating the need for project change orders, a contract contingency in the amount of \$100,000.00, which is approximately 10% of the total contract amount, will be added to the project construction budget. The total Contract amount plus contingency is \$1,095,855.00.

## LINK TO STRATEGIC PLAN

### Infrastructure and Technology

## EXHIBITS

### 1. Bid Tab – (RFB 25-0066)

Bid Tab	
<b><u>Bidder</u></b>	<b><u>Total Cost</u></b>
M5 Utilities, LLC	\$941,066.86
Spiess Construction Co., Inc.	\$995,855.00
Lupe Rubio Construction Co., Inc.	\$1,697,220.78

### 2. Bid Evaluation Matrix – Competitive Sealed Proposal (25-066)

Bid Evaluation Matrix				
Item	Criteria	M5 Utilities, LLC	Spiess Construction Co., Inc.	Lupe Rubio Construction Co., Inc.
1.	Cost of the Work	50.0	47.2	27.7
2.	Proposed Schedule / Contract Time	6.7	8.0	0.0
3.	Past Performance on Similar Projects	6.0	7.3	0.0
4.	Overall Qualifications, Reputation, Past Relationship with NBU and Public Owners	3.0	6.0	0.0
5.	Available resources to complete the Project	3.8	4.5	0.5
6.	The Contractor's corporate history and stability	0.5	1.5	0.0
7.	References	1.5	1.5	0.0
	Total Score	71.4	76.1	28.2

### 3. Construction Contract with Spiess





<b>Meeting Date:</b>	<u>June 26, 2025</u>	<b>Agenda Type:</b>	<u>Consent Items for Action</u>
<b>From:</b>	<u>Adam Willard, P.E.</u> Chief Engineer of Water Systems	<b>Reviewed by:</b>	<u>Michael Short, P.E.</u> Director of Engineering
<b>Submitted by:</b>	<u>Mark Steelman</u> Chief Operations Officer	<b>Approved by:</b>	<u>Ryan Kelso</u> Chief Executive Officer

**RECOMMENDED ACTION:** Authorize the CEO or His Designee to Negotiate and Execute a Construction Contract with Spiess Construction Co., Inc. for the Construction of the Gruene Wastewater and Inverted Siphon Improvements Project

## BACKGROUND

On March 11, 2025, New Braunfels Utilities (“NBU”) issued a request for bids for the Gruene Wastewater and Inverted Siphon Improvements Project, which includes the following items within its scope: (i) construction of approximately 1,200 linear feet (“LF”) of 12-inch gravity main by open cut construction; (ii) construction of approximately 75 LF of 8-inch gravity main by slipline construction; (iii) construction of approximately 970 LF of 18-inch gravity main by open cut construction; (iv) construction of approximately 1230 LF of 10-inch sewer siphon by open cut construction; (v) construction of approximately 1010 LF of 8-inch sewer siphon by open cut construction; (vi) construction of approximately 220 LF of 6-inch sewer siphon by open cut construction; (vii) abandonment and grout fill of existing sanitary sewer mains and siphons and associated manholes; (viii) connections to the NBU sanitary sewer system; (ix) sewer bypass pumping for construction; (x) construction of a concrete siphon inlet structure; (xi) installation of an odor control unit and all associated appurtenances; (xii) clearing and grubbing; (xiii) traffic control; (xiv) storm water pollution prevention; (xv) site restoration; and (xvi) all other appurtenances necessary to complete the Project (the “Project”). The Project will reduce existing issues and nuisance odors in Historic Downtown Gruene.

On April 10, 2025, NBU received four (4) bids for the Project during the public bidding process. The project team evaluated the bids and recommends the selection of Spiess Construction Co., LLC (“Spiess”) for the Project. Spiess was selected as the respondent who provides the best value to NBU based on the selection criteria, the weighted value for those criteria, and the ranking evaluation, including their cost of work, proposed schedule, past performance on similar projects, overall qualifications, available resources, corporate history, and references. Spiess’s proposal includes a base bid of \$5,790,790.00.

NBU staff requests that the Board of Trustees approve the Construction Contract Agreement (the “Contract”) with Spiess for the Project.

This item is being presented to the Board because the total amount of this contract exceeds \$250,000.

## FINANCIAL IMPACT

The total financial impact of the Contract with Spiess for the Project is \$5,790,790.00. The Project is budgeted within the Fiscal Year 2025 through Fiscal Year 2026 NBU Board approved Capital Improvements Projects Budget. Anticipating the need for project change orders, a contract contingency in the amount of \$300,000, which is approximately 5% of the total contract amount, will be added to the project construction budget. The total Contract amount plus contingency is \$6,090,790.00.

## LINK TO STRATEGIC PLAN

### Customers and Community

### Infrastructure and Technology

## EXHIBITS

### 1. Bid Tab – (RFB 25-0061)

Bid Tab	
<b><u>Bidder</u></b>	<b><u>Total Cost</u></b>
Guerra Underground, LLC	\$4,680,321.34
Lupe Rubio Construction Co., LLC	\$5,406,307.04
Pesado Construction Company	\$4,885,263.16
Spiess Construction Co., LLC	\$5,790,790.00

### 2. Bid Evaluation Matrix – Competitive Sealed Proposal (25-0034)

Bid Evaluation Matrix					
Item	Criteria	Guerra Underground, LLC	Lupe Rubio Construction Co., LLC	Pesado Construction Company	Spiess Construction Co., LLC
1.	Proposed Schedule/Contract Time	0.0	0.0	9.0	24.0
2.	Past Performance on Similar Projects	0.0	0.0	8.0	7.3
3.	Overall Qualifications, Reputation, Past Relationship with NBU and Public Owners	0.0	0.0	4.3	4.0
4.	Available Resources to Complete the Project	0.0	0.2	1.8	1.5
5.	The Contractor's Corporate History and Stability	0.0	0.0	1.8	1.5
6.	Cost of Work	50.0	43.3	47.9	40.4
	Total Score	50.0	43.5	72.8	78.7

### 3. Construction Contract with Spiess

**Agenda Type:** Consent Items for Action

**Reviewed by:** Michael Short, P.E.  
Director of Engineering

**Approved by:** Ryan Kelso  
Chief Executive Officer

## BACKGROUND

## FINANCIAL IMPACT

## LINK TO STRATEGIC PLAN

## **EXHIBITS**

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1. Professional Services Agreement with FNI





**Meeting Date:** June 26, 2025 **Agenda Type:** Consent Items for Action

**From:** Adam Willard, P.E. **Reviewed by:** Michael Short, P.E.  
Chief Engineer of Water Director of Engineering  
Systems

**Submitted by:** Mark Steelman **Approved by:** Ryan Kelso  
Chief Operations Officer Chief Executive Officer

**RECOMMENDED ACTION:** Authorize the CEO or His Designee to Negotiate and Execute the Third Amendment to a Professional Services Agreement with Arcadis U.S., Inc. for the Surface Water Treatment Plant Expansion Project

## BACKGROUND

On February 3, 2020, the New Braunfels Utilities (“NBU”) Board of Trustees approved a Professional Services Agreement (the “Agreement”) with Arcadis U.S. Inc. (“Arcadis”) for professional engineering services for the NBU Surface Water Treatment Plant Expansion Project (the “Project”). On December 4, 2020, NBU approved a Professional Services Contract Amendment (the “First Amendment”) for Additional Services, including project management, assistance with the Texas Water Development Board (“TWDB”) loan application, coagulant jar testing, and waste water lift station design and construction services. On June 27, 2024, the Board approved a Professional Services Contract Amendment (the “Second Amendment”) for additional final design phase services and additional Supplemental Services not contemplated in the Agreement.

During the course of design, NBU and the Professional determined additional final design and permitting phase services were needed to complete the Project. As a result, NBU staff requests that the Board approve the Third Amendment to the Agreement (the “Third Amendment”), which includes (i) modeling, (ii) field services, (iii) filter inlet and high service pump station modifications, (iv) communications and security design, (v) stormwater modeling and design updates, and (vi) new 2024 building code updates.

This item is being presented to the Board because it modifies the Agreement beyond the parameters the Board previously approved.

Upon completion of the final design, NBU staff will solicit a construction contract and plans to bring the construction contract to the Board for approval in September 2026. NBU staff plans to begin construction in October 2026 and complete construction by January 2029.

## **FINANCIAL IMPACT**

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The total financial impact for the Third Amendment is \$669,900.00. The total contract amount for the Agreement, First Amendment, Second Amendment, and Third Amendment with Arcadis, US, Inc. for the Project is \$9,001,900.00, including Supplemental Services. The Project is budgeted within the Fiscal Year 2025 through Fiscal Year 2030 NBU Board approved Capital Improvements Projects Budget.

