

STATE OF NBU

New Braunfels Economic Development Foundation
Febrary 12, 2019

GROWTH

PLANNING

TECHNOLOGY

FACTS &
METRICS

RATES

LOOKING
AHEAD

INFRASTRUCTURE

HEADWATERS

PLANNING

KEY FOCUS AREAS	STRATEGIC THEMES		
	FINANCIALLY SOUND	COMMUNITY PARTNER	RESPONSIBLE
CUSTOMER EXPERIENCE	Secure Appropriate Rates	Be Convenient	Do it Right the First Time
OUR PEOPLE AND CULTURE	Train, Develop, and Engage Employees	Lead and Communicate Effectively	Care and Empower
ORGANIZATIONAL RESILIENCY	Maintain Prudent Financial Safeguards	Plan and Build for the Future	Be Sustainable
SERVICE EXCELLENCE	Budget for Excellence	Exceed Expectations	Know and do the Right Thing

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WATER

WASTEWATER

ELECTRIC

WATER

WATER
STORAGE
DEFICIT

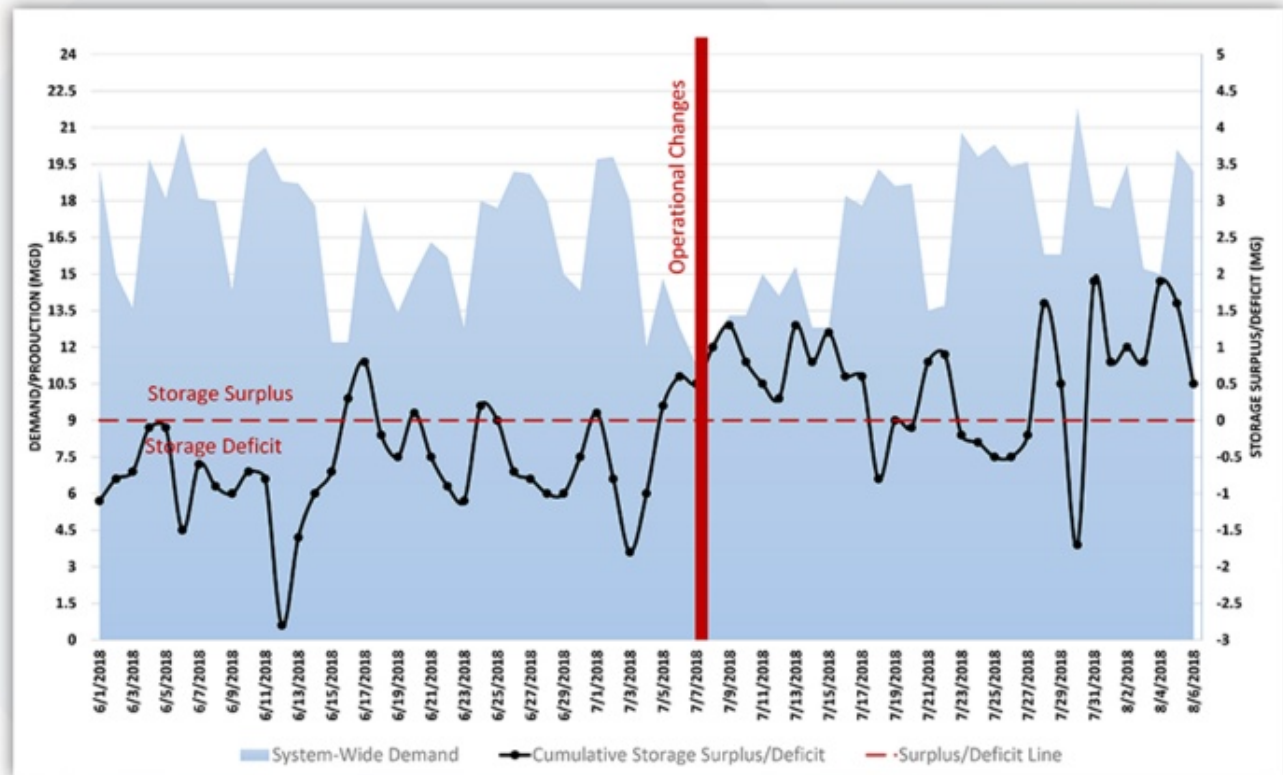
AREAS
OF
CONCERN

WATER
RESOURCES
PLAN

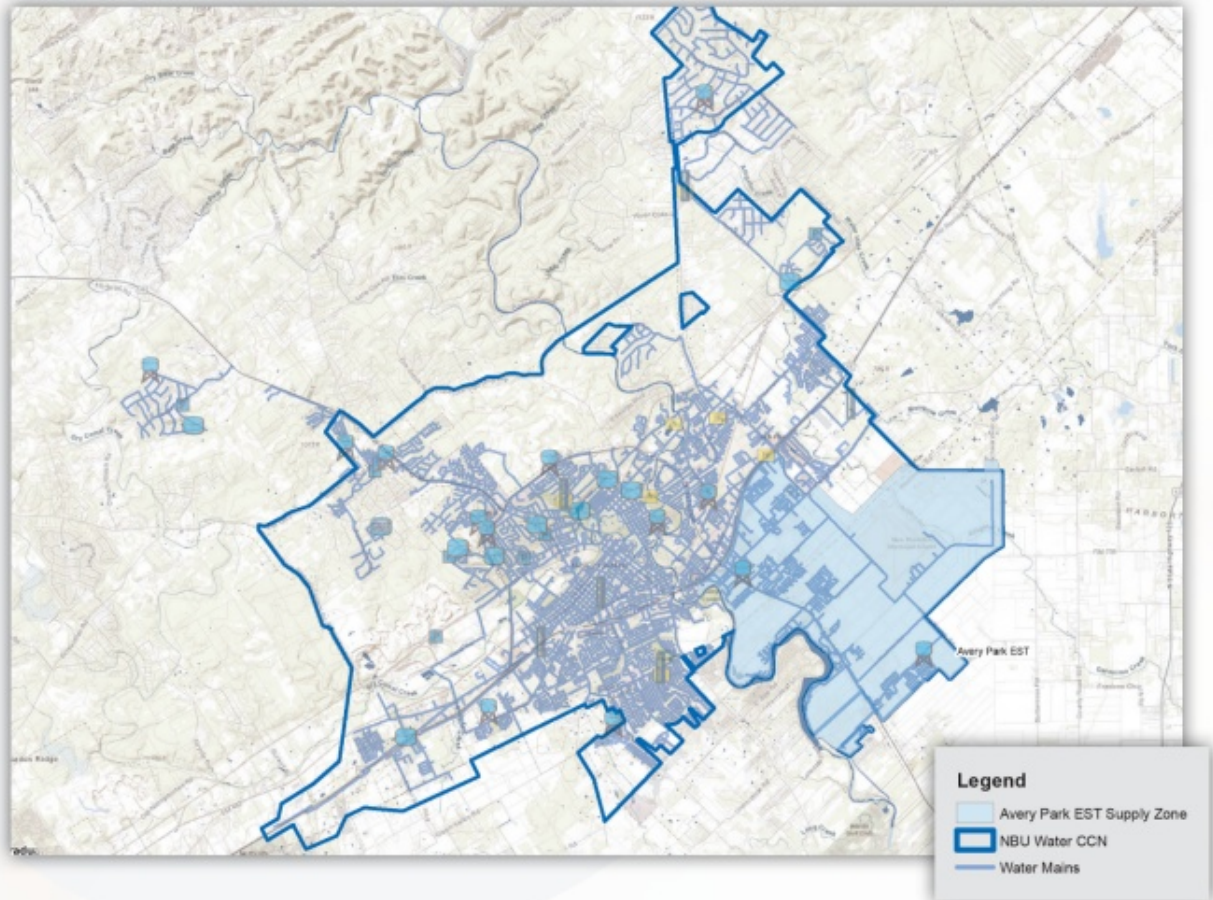
ASR

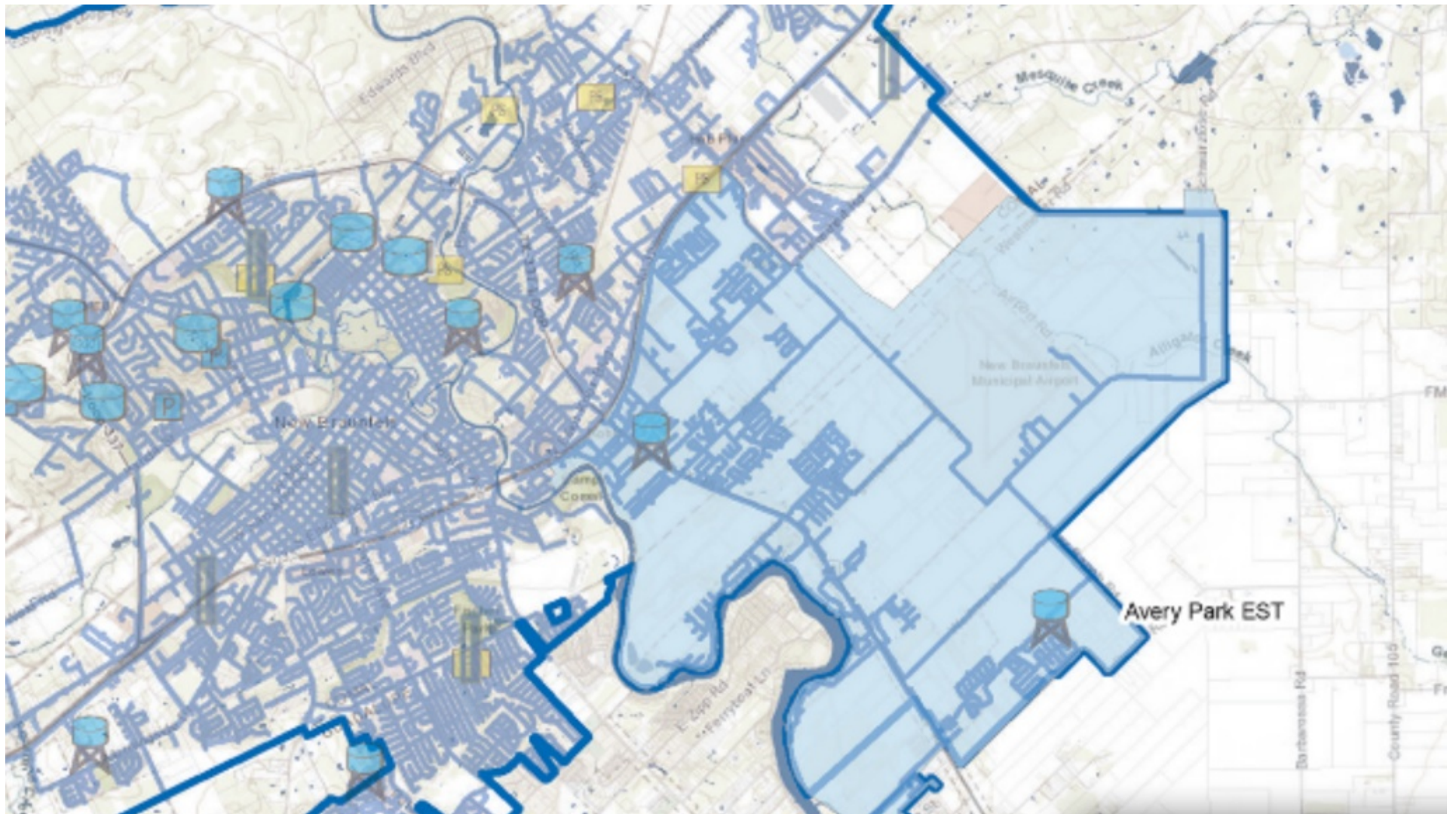
CONSERVATION

WATER STORAGE DEFICIT

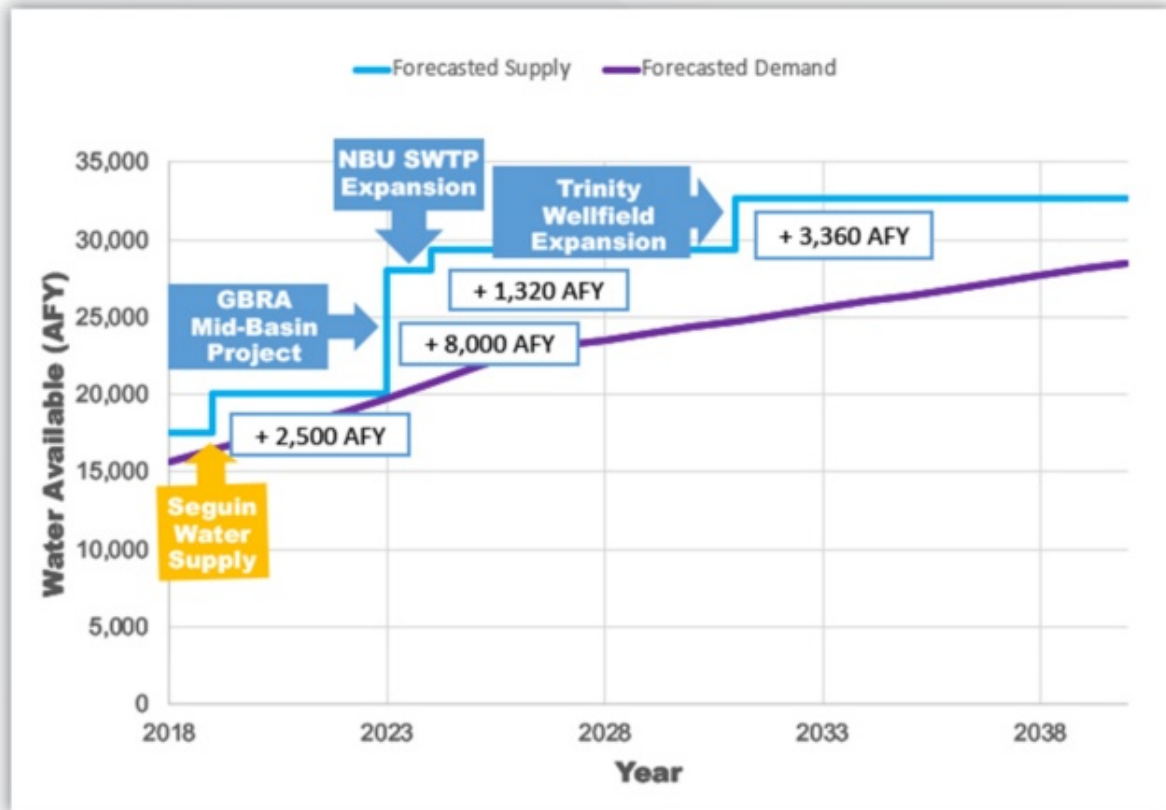


AREAS OF CONCERN