## **LINK TO STRATEGIC PLAN**

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**Customers and Community**

**Infrastructure and Technology**

## **EXHIBITS**

---

1. Third Amendment to the Professional Services Agreement with Arcadis



**Meeting Date:** June 26, 2025

**Agenda Type:** Consent Items for Action

**From:** Adam Willard, P.E.  
Chief Engineer of Water  
Systems

**Reviewed by:** Michael Short, P.E.  
Director of Engineering

**Submitted by:** Mark Steelman  
Chief Operations Officer

**Approved by:** Ryan Kelso  
Chief Executive Officer

**RECOMMENDED ACTION:** Authorize the CEO or His Designee to Approve Additional Construction Contract Contingency with Capital Excavation Company in the Amount of \$350,000.00 for the Construction of the Goodwin/Conrads Adjustments Project Joint Bid with the City of New Braunfels

## **BACKGROUND**

On December 12, 2024, the New Braunfels Utilities (“NBU”) Board of Trustees approved the utility portion of a construction contract with Capital Excavation Company (“Cap Ex”) for the construction of the Goodwin/Conrads Adjustments project, which includes sewer line adjustments, sewer manhole installations, waterline adjustments, and waterline valve adjustments joint bid with the City of New Braunfels (“CONB’s”) roadway widening and drainage project (the “Project”). The Project will coordinate and resolve conflicts between water and sewer facilities and the CONB’s roadway work in the area.

Anticipating project change orders, the NBU Board approved an initial contingency of \$200,000.00 with the original construction contract. Since its approval, the Project has required that NBU use \$12,099.50 of the initial contingency amount for the installation of an additional valve to reduce customer interruptions.

CONB and NBU have since identified the need to relocate a portion of the existing 12” waterline due to elevation conflicts with the proposed roadway work along Conrads Lane and will be upsizing a portion of the waterline to a 16” diameter to accommodate future growth in the Kohlenberg pressure zone. NBU staff estimates \$350,000.00 will cover anticipated costs for this work and any remaining unforeseen issues to complete the Project.

To mitigate overall project delays, NBU staff requests that the Board of Trustees approve the additional \$350,000.00 in construction contract contingency with Cap Ex for the Project. All contract change orders will be presented to the Board through the monthly change order log.

This item is being presented to the Board because it modifies a previously Board approved contract.

## **FINANCIAL IMPACT**

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On December 9, 2024, the CONB approved the construction contract in the amount of \$22,817,977.14 for the roadway and drainage portion of the project. On December 12, 2024, the NBU Board approved NBU's portion of the construction contract, including the initial contingency, in the amount of \$2,183,569.80 for the utility construction of the Project. NBU has since processed one change order in the amount of \$12,099.50. The combined amount of the construction contract and the one change order is \$1,995,669.30.

Adding the additional \$350,000 will bring the total available contingency to \$550,000 or 2.3% of the total original contract amount. The total NBU contract amount of \$1,983,569.80, with the original contingency of \$200,000, and the additional requested contingency of \$350,000.00, totals \$2,533,569.80.

## **LINK TO STRATEGIC PLAN**

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### **Infrastructure and Technology**

#### **Stewardship**

## **EXHIBITS**

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1. Exhibit A - Board Write-up from December 12, 2024





**Meeting Date:** June 26, 2025

**Agenda Type:** Consent Items for Action

**From:** Jeffrey Morriss  
Substations Manager

**Reviewed by:** Justin Green  
Director of Electric Services

**Submitted by:** Mark Steelman  
Chief Operations Officer

**Approved by:** Ryan Kelso  
Chief Executive Officer

**RECOMMENDED ACTION:** Authorize the CEO or His Designee to Negotiate and Execute a Construction Contract with Primoris T&D Services, LLC, for Construction of the Henne Substation Breaker and a Half Upgrade Project

## BACKGROUND

On October 3, 2024, New Braunfels Utilities (“NBU”) issued a request for competitive sealed proposals for the Henne Substation Breaker and a Half upgrade Project (the “Project”). The scope at Henne Substation includes demolition of the existing 138 kilovolt (kV) split bus and reconstruction of the 138 kV bus in a Breaker and a Half (BAAH) arrangement. The Lower Colorado River Authority Transmission Services Corporation (“LCRA TSC”) will also perform similar upgrades to the facilities it owns at the Henne Substation at the same time that NBU is executing this work. This Project is necessary because it will provide an additional electric transmission connection for a new LCRA TSC transmission line that will serve NBU’s new Kohlenberg Substation. The upgraded bus arrangement also aligns with LCRA TSC’s current design criteria and provides a redundant architecture which allows for operational flexibility and increased transmission service reliability.

NBU received four (4) proposals on December 20, 2024, for the Project during the public bidding process. The evaluation committee evaluated the proposals and engineer recommendations from Schneider Engineering, LLC, and Burns & McDonnell Engineering, Inc., and recommends the selection of Primoris T&D Services, LLC (“Primoris”) for the Project. Primoris’ proposal represents the best value to NBU, demonstrating qualifications suitable to the Project with a base price of \$1,361,583.00. NBU staff recommends an additional \$335,000.00 for Owner’s Contingency to resolve unforeseen challenges that are common in complex construction projects such as this. The total proposed contract amount is \$1,696,583.00.

NBU staff requests that the Board of Trustees approve the Construction Contract Agreement with Primoris for the Project.

This item is being presented to the Board because the total amount of this contract exceeds \$250,000.00.

## FINANCIAL IMPACT

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The total amount of the construction contract with Primoris for the Project is \$1,361,583.00. The Project is budgeted within the Fiscal Year 2024 through Fiscal Year 2026 NBU Board approved Capital Improvements Projects Budget. To anticipate the need for project change orders, an owner contingency of \$335,000.00, which is approximately 24% of the total contract amount, which will be added to the project construction budget. The total Contract amount plus contingency is \$1,696,583.00.

## LINK TO STRATEGIC PLAN

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### Infrastructure and Technology

## EXHIBITS

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1. Construction Contract with Primoris
2. Letter of Evaluation from Schneider Engineering, LLC
3. Letter of Evaluation from Burns & McDonnell Engineering, Inc.
4. Bid Form (RFP 25-0028)
5. Bid Tabulation (RFP 25-028)

Bid Tabulation (RFP 25-0028)		
<b>1</b>	Expanse Electrical Company, LLC	\$2,146,911.14
<b>2</b>	Irby Construction Company	\$2,370,558.00
<b>3</b>	Power Standard, LLC	\$1,820,069.00
<b>4</b>	Primoris T&D Services, LLC	\$1,361,583.00



**Meeting Date:** June 26, 2025

**Agenda Type:** Consent Items for Action

**From:** Jeffrey Morriss  
Substation Manager

**Reviewed by:** Justin Green  
Director of Electrical Operations  
and Compliance

**Submitted by:** Mark Steelman  
Chief Operations Officer

**Approved by:** Ryan Kelso  
Chief Executive Officer

**RECOMMENDED ACTION:** Approve and Adopt Resolution #2025-200 Authorizing and Approving (i) the Purchase of 10.441 Acres of Unimproved Real Property and a 0.908 Acre Access and Utility Easement, Both of Which are Situated in the Antonio Maria Esnaurizar Survey Number 1, Abstract 1, Comal County, Texas in Connection with the Kohlenberg Electrical Substation Project in an Amount not to Exceed \$2,101,023; (ii) the CEO or His Designee to Execute any and all Documents Necessary to Purchase the Property or, if the CEO Deems Necessary, Terminate the Subject Transaction; and (iii) Other Matters in Connection Therewith

## **BACKGROUND**

NBU staff proposes to construct the Kohlenberg Electrical Substation Project (the “Project”), NBU’s 13th Substation (11th distribution substation) near the intersection of FM 1101 and Kohlenberg Rd. This Project is designed to include a 138-kilovolt ring bus to be owned and operated by the Lower Colorado River Authority Transmission Services Corporation (“LCRA TSC”), two NBU-owned power transformers, and six NBU-owned distribution feeders. This is the same structure utilized for the Weltner Rd. Substation, and the Hueco Springs Substation. The Project is proposed to be constructed with both power transformers energized upon commissioning, with four feeders exiting the station. Additional feeders will be constructed within Fiscal Year 2027.

NBU has entered into negotiations with Southstar at Mayfair Developer, LLC to acquire approximately 10.441 acres of unimproved property and 0.908-acre access and utility easement situated in the Antonio Maria Esnaurizar Survey Number 1, Abstract 1 in Comal County, Texas (collectively, the “Property”), for the construction of the Kohlenberg Electrical Substation.

NBU and Southstar at Mayfair Developer, LLC, or its affiliate, MNB Real Estate Investments, LLC, have agreed to the terms and conditions set out in the Real Estate Sales Contract (“Contract”), which is subject to the approval of the NBU Board. NBU proposes to pay \$2,101,023.00 for the Property, plus the customary closing costs and the agreed reimbursable expenses set out in the Contract. The purchase price

of the Substation is supported by an appraisal from Valbridge Property Advisors dated February 28, 2024, which valued the Property at \$4.50 per square foot.

This item is being presented to the Board because the total amount of the purchase price of the Property exceeds \$250,000.00.

NBU staff requests that the Board approve the resolution authorizing and approving (i) the purchase of the Property from Southstar at Mayfair Developer, LLC or its affiliate, MNB Real Estate Investments, LLC upon the terms and conditions in the Contract, and (ii) the CEO or his designee to execute any and all documents necessary to purchase the property or, if the CEO deems necessary, terminate the subject transaction.

## **FINANCIAL IMPACT**

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The total financial impact of the purchase of the Property from Southstar at Mayfair Developer, LLC or its affiliate, MNB Real Estate Investments, LLC, is \$2,101,023.00 plus closing costs and agreed reimbursable expenses not to exceed \$20,000.00 as provided in the Contract. The Project is budgeted within the Fiscal Year 2025 through Fiscal Year 2026 NBU Board approved Capital Improvements Projects Budget.

## **LINK TO STRATEGIC PLAN**

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**Customers and Community**

**Infrastructure and Technology**

## **EXHIBITS**

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1. Resolution #2025-200
2. Earnest Money Receipted Contract



**Meeting Date:** June 26, 2025

**Agenda Type:** Consent Items for Action

**From:** Brent Lundmark  
Water Treatment and  
Compliance Manager

**Reviewed by:** Jason Theurer  
Director of Water Operations &  
Compliance

**Submitted by:** Mark Steelman  
Chief Operations Officer

**Approved by:** Ryan Kelso  
Chief Executive Officer

**RECOMMENDED ACTION:** Authorize the CEO or His Designee to Negotiate and Execute a Services and Goods Agreement with HPS, LLC for Wastewater Manhole Level Monitoring Services

## **BACKGROUND**

On October 17, 2024, New Braunfels Utilities (“NBU”) issued a request for competitive sealed proposals for wastewater manhole level monitoring services to be used at various locations throughout the NBU wastewater system (the “Services”).

On November 14, 2024, NBU received two (2) proposals for the Services during the public solicitation process. NBU staff evaluated the proposals and determined the proposal to be the most advantageous to NBU, considering the relative importance of price and the other evaluation factors included in the request for proposals. NBU staff recommends the selection of HPS, LLC for the Services.

NBU staff requests the Board of Trustees to approve the services and goods agreement with HPS, LLC.

This item is being presented to the Board because the total amount of this contract exceeds \$250,000.00.

## **FINANCIAL IMPACT**

The total contract amount for the Agreement with HPS, LLC is \$334,130.00 with a not to exceed amount of \$154,340.00 for the initial contract term, \$28,250.00 for the second contract term, \$46,980.00 for the third contract term, \$50,610.00 for the fourth contract term, and \$53,950.00 for the fifth contract term. The costs associated with the initial term of the Agreement are budgeted within the Wastewater Technology Upgrades Project in the Wastewater Capital Budget. The second through fifth year terms of the Agreement are budgeted within the Water Treatment & Compliance Operations and Maintenance budget (“O&M Budget”) for Fiscal Year 2026 through Fiscal Year 2030.



## **LINK TO STRATEGIC PLAN**

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**Customers and Community**

**Infrastructure and Technology**

## **EXHIBITS**

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1. Services and Goods Agreement with HPS, LLC
2. Summary of Recommendation
3. Bid Tabulation



**Meeting Date:** June 26, 2025

**Agenda Type:** Consent Items for Action

**From:** Brent Lundmark  
Water Treatment and  
Compliance Manager

**Reviewed by:** Jason Theurer  
Director of Water Services and  
Compliance

**Submitted by:** Mark Steelman  
Chief Operations Officer

**Approved by:** Ryan Kelso  
Chief Executive Officer

**RECOMMENDED ACTION:** Authorize the CEO or His Designee to Negotiate and Execute a Professional Services Agreement with Flow Cert Services, LLC, dba Precision Calibrate Meter Services, for Calibration and Testing Services of Water and Wastewater Flow Meters

## BACKGROUND

On July 29, 2024, New Braunfels Utilities (“NBU”) issued a request for proposals (“RFP”) in three parts to award to one or more respondents for various flowmeter services. The services defined in Part A were related to the calibration and testing of water and wastewater facility meters. The services defined in Part B were related to magnetic meter repair and replacement services for water and wastewater facility meters, and the services defined in Part C were related to open channel meter repair and replacement services for water and wastewater meters.

On September 2, 2024, NBU received three (3) bids during the public solicitation process. A copy of the bid tabulation is included as an Exhibit below. NBU staff evaluated the responses and determined Flow Cert Services, LLC dba Precision Calibrate Meter Services, to be the most advantageous to NBU for Part A, considering the relative importance of price and the other evaluation factors included in the request for proposals. NBU staff recommends the selection of Flow Cert Services, LLC dba Precision Calibrate Meter Services, for the calibration and testing of water and wastewater flowmeters.

NBU staff requests the Board of Trustees to approve the professional services agreement with Flow Cert Services, LLC, dba Precision Calibrate Meter Services.

This item is presented to the Board because the total amount of the contract exceeds \$250,000.00.

## FINANCIAL IMPACT

The total contract amount for the Agreement with Flow Cert Services, LLC dba Precision Calibrate Meter Services is \$500,000.00 with a not to exceed amount of \$100,000.00 for the initial contract term and \$100,000.00 for each of the additional one-year terms. The Agreement is budgeted with the Water

Treatment & Compliance Operations and Maintenance Budget (“O&M Budget”) for Fiscal Year 2025 and will be budgeted in the O&M Budgets of Fiscal Year 2026 through Fiscal Year 2030.

## **LINK TO STRATEGIC PLAN**

---

**Customers and Community**

**Infrastructure and Technology**

## **EXHIBITS**

---

1. Professional Services Agreement with Flow Cert Services, LLC dba Precision Calibrate Meter Services
2. Summary of Recommendation

**RECOMMENDED ACTION:** Approve and Adopt Proposed Revisions to the NBU Board Governance Policies Relating to NBU Board Member Committees

## BACKGROUND

On January 28, 2010, the New Braunfels Utilities (“NBU”) Board of Trustees approved Governance Policies to establish a framework of how the Board would operate. The Governance Policies were revised on March 31, 2016, May 25, 2021, June 29, 2023, and October 31, 2024, to reflect organizational changes and the Board’s existing practices.

NBU staff recommends revisions to the Governance Policies to formally establish a new Board committee focused on security matters and to clarify the role of the Headwaters at the Comal board and its supporting Board committee. The proposed revisions to Board Governance BG#10, Board Committees, and NBU-Supported Committees include:

- Addition of the Security Committee: “The Security Committee is responsible for providing strategic guidance related to safeguarding NBU assets and personnel and addressing emerging security threats. The Security Committee consists at a minimum of the Board President and Vice President. The Security Committee meets once a year and as otherwise needed.”
- Clarification regarding the Headwaters at the Comal Board: “Headwaters at the Comal is an NBU-supported board responsible for site development and fundraising for NBU’s conservation legacy located at 333 E. Klingemann Street. Headwaters meets pursuant to its separately established bylaws.”
- Addition of the Headwaters at the Comal Board Committee: “The Headwaters Committee is responsible for providing guidance related to the development and long-term strategy of NBU’s conservation legacy property located at 333 Klingemann. The Headwaters Committee meets as needed.”