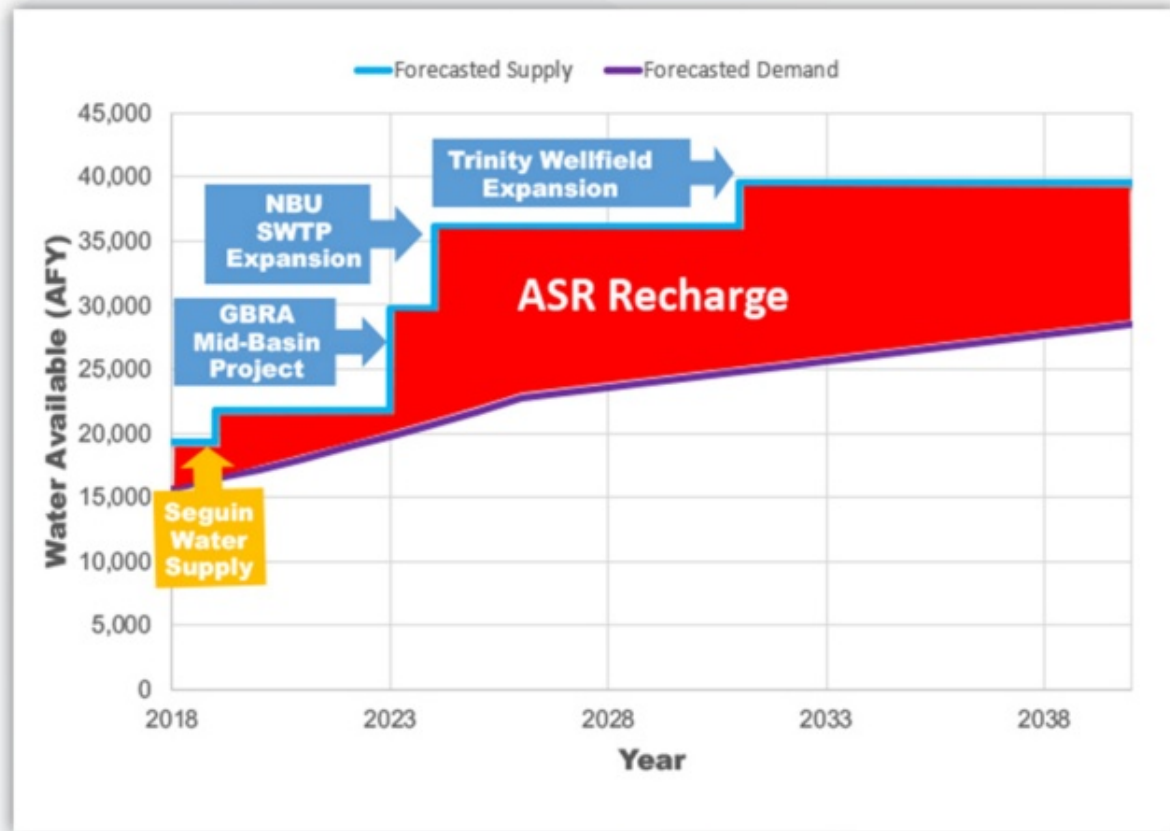




WATER RESOURCES PLAN



AQUIFER STORAGE AND RECOVERY



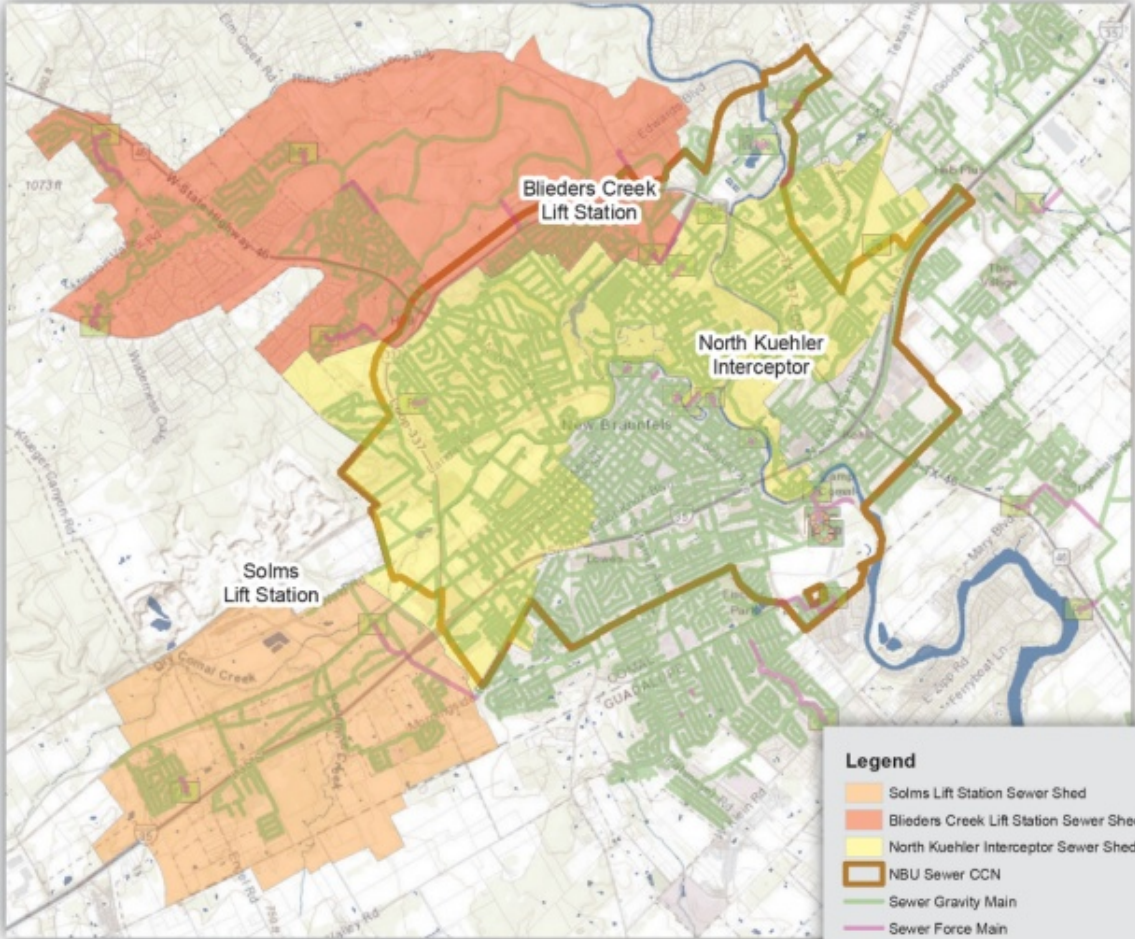


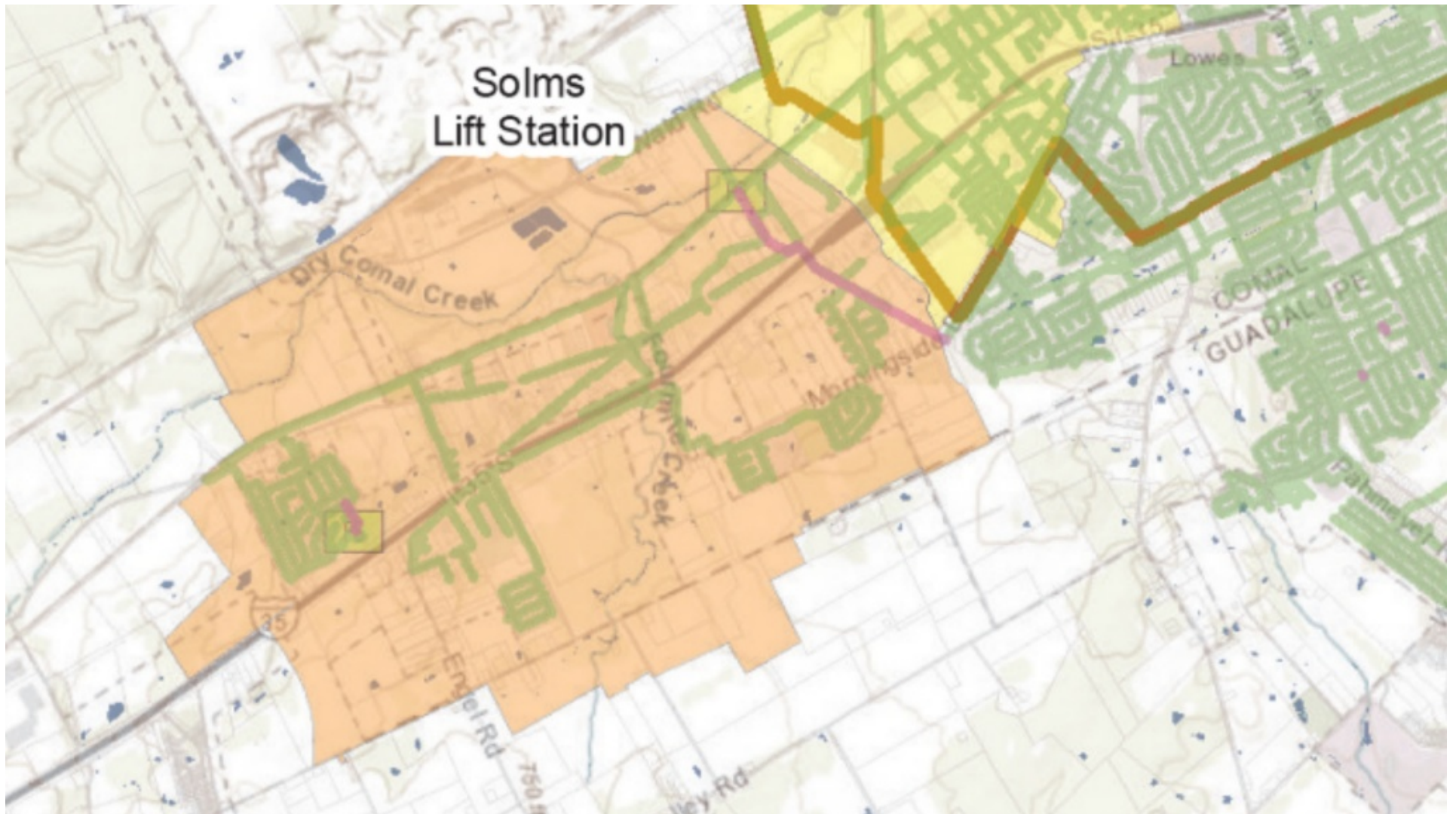
WASTEWATER

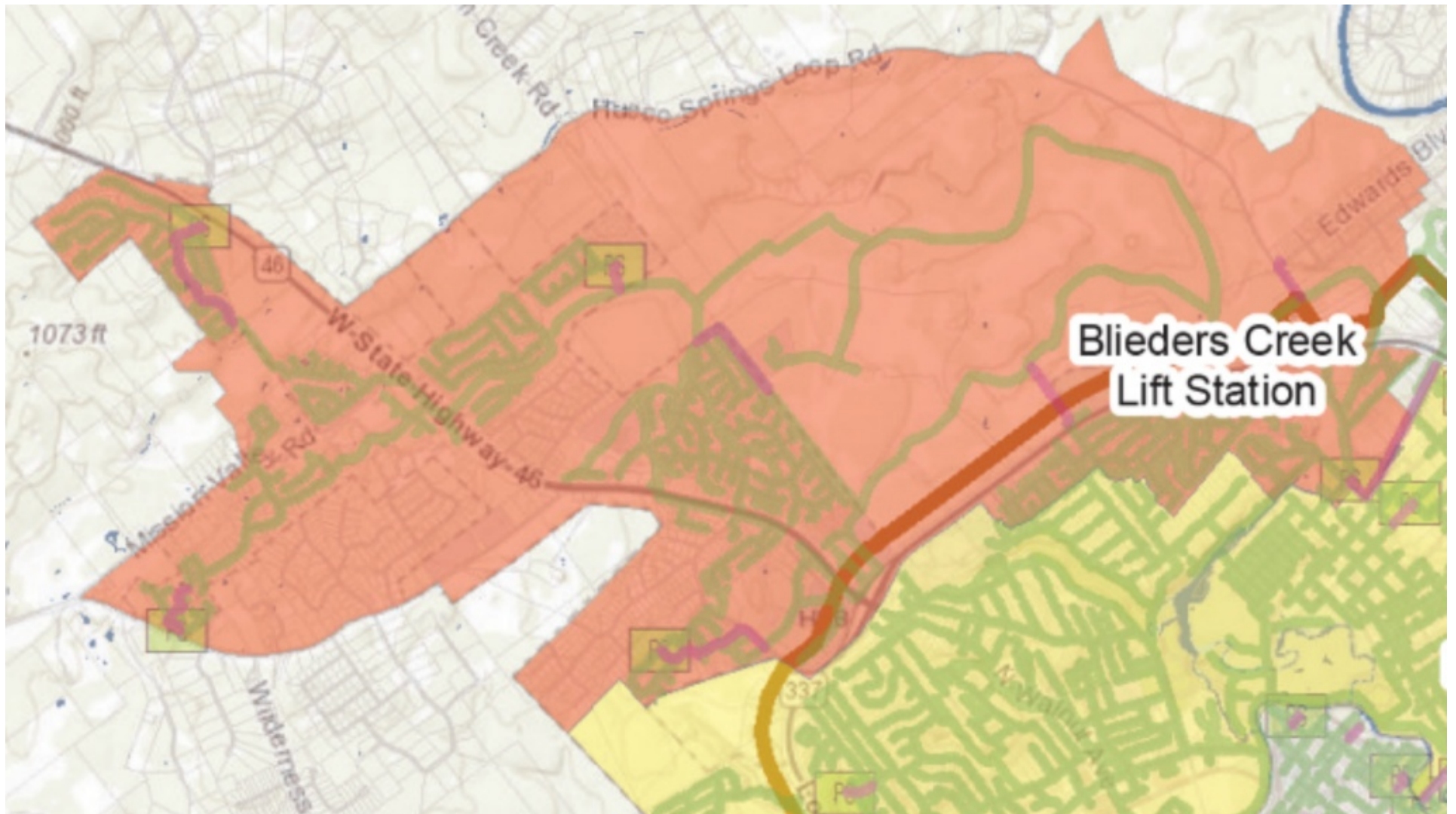


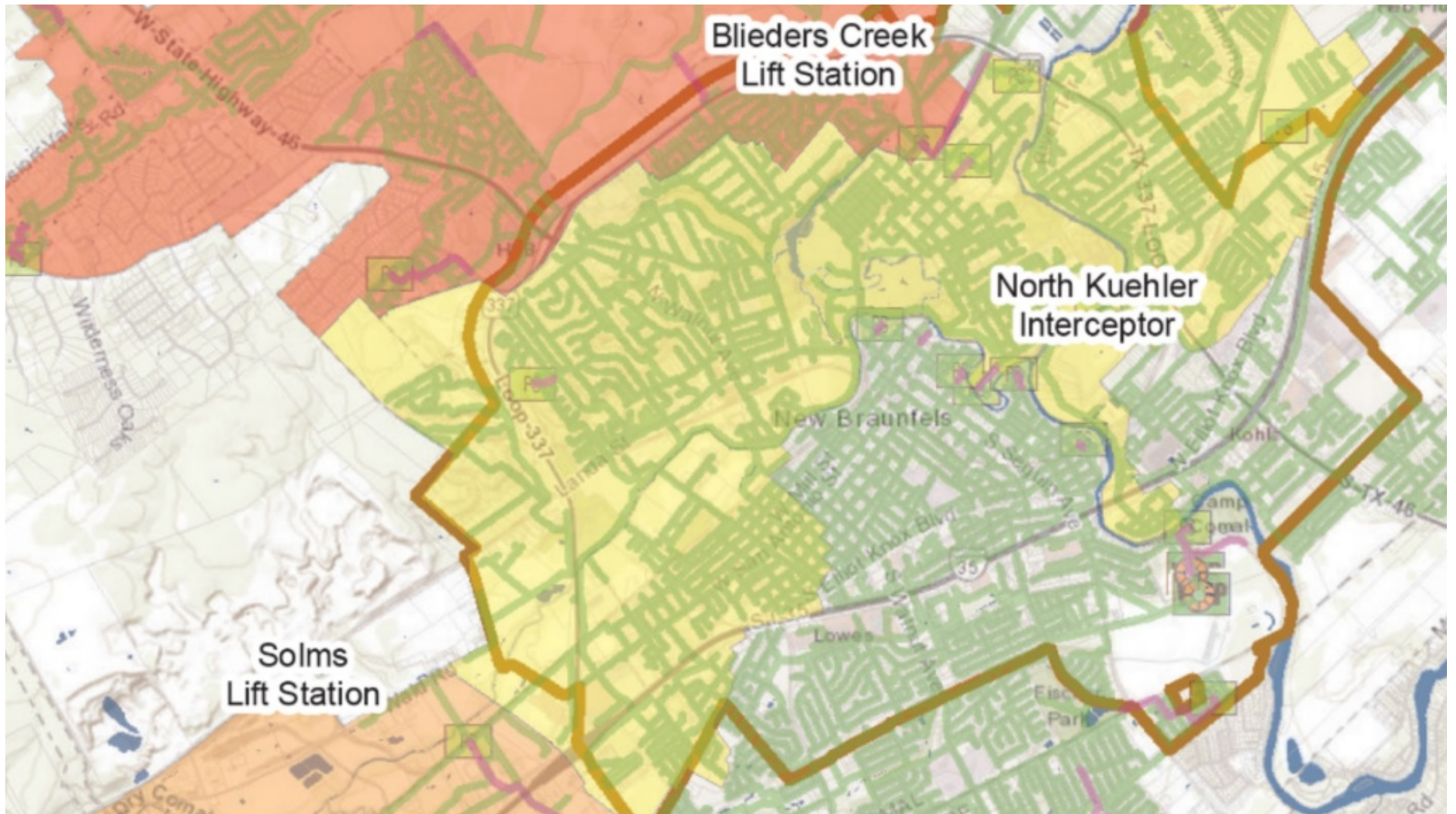
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AREAS OF CONCERN