## **FINANCIAL IMPACT**

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None

## **LINK TO STRATEGIC PLAN**

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**Customers and Community**

**Stewardship**

## **EXHIBITS**

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1. Governance Policies (redline)
2. Governance Policies (clean)





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**Meeting Date:** June 26, 2025

**Agenda Type:** Presentation Item

**From:** Lindsey Kaminski  
Customer Service Project  
Manager

**Reviewed by:** Sheila Lavender  
Chief Customer Officer

**Submitted by:** Sheila Lavender  
Chief Customer Officer

**Approved by:** Ryan Kelso  
Chief Executive Officer

**RECOMMENDED ACTION:** Presentation on the NBU Customer Satisfaction Survey Results for Fiscal Year 2025 from Great Blue Research and Discuss Related Strategies

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## 2025 GreatBlue Survey – Optimized Approach

- June 26, 2025

**NBU** NEW BRAUNFELS  
UTILITIES

# 2025 GreatBlue Optimization Strategy

- **Consolidated the survey to the Public Power Data Source (PPDS) 9 key benchmark questions and 3 demographic questions**
  - Removed non-essential and marketing-related questions to streamline survey content
  - Removed demographic question regarding gender
- **Expanded communication efforts to increase awareness and participation**
  - Issued two proactive customer communications announcing the survey launch, including one featuring a quote from CEO Ryan
  - Introduced a Spanish-language version of the survey, recognizing that one-third of the customer base are native Spanish speakers
- **Revised the survey methodology to improve digital communication response rates**
  - Enabled SMS (text message) responses for residential customers who have opted in
  - Implemented targeted phone outreach to customers aged 65 and older to increase representation.
  - Partnered with Great Blue to streamline survey result presentation
- **Collaborated with GreatBlue to streamline data analysis and reporting**
  - Prioritized top customer sentiment themes to focus on areas with the greatest impact.
  - Improved clarity in the presentation of survey results

## 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







## Report of Findings 2025 Residential & Commercial Customer Satisfaction Study

22 May 2025

Confidential & Proprietary



# Table of Contents

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### Residential Results & Key Study Findings

## SECTION TWO

### Commercial Results & Key Study Findings

## SECTION THREE

### Combined Residential and Commercial Results

## SECTION FOUR

### Considerations





An aerial photograph of a town, likely New Braunfels, Texas, showing a mix of residential and commercial buildings, streets, and green spaces. A large, semi-transparent blue rectangle is overlaid in the center of the image, containing the text 'Residential Results' in white. The text is flanked by two thin white horizontal lines.

# Residential Results

# Residential Results



## 2025 RESULTS

	2023	2024	VARIANCE	2025	VARIANCE
Satisfied overall with NBU	47.3%	43.9%	↓ 3.4%	<b>54.8%</b>	<b>↑ 10.9%</b>
Average satisfaction of organizational characteristics	47.5%	44.4%	↓ 3.1%	<b>57.2%</b>	<b>↑ 12.8%</b>



## TEXAS UTILITY COMPARISON

	2024 NBU	2024 TEXAS	VARIANCE	2025 NBU	2025 TEXAS	VARIANCE
Satisfied overall with NBU	43.9%	61.7%	- 17.8%	<b>54.8%</b>	<b>63.8%</b>	<b>↑ -9.0%</b>
Average satisfaction of organizational characteristics	44.4%	56.6%	- 12.2%	<b>57.2%</b>	<b>61.7%</b>	<b>↑ - 4.5%</b>

# Satisfaction | Year over Year & Public Power Data Source (PPDS) Comparison



- In 2025, residential satisfaction with NBU improved significantly, with overall satisfaction and average ratings across key service areas rising notably, driven by prompt response to customer questions and complaints, gains in community involvement and transparency.

Company characteristics   NBU	2023	2024	2025	Difference		
NBU promptly responds to customer questions and complaints	50.5%	48.2%	63.4%	+15.2%	65.7%	68.4%
NBU is open and honest about company operations and policies	39.0%	38.2%	53.6%	+15.4%	61.6%	65.4%
NBU provides good service and value for the cost of utilities	40.1%	36.9%	49.1%	+12.2%	60.2%	65.7%
NBU is involved in the community	56.0%	48.7%	64.8%	+16.1%	61.4%	63.9%
NBU's staff is helpful and knowledgeable	60.6%	58.4%	67.3%	+8.9%	64.0%	70.0%
NBU does a good job communicating with customers	51.2%	48.3%	60.1%	+11.8%	61.0%	66.8%
The conservation tips and advice NBU provides helps me save money on my utility bill	35.8%	32.4%	44.4%	+12.0%	55.5%	59.2%
<b>I am satisfied overall with NBU</b>	47.3%	43.9%	54.8%	+10.9%	63.8%	72.3%
<b>Average</b>	<b>47.5%</b>	<b>44.4%</b>	<b>57.2%</b>	<b>+12.8%</b>	<b>61.7%</b>	<b>66.5%</b>



National data from the Public Power Data Source (PPDS)\*



Texas data from the Public Power Data Source (PPDS)\*

N= 1,716 (2023), 1,837 (2024), 3,289 (2025), 12,000 (PPDS Total), 903 (PPDS Texas)

\*The Public Power Data Source (PPDS) is a residential electric customer satisfaction benchmarking tool that includes data from a wide range of public power utilities across the country. The data source is composed of public power utilities, reflecting a diverse mix of utility sizes, lines of service (i.e. electric, water, etc.), and customer demographics, providing a robust point of comparison for evaluating customer perceptions and performance trends.

% indicates a statistically significant difference at a 95% confidence level.

Aggregate of ratings 7-10 shown without "don't know / unsure" responses

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The background of the slide is an aerial photograph of a town. The top half shows a residential area with a prominent brick church with a steeple. The bottom half shows a street intersection with a roundabout and several buildings, including a large commercial building on the right. A dark blue horizontal band with white text is overlaid across the middle of the image.

# Residential Study Findings

# Open-end | Satisfaction Themes



○ Compared to 2024, where dissatisfaction themes were prompt response times and community outreach these have shown meaningful improvements and are now satisfaction themes for 2025.

## Reliability

- In 2025, customers consistently praised NBU for **dependable** water and electric service.
- Many customers appreciated NBU’s **advance notifications** for outages and potential issues, like leaks.
- NBU is viewed as a **reliable provider** by customers, especially when compared to past experiences with other utilities.

## Positive Customer Service Experience

- NBU staff were frequently described as **helpful, patient, and professional**.
- Customers valued **knowledgeable representatives** who resolved issues efficiently.
- Some customers noted that NBU proactively shared information about **beneficial programs** (specifically mentioning programs for seniors).

## Fast / efficient / helpful service

- **Text message alerts** during outages or issues were especially well-received by customers.
- Customers felt that NBU **responded promptly** to service disruptions, even in non-emergency situations.
- Proactive communication with customers, such as **alerts for water leaks**, helped prevent problems and save money.
- ✓ Expressed confidence in the customer experience in the **time to complete transactions and issue resolution**.

## Communications / Transparency

- Customers appreciated **outage notifications and frequent outage updates**.
- ✓ Ongoing efforts to engage residents through **proactive communication and public updates** have been well-received and contribute to stronger community relationships.

N= 3,289  
Q: Do you have any additional comments you would like for us to know?

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# Open-end | Dissatisfaction Themes

- In 2025 customers consistently called out solar, solar generation credits as a desired service, waste management concerns and rapid growth. Rate concerns continue to be the most dissatisfied theme for 2023, 2024 and 2025.

## ✓ Rates / Monopoly

- The perception that NBU operates as a monopoly leads to concerns among customers about a **lack of rate competitiveness** and customer choice.
- Customers that have relocated from other areas with competitive utility options feel **limited and frustrated** by the inability to compare or choose providers.
- Some are considering alternative solutions, such as **solar to receive generation credit**, due to dissatisfaction with current pricing and lack of market alternatives.

## Targeted Communications

- Customers request **additional education** on what matters to them such as ways to conserve, rebates and how to save money on their bills.
- Customers expressed the need for more **detailed alerts**, especially for irrigation restrictions and outage including service address, via channels like **text message** rather than relying on the website.
- Customers seek proactive communication about **system preparedness for extreme weather events** rather than reactive updates during crises.

## Technology

- Customers report **issues with the website**, describing it as unreliable, outdated, and difficult to navigate for basic tasks such as updating personal information or viewing billing details.
- Customers expressed an interest in **improved functionality for payment processing** and easier account management.
- ✓ Some customers expressed a desire for technology / infrastructure to **support local energy generation such as residential solar contributions to the grid**.

## ✓ Waste Management\*

- Customers are frustrated by **reduced recycling frequency** while rates remain unchanged, leading to a perception of decreased value.
- There are concerns about inconsistent or delayed garbage pickup and **poor coordination between NBU and city services**, resulting in confusion.

## ✓ Overdevelopment / Growth\*

- Customers are concerned that **rapid community growth** is outpacing existing infrastructure, particularly water and utility resources.
- Customers expressed a need for **stricter oversight on development** and resource planning to ensure sustainability and service reliability.

N= 3,289

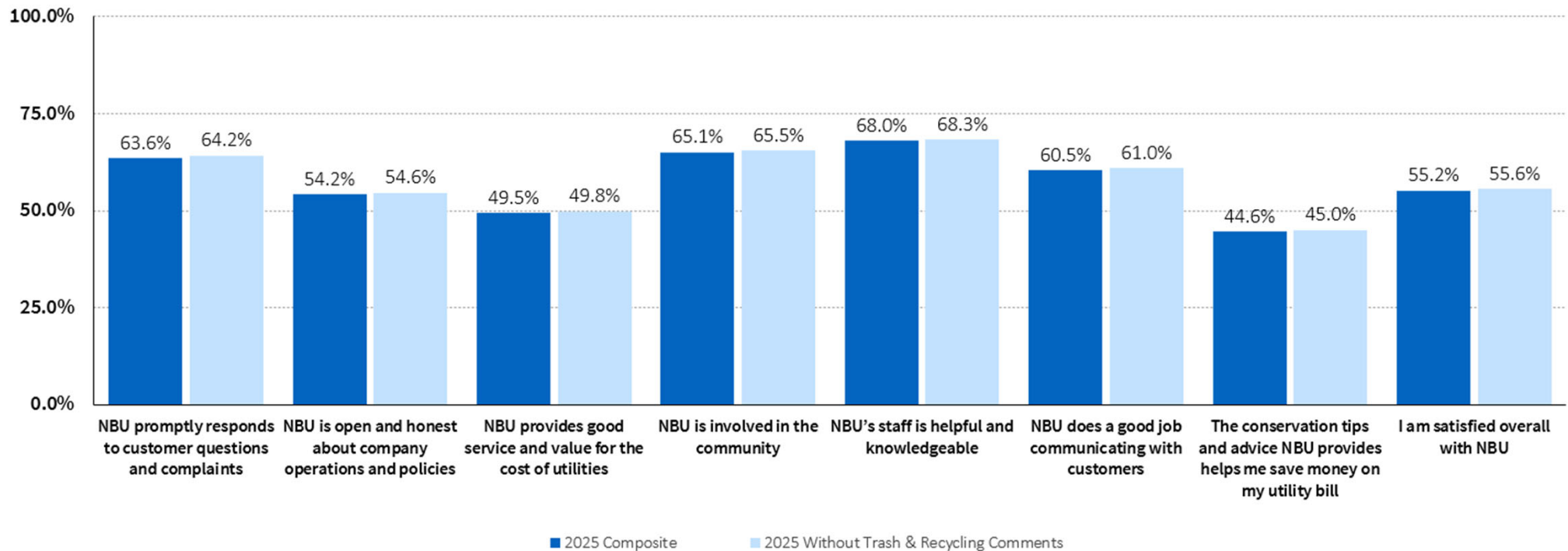
Q: Do you have any additional comments you would like for us to know?

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# Satisfaction | Trash & Recycling Comments Excluded



In 2025, when looking at the difference in average positive satisfaction ratings among all customers and excluding those who cited concerns with “trash or recycling,” in the open-ended format, given NBU does not provide these services, customers provided consistent ratings across all organizational characteristics.



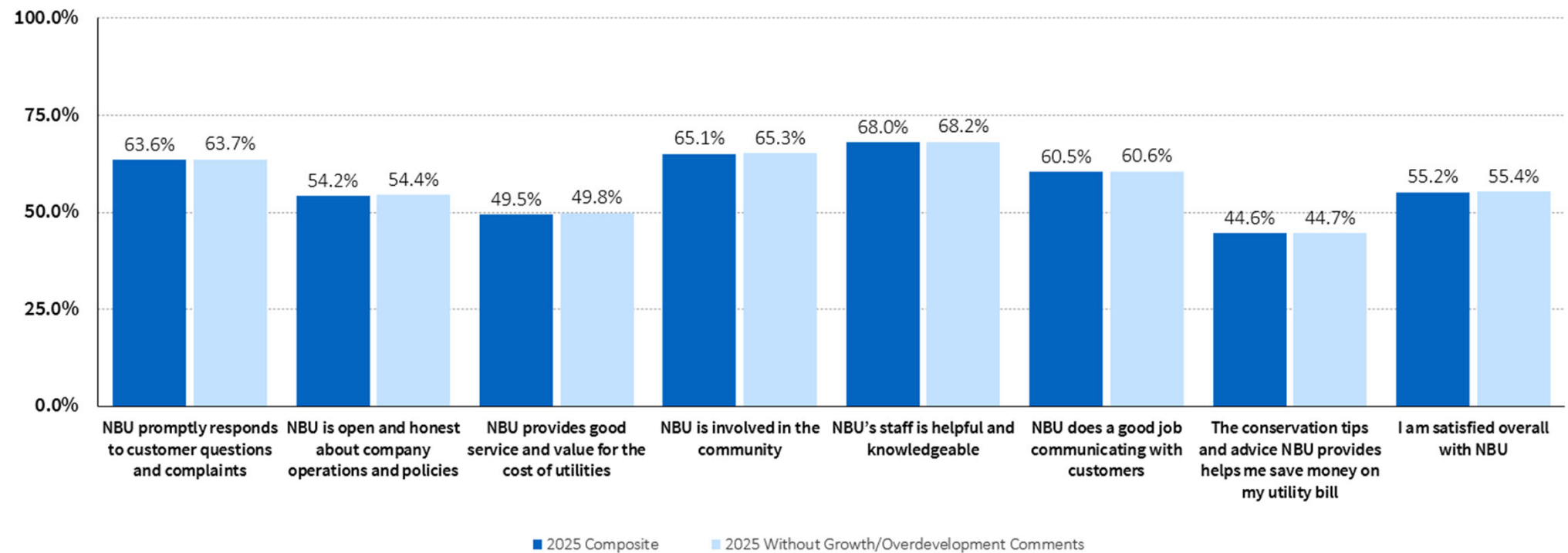
N= 3,476 (Composite), 3,410 (Without Trash & Recycling Comments)

Aggregate of ratings 7-10 shown without "don't know / unsure" responses

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# Satisfaction | Growth / Overdevelopment Comments Excluded

When looking at the difference in average positive satisfaction ratings among all customers and excluding those who cited concerns with “growth/overdevelopment,” in the open-ended format, customers provided consistent ratings across all organizational characteristics.



N= 3,476 (Composite), 3,429 (Without Growth/Overdevelopment Comments)

Aggregate of ratings 7-10 shown without "don't know / unsure" responses

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# Project Overview | Residential



Methodology Email / Text / Phone	No. of Completes 3,289	No. of Questions 12	Incentive None	Sample Customer Sample
Target Residential	Quality Assurance Dual-level**	Margin of Error +/- 1.6%	Confidence Level 95%	Research Dates April 15 – May 13, 2025

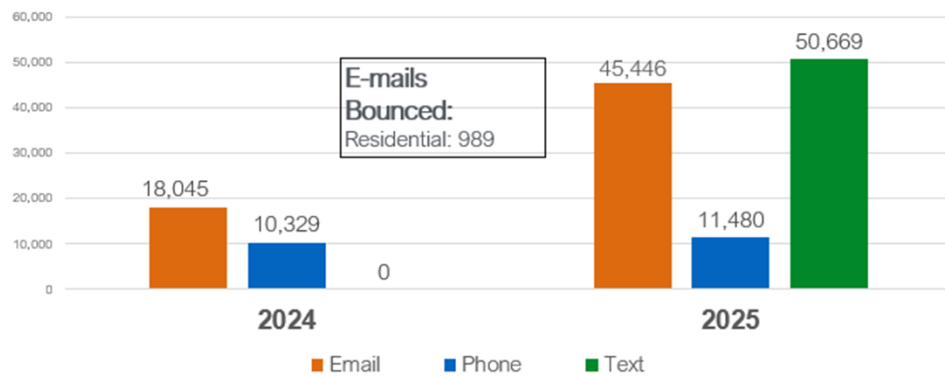
\* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.  
\*\* Data quality personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.