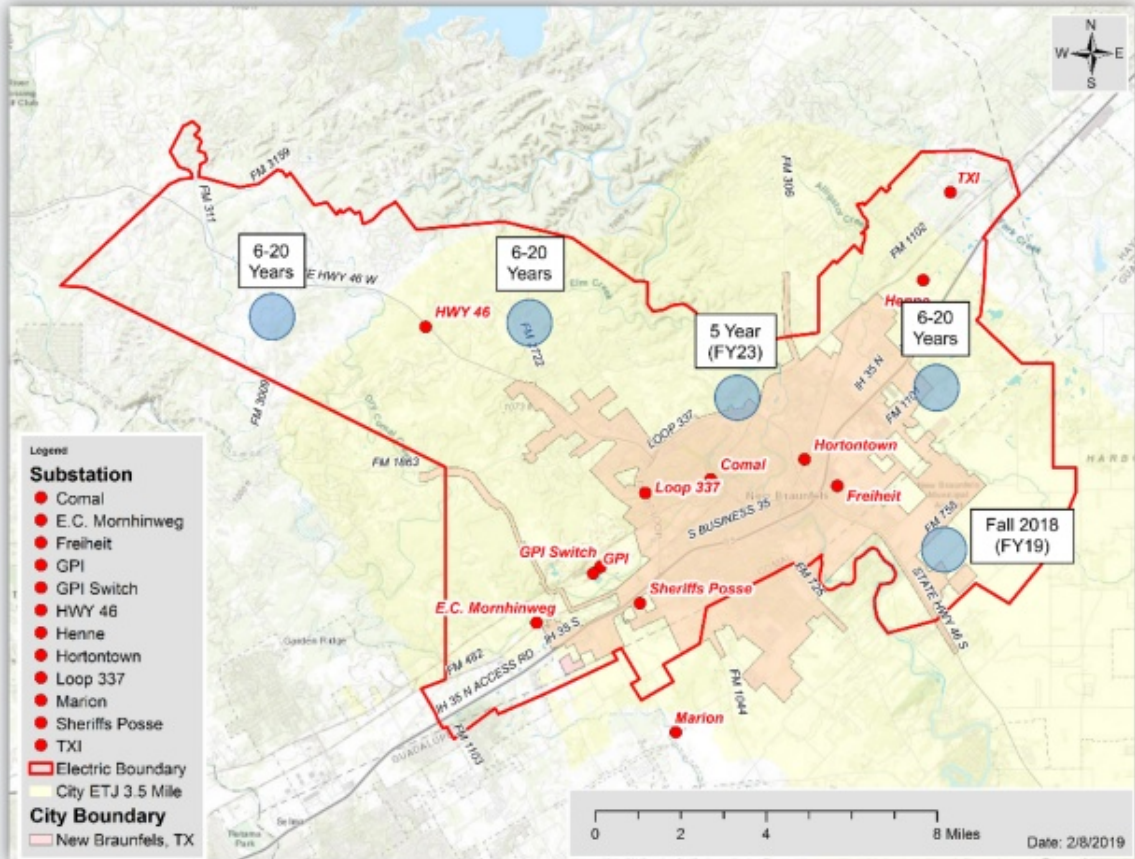


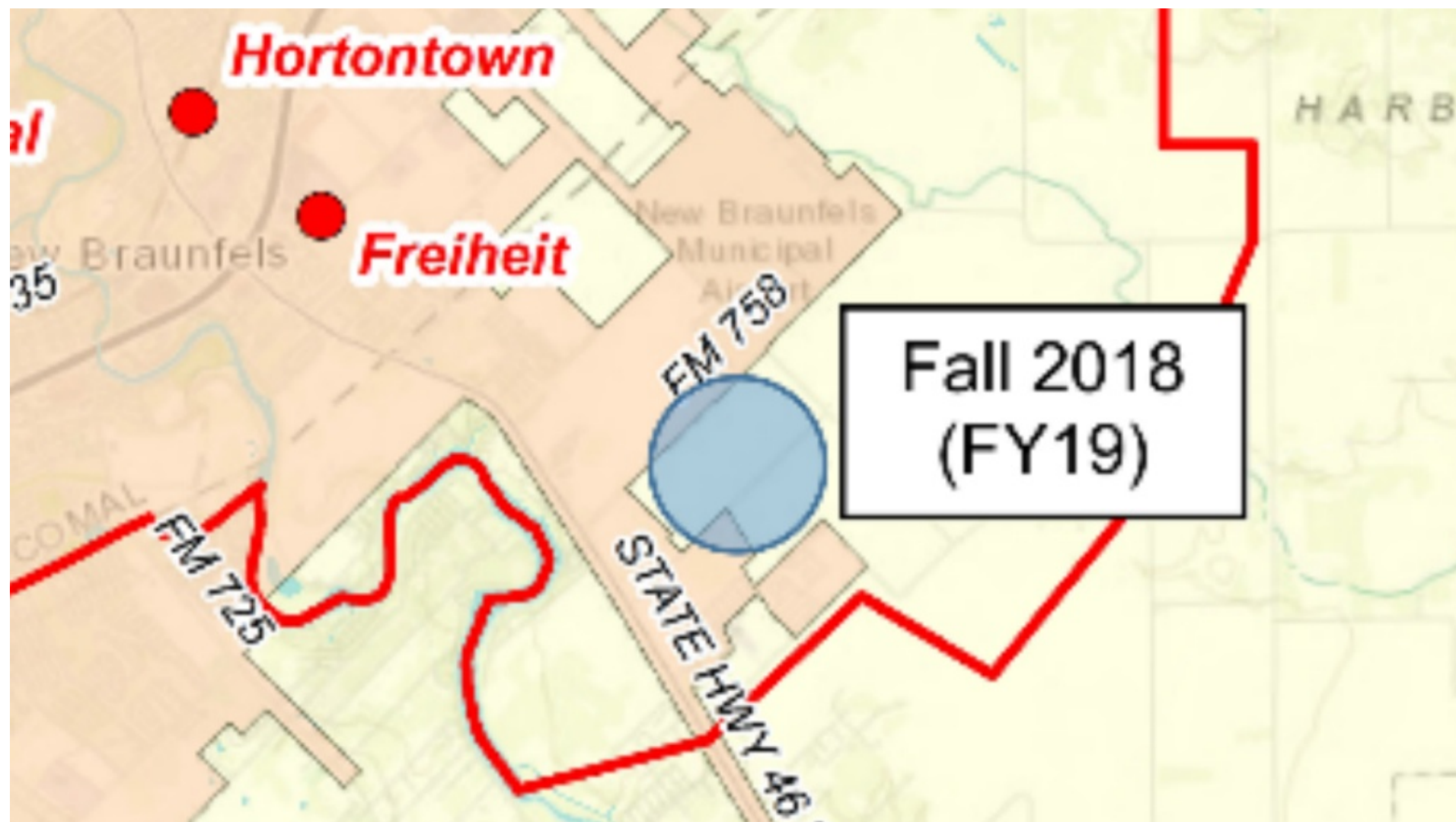


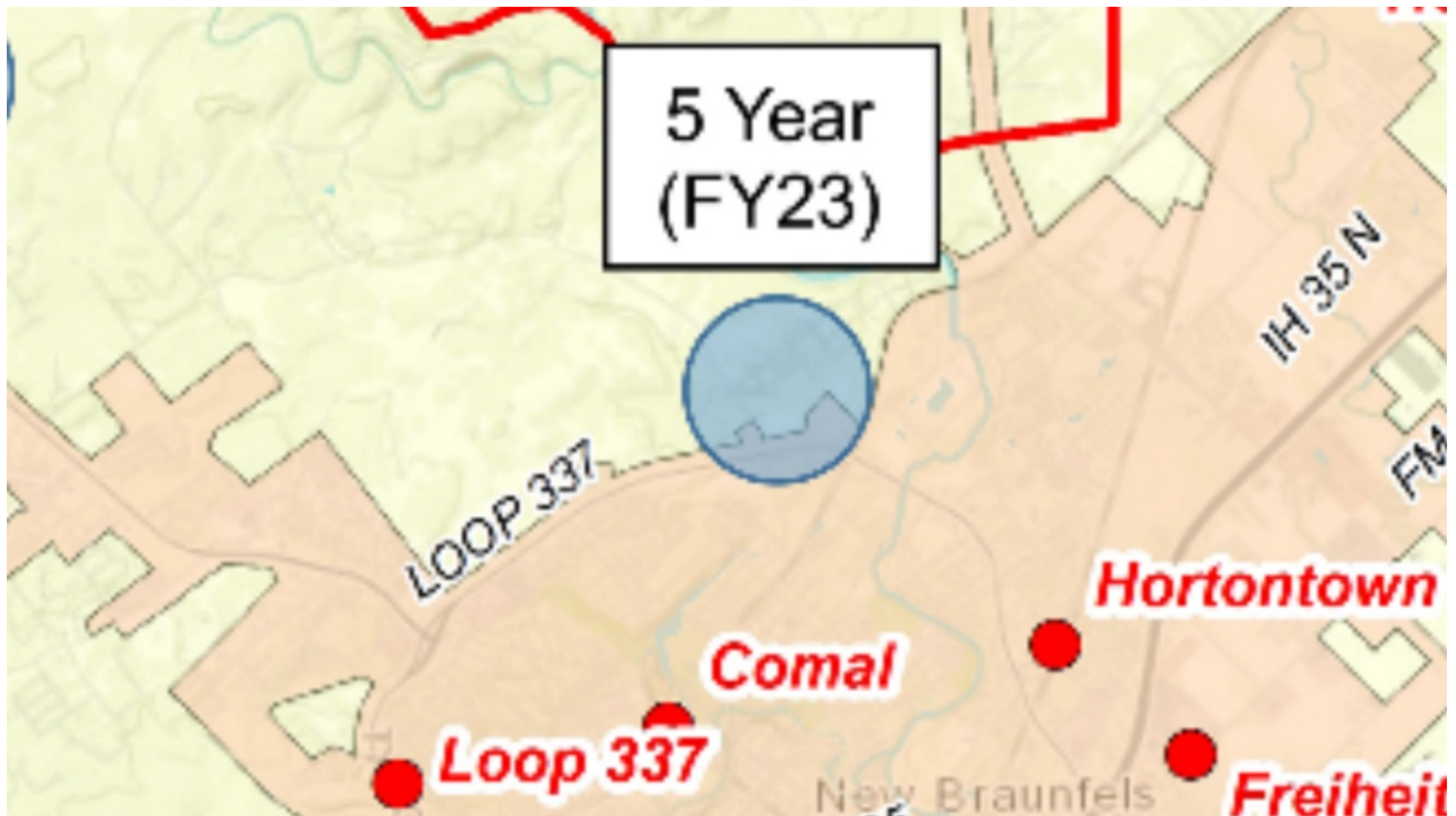
ELECTRIC

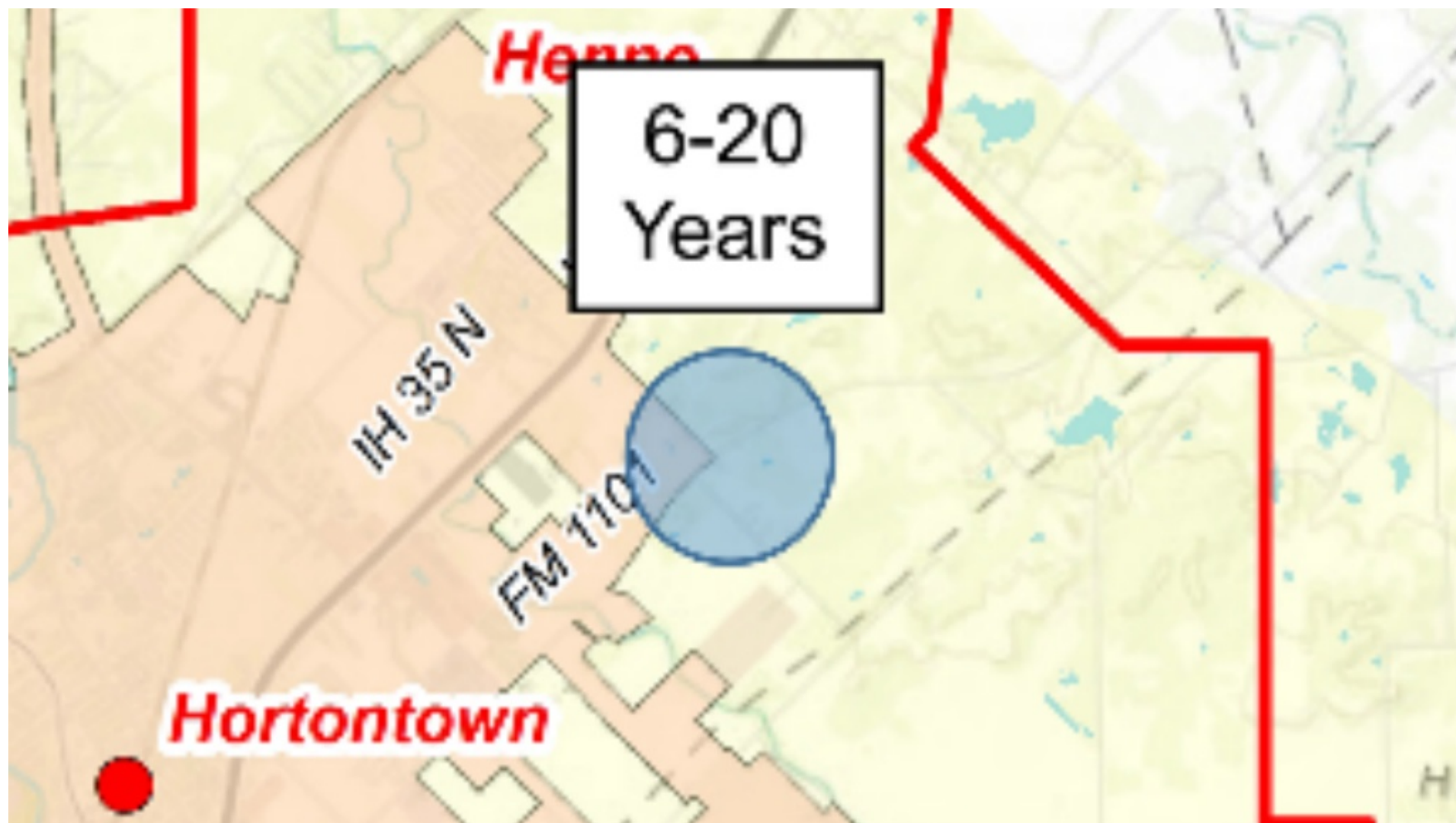
**FUTURE
SUBSTATIONS**

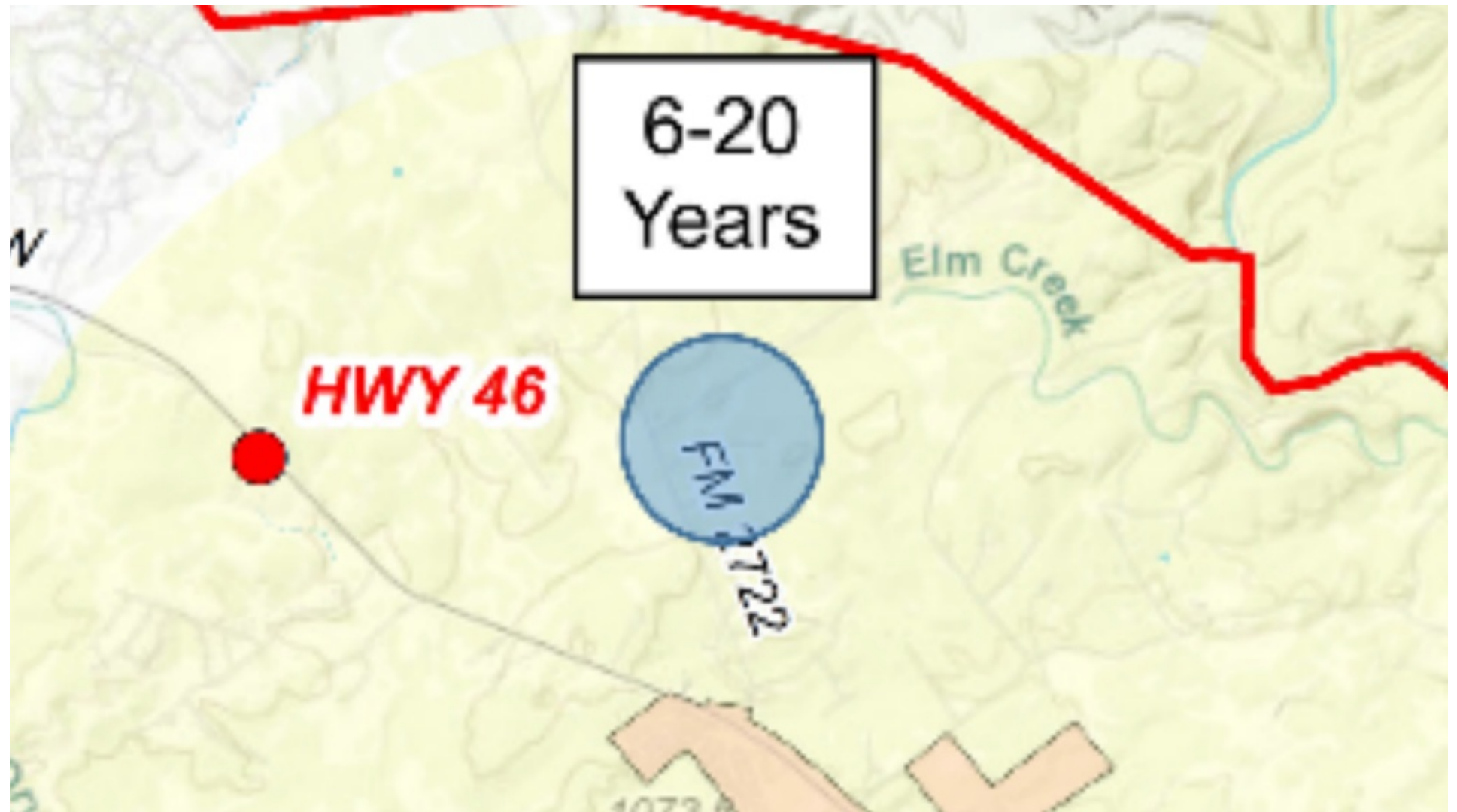
FUTURE SUBSTATIONS

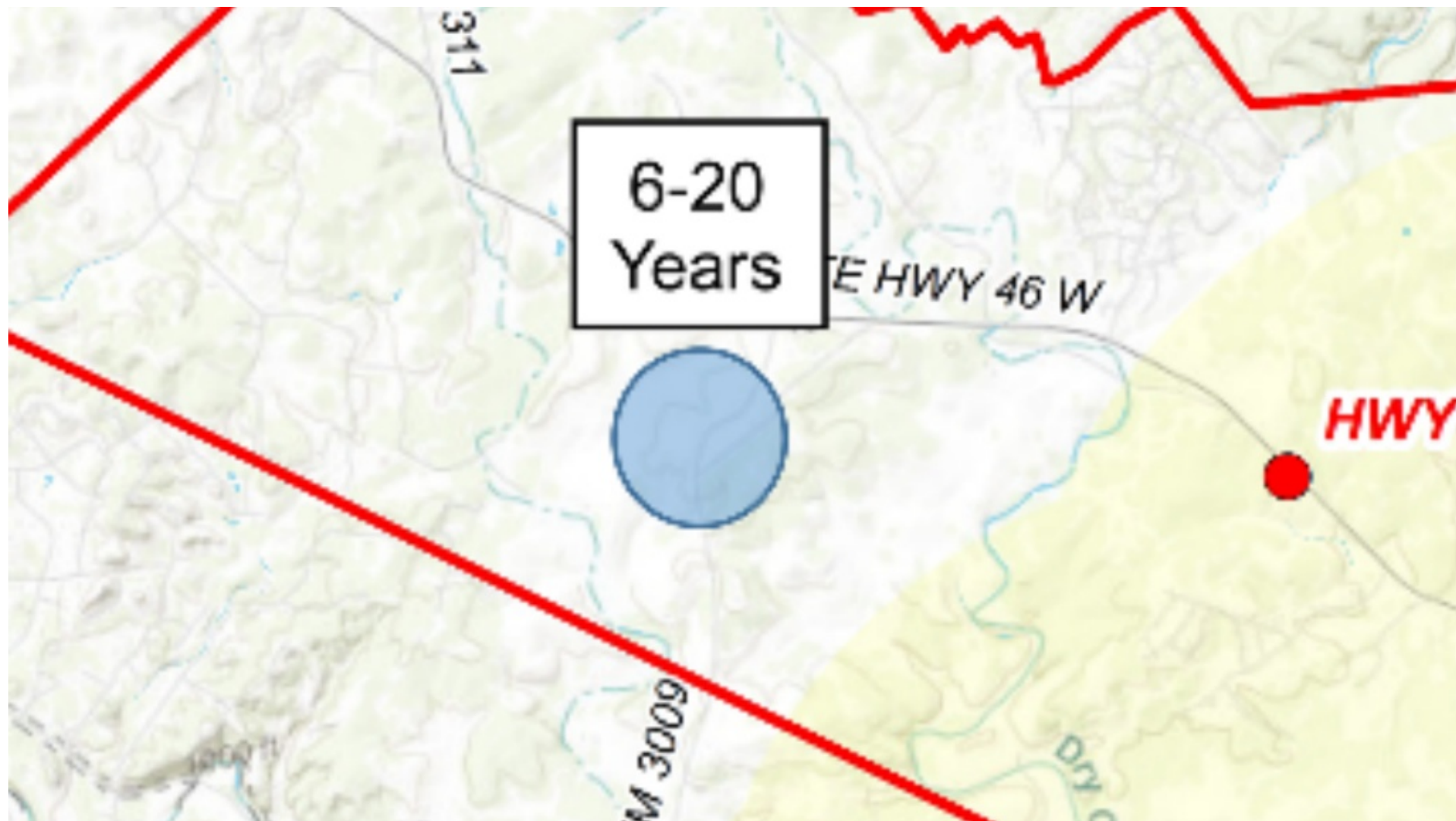












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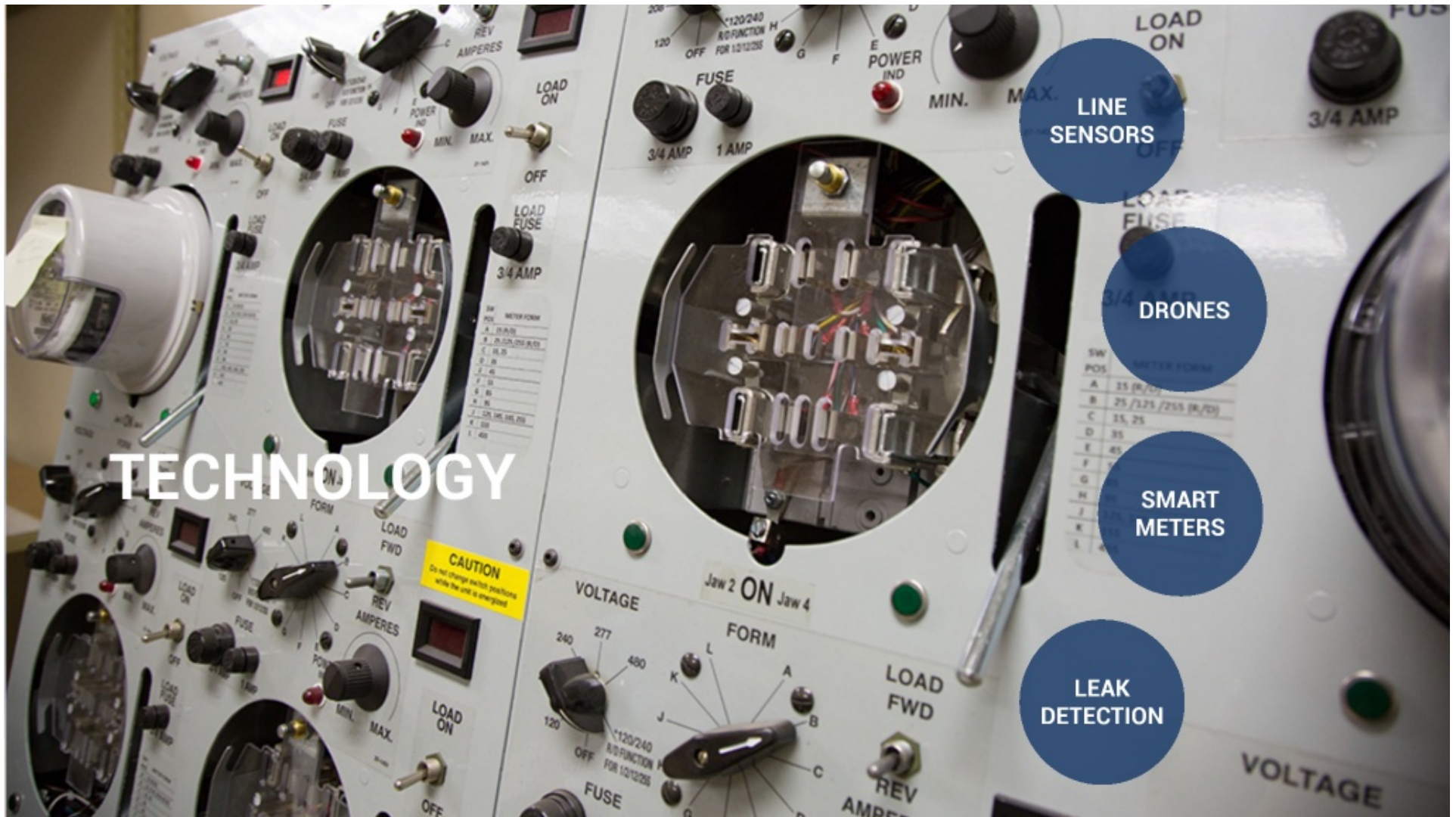
FACTS &
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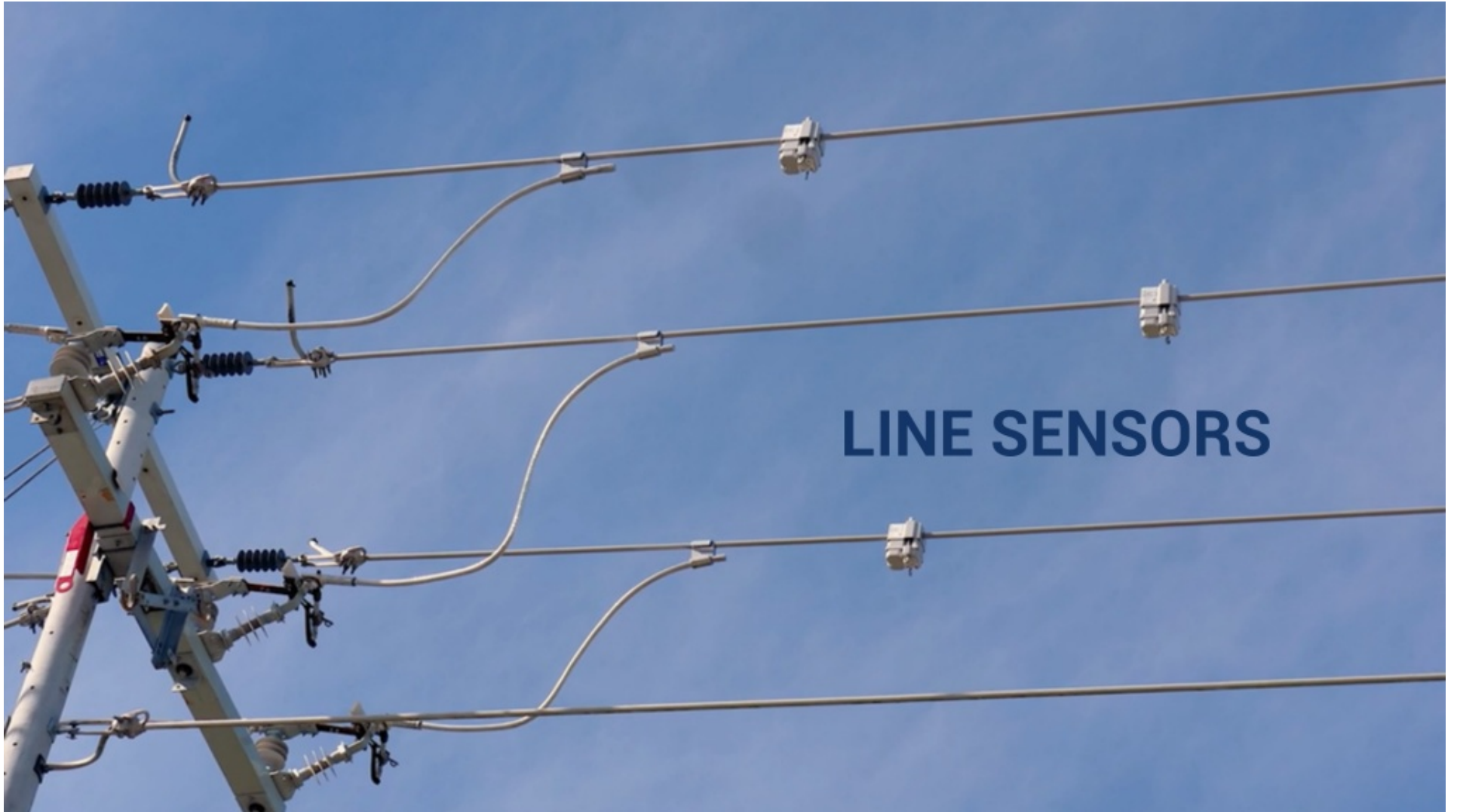
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LEAK DETECTION



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WASTEWATER

KBU

Account # 0000750-53 Statement Date 01/06/2016 Cycle Route 01-27 Due Date 02/05/2016

Customer Name Service Address 0000750-53 QUESTIONS - CALL (504) 429-5400

ACCOUNT INFORMATION

Power Supply	92.75
Purchased Power 2002 KWH	13.34
Power Cost Recovery Adjustment	36.47
Electricity Availability Charge	14.77
Subtotal	157.33
Power Supply	2.21
Electricity Availability Charge	6.12
Power Cost Recovery Adjustment	11.54
Subtotal	19.87
Water Supply	13.40
Water Cost Recovery Adjustment	13.40
Subtotal	26.80
Total Water Charges	194.00
Water Availability Charge	13.40
Water Cost Recovery Adjustment	13.40
Subtotal	26.80
Total Wastewater Charges	194.00
Water Availability Charge	13.40
Water Cost Recovery Adjustment	13.40
Subtotal	26.80
Total Wastewater Charges	194.00