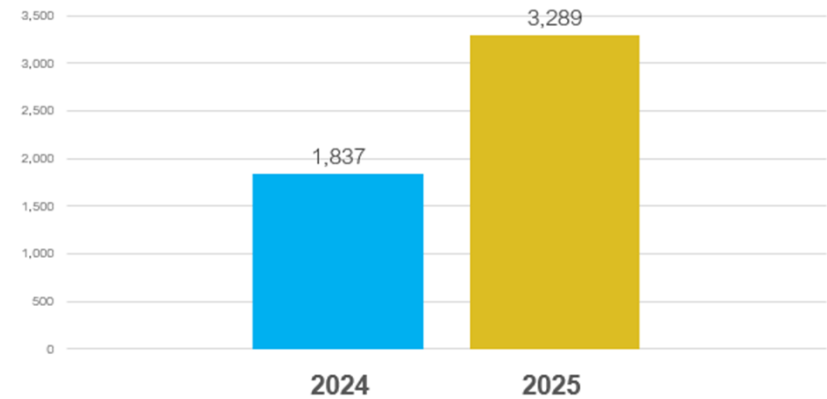
# Project Overview | Methodology



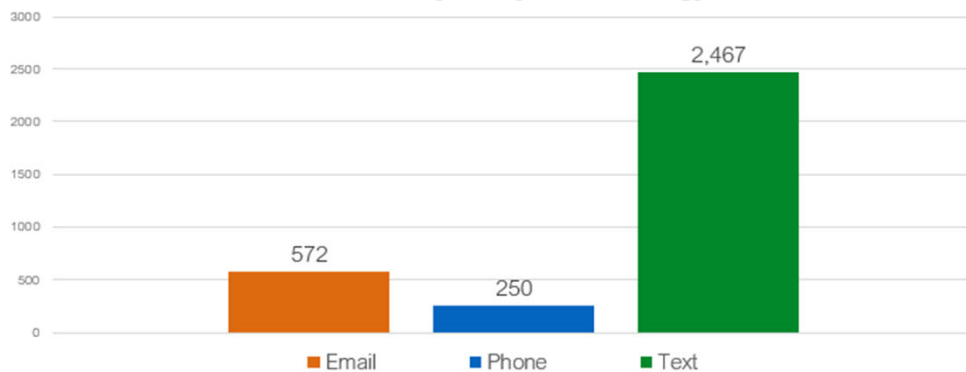
### # of Customers Contacted



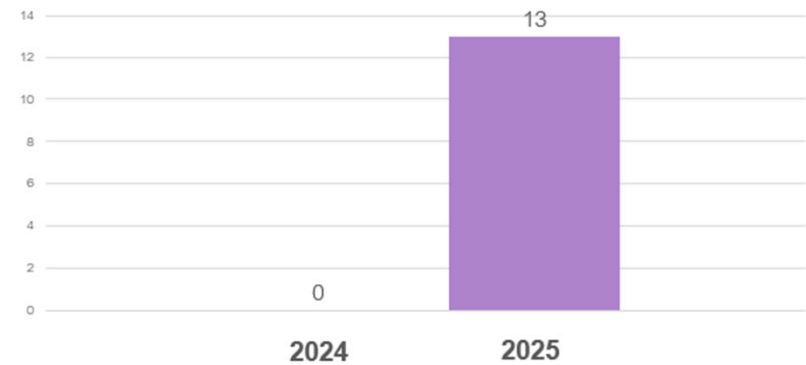
### # of Surveys Compared to Previous Year



### 2025 Surveys – By Methodology

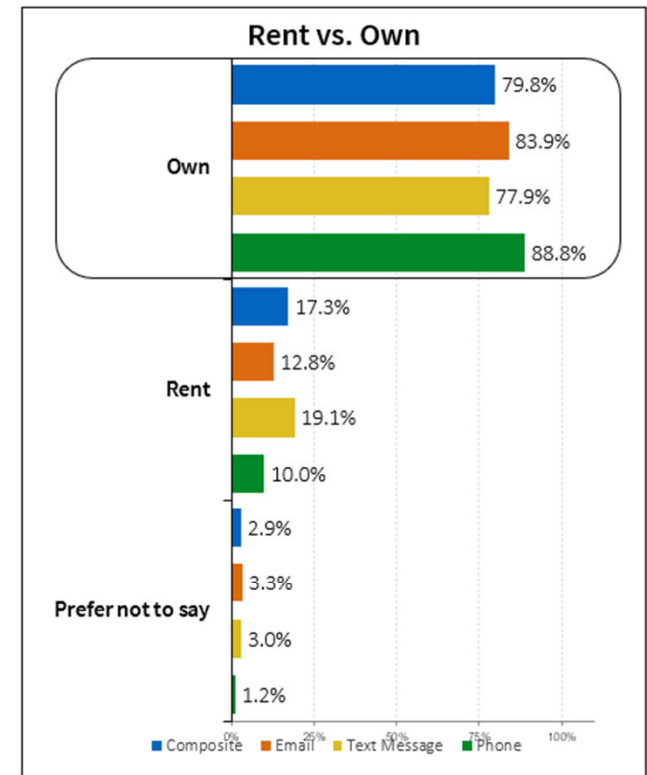
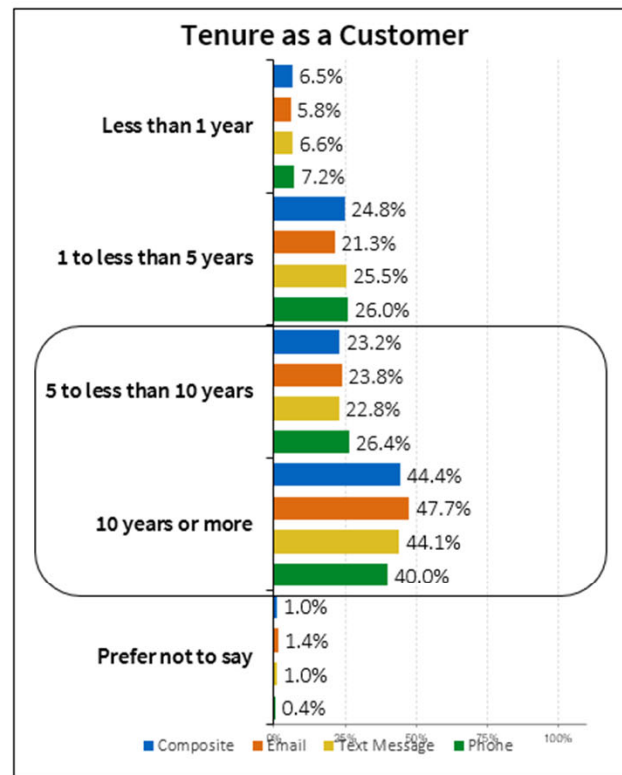
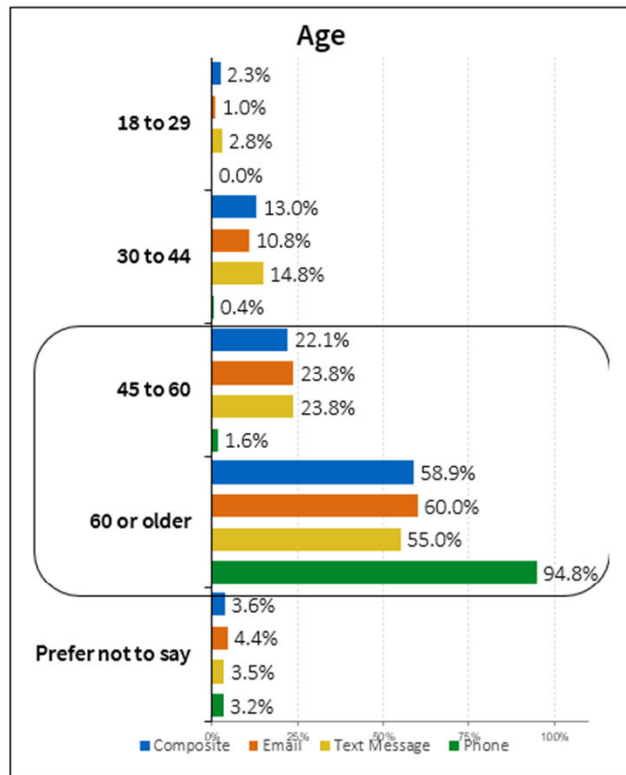


### # of Spanish Surveys



# Respondent Profile | Residential Demographics

Over one-half of surveyed customers are 60 or older, while nearly one-quarter are between the ages of 45 and 60. Over two-fifths of customers have been NBU customers for 10+ years, while nearly one-quarter have been customers for 5-10 years. Of note, nearly eight-out-of-ten surveyed customers own their home.



N= 3,289 (Composite), 250 (Phone), 2,467 (Text Message), 572 (Email)

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An aerial photograph of a town, likely New Braunfels, Texas, showing a mix of residential and commercial buildings, streets, and green spaces. A semi-transparent blue rectangular overlay covers the center of the image, containing the text "Commercial Results".

# Commercial Results

# Commercial Results



## 2025 RESULTS

	2024	2025	VARIANCE
Satisfied overall with NBU	64.4%	<b>62.5%</b>	<b>↓ 1.9%</b>
Average satisfaction of organizational characteristics	61.2%	<b>64.3%</b>	<b>↑ 3.1%</b>

## TEXAS UTILITY COMPARISON



No data for 2024 to compare; data will be available next year through Public Power Data Source.



# Satisfaction | Year over Year & PPDS (Public Power Data Source) Comparison



- Commercial customer satisfaction improved across most organizational attributes in 2025, with notable gains in perceptions of staff helpfulness and conservation support, despite a slight 1.9 percentage point decline in overall satisfaction.

Company characteristics   NBU	2023	2024	2025	Difference		
NBU promptly responds to customer questions and complaints	64.1%	66.5%	67.3%	+0.8%	Can be used as benchmarks next year	Can be used as benchmarks next year
NBU is open and honest about company operations and policies	52.0%	58.5%	62.7%	+4.2%		
NBU provides good service and value for the cost of utilities	53.5%	55.8%	55.4%	-0.4%		
NBU is involved in the community	73.1%	67.9%	70.9%	+3.0%		
NBU's staff is helpful and knowledgeable	70.4%	71.9%	79.9%	+8.0%		
NBU does a good job communicating with customers	63.0%	64.0%	67.2%	+3.2%		
The conservation tips and advice NBU provides helps me save money on my utility bill	36.8%	40.7%	48.6%	+7.9%		
I am satisfied overall with NBU	64.5%	64.4%	62.5%	-1.9%		
Average	59.7%	61.2%	64.3%	+3.1%		



National data from the Public Power Data Source (PPDS)\*



Texas data from the Public Power Data Source (PPDS)\*

N= 166 (2023), 164 (2024), 187 (2025), 500 (PPDS – Public Power Data Source)

\*Commercial data for the Public Power Data Source (PPDS) was piloted in Q1 2025.

% indicates a statistically significant difference at a 95% confidence level.

Aggregate of ratings 7-10 shown without "don't know / unsure" responses





# Commercial Study Findings

# Open-end | Satisfaction Themes

- Commercial customers expressed primarily the same satisfaction themes as residential customers. However, regarding communication, commercial customers emphasized transparency around NBU operations whereas residential customers valued communication about community involvement.

## Reliability

- In 2025, customers consistently praised NBU for **dependable** water and electric service.
- Many customers appreciated NBU's **advance notifications** for outages and potential issues, like leaks.
- NBU is viewed as a **reliable provider** by customers, especially when compared to past experiences with other utilities.

## Positive Customer Service Experience

- NBU staff were frequently described as **helpful, patient, and professional**.
- Customers valued **knowledgeable representatives** who resolved issues efficiently.
- Some customers noted that NBU proactively shared information about **beneficial programs** (specifically mentioning programs for seniors).

## Fast / efficient / helpful service

- **Text message alerts** during outages or issues were especially well-received by customers.
- Customers felt that NBU **responded promptly** to service disruptions, even in non-emergency situations.
- Proactive communication with customers, such as **alerts for water leaks**, helped prevent problems and save money.
- ✓ Expressed confidence in the customer experience in the **time to complete transactions and issue resolution**.

## Communications / Transparency

- Customers appreciated **outage notifications and frequent outage updates**.
- ✓ Commercial customers valued the **transparency around NBU operations**.

N= 187

Q: Do you have any additional comments you would like for us to know?

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# Open-end | Dissatisfaction Themes

- o Commercial customers expressed primarily the same concerns as residential customers, however, Waste Management and Overdevelopment / Growth were not a key themes for Commercial Customers.

## ✓ Rates / Monopoly

- The perception that NBU operates as a monopoly leads to concerns among customers about a **lack of rate competitiveness** and customer choice.
- Customers that have relocated from other areas with competitive utility options feel **limited and frustrated** by the inability to compare or choose providers.
- Some are considering alternative solutions, such as **solar to receive generation credit**, due to dissatisfaction with current pricing and lack of market alternatives.

## Targeted Communications

- Customers request **additional education** on what matters to them such as ways to conserve, rebates and how to save money on their bills.
- Customers expressed the need for more **detailed alerts**, especially for irrigation restrictions and outage including service address, via channels like **text message** rather than relying on the website.
- Customers seek proactive communication about **system preparedness for extreme weather events** rather than reactive updates during crises.

## Technology

- Customers report **issues with the website**, describing it as unreliable, outdated, and difficult to navigate for basic tasks such as updating personal information or viewing billing details.
- Customers expressed an interest in **improved functionality for payment processing** and easier account management.
- ✓ Some customers expressed a desire for technology / infrastructure to **support local energy generation such as residential solar contributions to the grid**.

N= 187

Q: Do you have any additional comments you would like for us to know?

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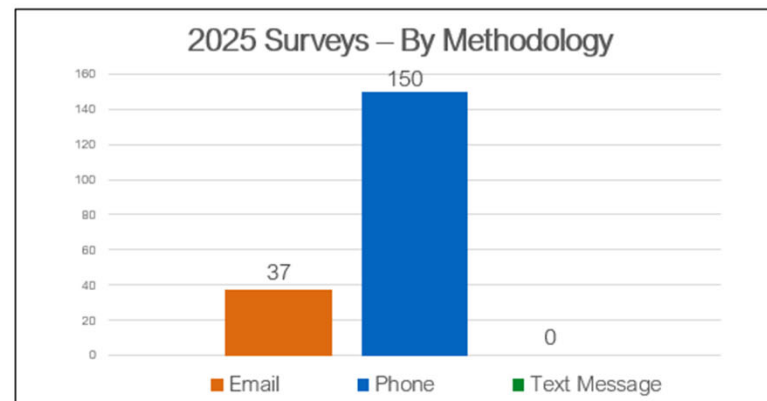
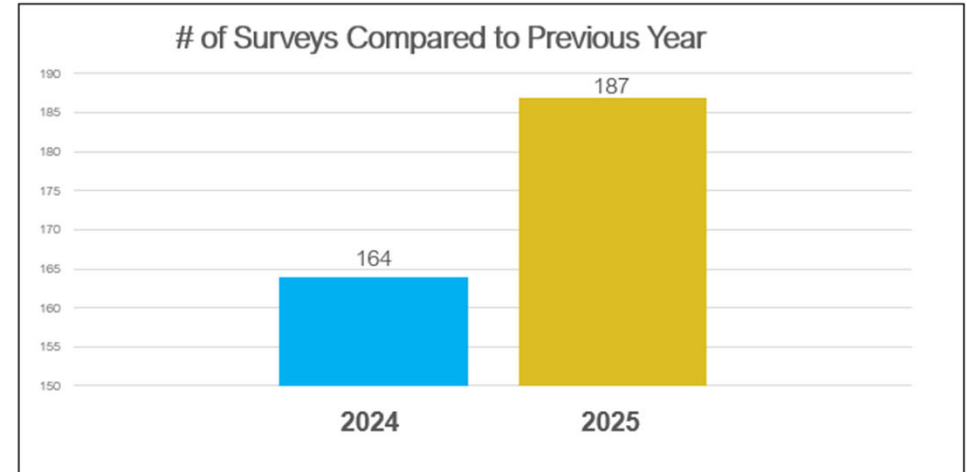
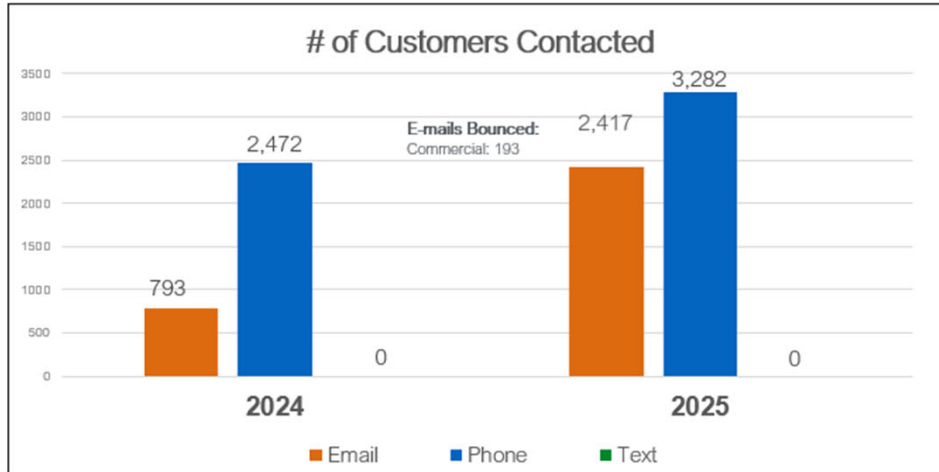


# Project Overview | Commercial

Methodology Email / Phone	No. of Completes 187	No. of Questions 12	Incentive None	Sample Customer Sample
Target Commercial	Quality Assurance Dual-level**	Margin of Error +/- 7.1%	Confidence Level 95%	Research Dates April 15 – May 13, 2025

\* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.  
\*\* Data quality personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

# Project Overview | Methodology



# Respondent Profile | Commercial Demographics



Business Category	Composite
Property Management	20.9%
Retail	12.8%
Industrial	9.1%
Medical / Healthcare	7.5%
Service	5.3%
Food / Restaurant	3.7%
Construction	3.7%
Automotive	2.7%
Storage	2.1%
Commercial	2.1%
Accommodations / Lodging	1.6%
Beauty	1.6%
Real Estate	1.6%
Finance	1.6%
Educational Services	1.1%
Other	20.3%
Prefer not to say	2.1%

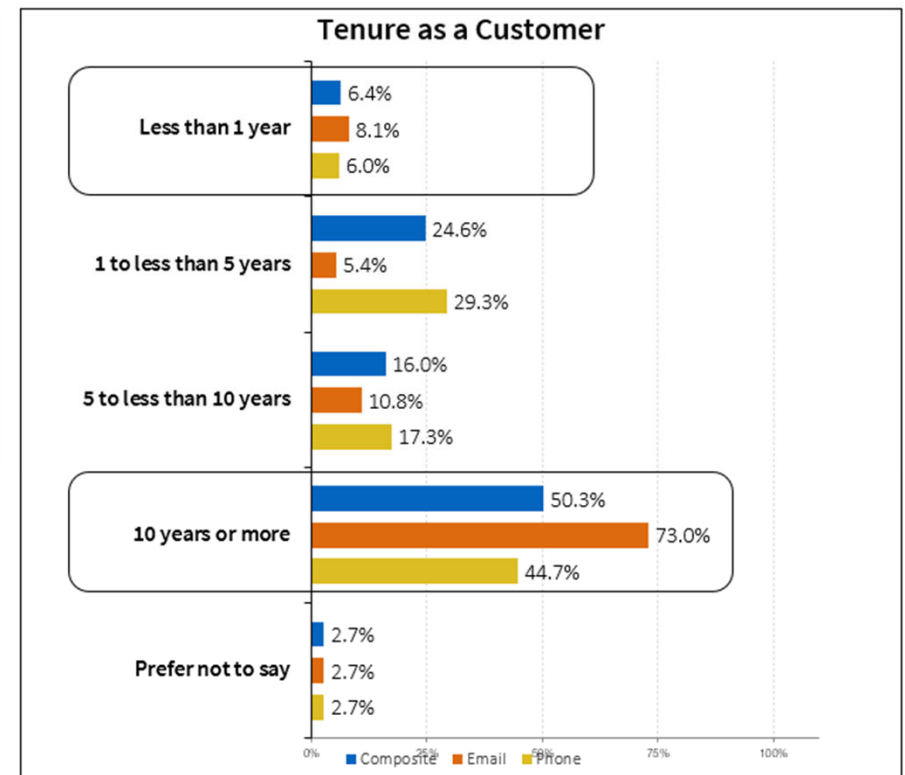
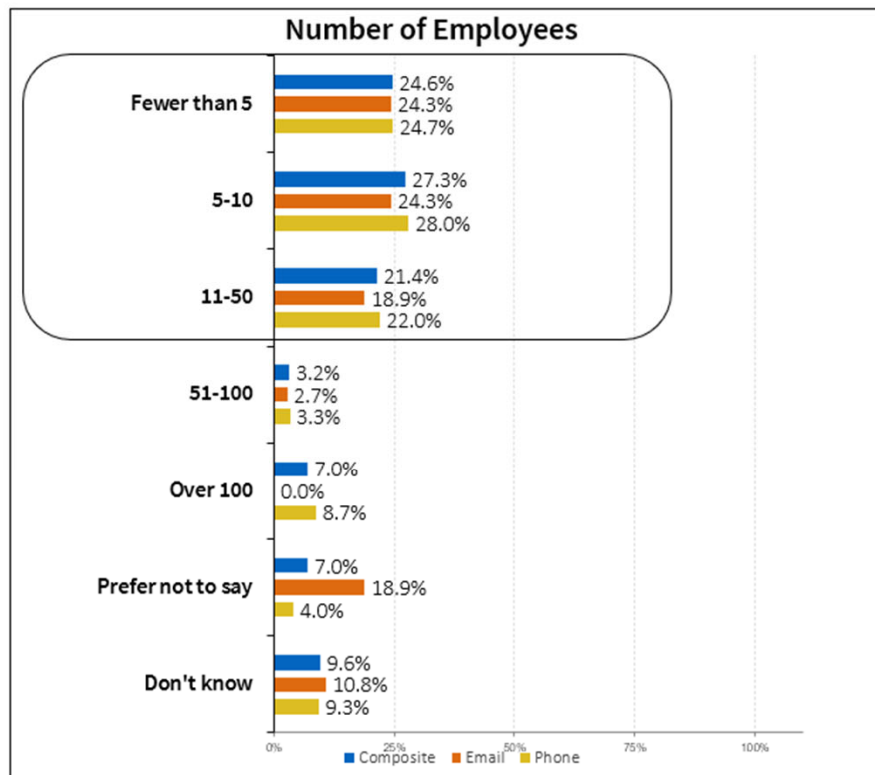
N= 187 (Composite), 150 (Phone), 37 (Online)

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# Respondent Profile | Commercial Demographics



One-half of commercial respondents have been NBU customers for 10 or more years, while nearly one-third have been customers for less than 5 years. Nearly three-quarters of commercial respondents have fewer than 50 employees at their organization.



N= 187 (Composite), 150 (Phone), 37 (Online)

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An aerial photograph of a town, showing a mix of residential and commercial buildings, trees, and streets. A prominent church with a steeple is visible in the center. The image is partially obscured by a dark blue horizontal band containing the title.

# Combined Residential and Commercial Results

An aerial photograph of a town intersection, showing a roundabout with a central green island, surrounded by trees and buildings. The image is partially obscured by the dark blue horizontal band containing the title.

## Satisfaction | Year over Year & Public Power Data Source (PPDS) Comparison

In 2025, surveyed residential and commercial customers as a whole provided an average positive rating of 57.6% when rating NBU on a series of organizational characteristics. Overall, customers provided the highest ratings for "NBU's staff is helpful and knowledgeable" and "NBU is involved in the community." **With Residential and Commercial combined NBU is up an additional +0.4%**

Company characteristics   NBU	2025 Commercial & Residential	2025 Residential
NBU promptly responds to customer questions and complaints	63.6%	
NBU is open and honest about company operations and policies	54.2%	
NBU provides good service and value for the cost of utilities	49.5%	
NBU is involved in the community	65.1%	
NBU's staff is helpful and knowledgeable	68.0%	
NBU does a good job communicating with customers	60.5%	
The conservation tips and advice NBU provides helps me save money on my utility bill	44.6%	
<b>I am satisfied overall with NBU</b>	<b>55.2%</b>	<b>54.8%</b>
<b>Average</b>	<b>57.6%</b>	<b>57.2%</b>

Aggregate of ratings 7-10 shown without "don't know / unsure" responses

N= 3,476 (2025)

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An aerial photograph of a town, likely New Braunfels, Texas, showing a mix of residential and commercial buildings, streets, and green spaces. A large, semi-transparent blue rectangle is overlaid in the center of the image, containing the word "Considerations" in white, bold, sans-serif font. The text is flanked by two thin white horizontal lines. The background image shows a variety of buildings, including a prominent church with a steeple, and a street intersection with a roundabout in the lower half.

# Considerations

# Considerations

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## Performance Summary

**Overall Satisfaction:** Over one-half of residential customers rated their satisfaction with NBU positively in 2025, reflecting a **10.9 percentage point increase** from 2024. The overall average rating across key organizational characteristics rose by **12.8 percentage points**.

## Recent Improvements from 2024

**Faster Response Times:** NBU achieved a **15% improvement** in response times among residential customers, enhancing confidence in the customer experience in the time to complete transactions and issue resolution.

**Community Outreach Expanding:** Ongoing efforts to engage residents - through **proactive communication and public updates** - have been well-received and contribute to stronger community relationships.



# Considerations

## Area for Continued Growth: Digital Experience

While phone-based service is highly rated, many customers continue to express frustration with digital tools and communication channels.

### Key Areas to Improve:

- Website reliability and navigation
- Digital support
- Access to proactive weather-related status updates

### Actionable Insights:

- Upgrade online account management tools (outage updates, billing clarity, service requests).
- Expand digital support for online services, with live chat or chatbot features.
- Provide status tracking for service requests and complaints.

## Area for Improvement: Targeted Communication

Despite rising satisfaction with community outreach, there are still opportunities to improve targeted communications for what customers value the most.

### Key Areas to Improve:

- Rate and rate structure education
- Perceived value of services

### Actionable Insights:

- Educate customers proactively on rate structure, service offerings, and cost for the value of services.
- Increase promotion of rebate and financial assistance programs.
- Continue community partnerships to offer educational materials or workshops on conservation and bill management.

## 2025 GreatBlue Strategy - Plan going Forward

### We made great progress from 2024 to 2025 – Continuing Our Commitment

- Further enhancement of the customer service experience through best-in-class wait times, proactive service offerings and high-quality resolution
- Ongoing implementation of the Communications Team's strategic plan, aligned with customer needs and expectations
- Sustained delivery of reliable and resilient services to our community
- Continue to foster a customer-centric culture by identifying and assessing opportunities for improvement at each touchpoint throughout NBU's customer lifecycle

### What's Next:

- Partner with the Communications Team to develop and implement a comprehensive internal and external communication strategy, which will include an external publication of our survey results to promote transparency and reinforce our dedication to continuous improvement to our community.

### GreatBlue Strategy for 2026:

- Propose revisions to the NBU Strategic Goal for Fiscal Years 26/27 in alignment with insights from the GreatBlue Survey
- Recommend the integration of Residential and Commercial survey data to support a more comprehensive and cohesive analysis

#### 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



# Questions?

## 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