WASTEWATER - CALL (504) 429-5400

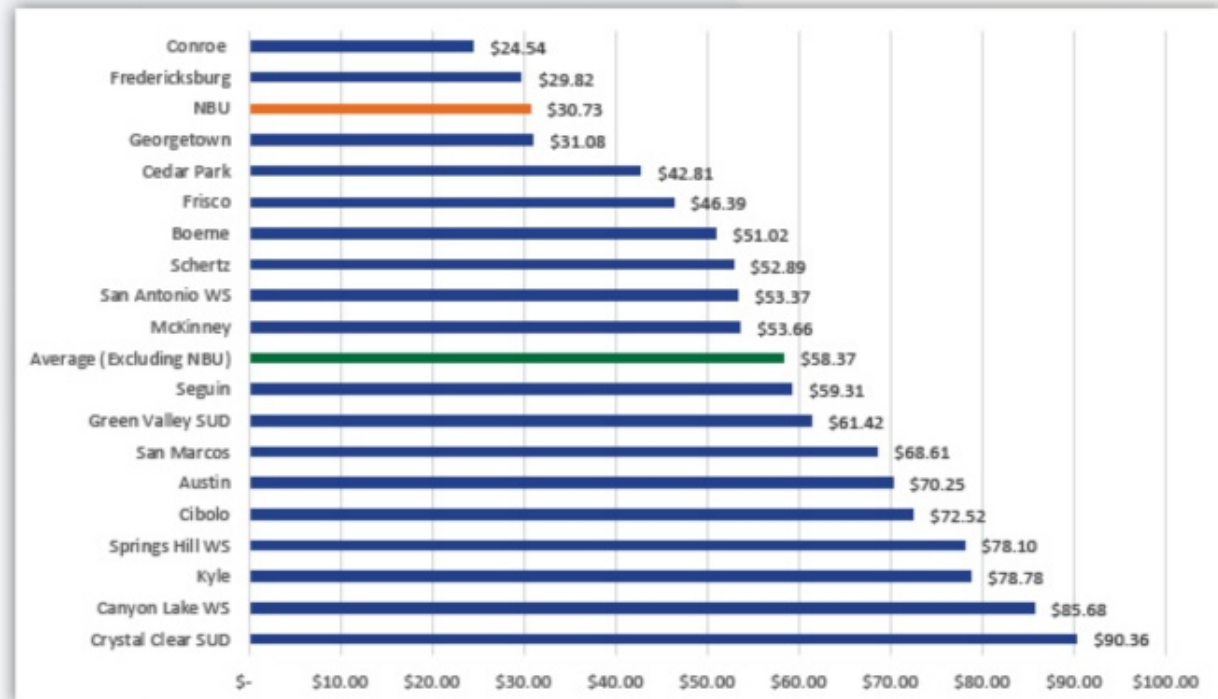
13.40
13.40
26.80

WASTEWATER

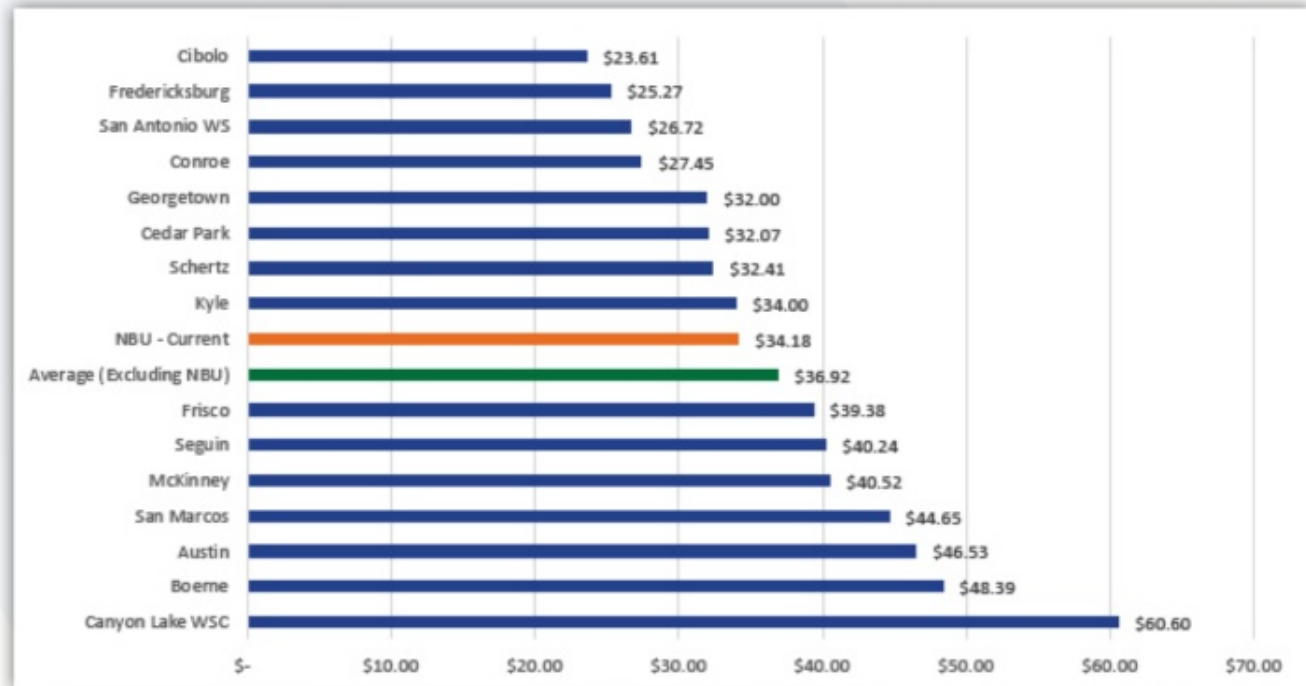
ELECTRIC RESIDENTIAL BILL COMPARISON



WATER RESIDENTIAL BILL COMPARISON



WASTEWATER RESIDENTIAL BILL COMPARISON



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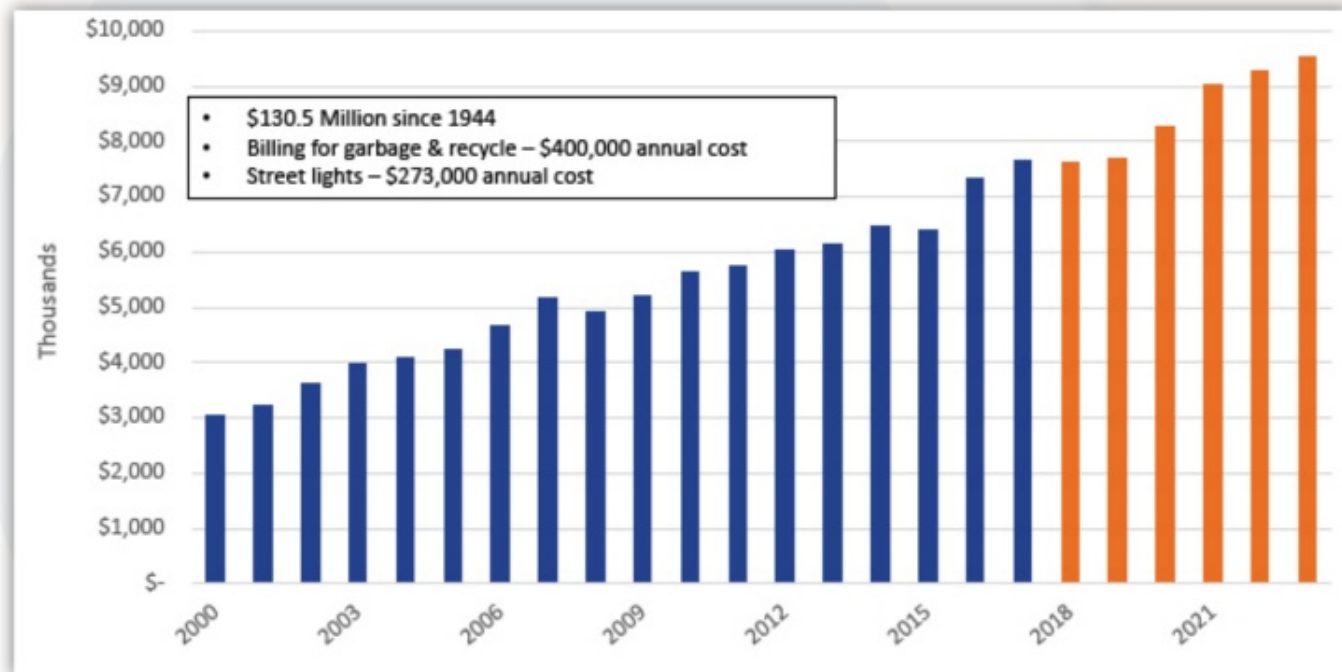
HEADWATERS



RATING COMPARISON TO OTHER UTILITIES

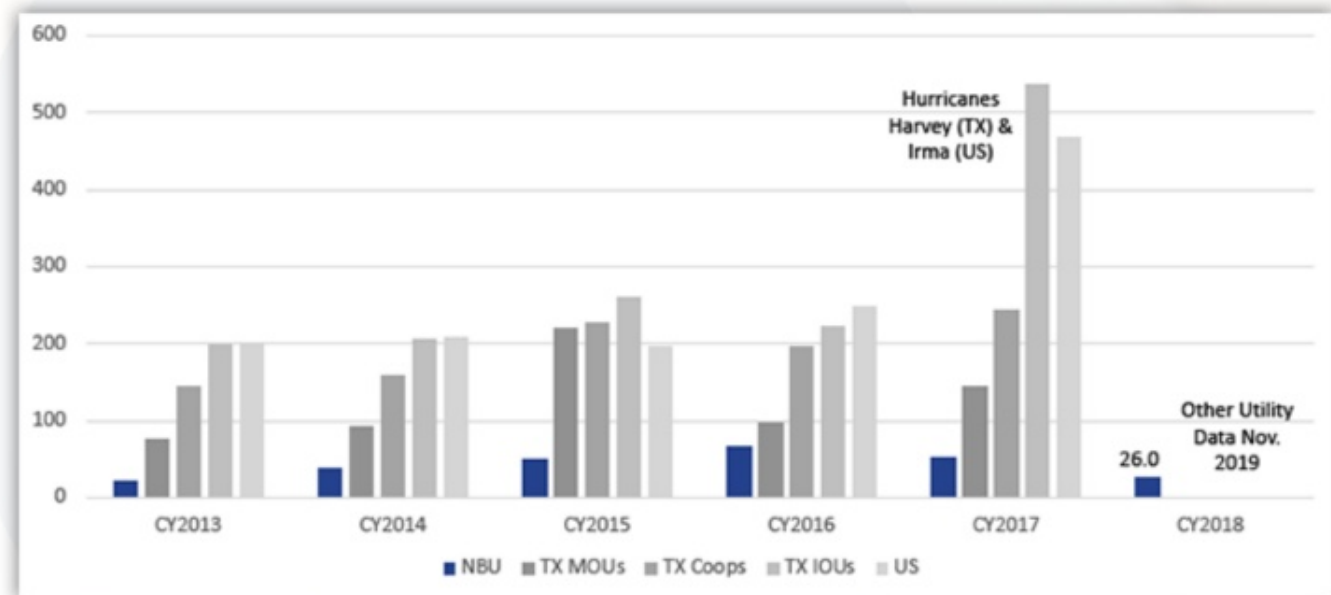
AA+	CPS Energy
AA	NEW BRAUNFELS UTILITIES
AA-	Austin Energy Guadalupe Valley Electric Cooperative Inc. Pedernales Electric Cooperative
A+	Brownsville Public Utilities Board Bryan Utilities City Electric System Bryan Utilities Rural Electric System Lubbock Power and Light Fund Seguin Utility Fund
A	Boerne Utility System
Source: U.S. Public Power Peer Study, Retail Systems, June 15, 2018. Fitch Ratings, Inc.	

TRANSFERS TO THE CITY OF NEW BRAUNFELS



RELIABILITY

LOW NUMBERS
ARE GOOD!





UNITED WAY

For more than 10 years,
NBU has been named a
Top 10 Donor.





VOLUNTEER HOURS

NBU contributed more than
1,050 volunteer hours in FY 2018

A photograph of a male utility worker in his 30s or 40s, smiling at the camera. He is wearing a yellow hard hat with the NBU logo, dark safety glasses, a grey long-sleeved shirt with the NBU logo and 'SAFETY' text, blue jeans, and white work gloves with yellow palms. He is working on a weathered wooden utility pole, using a tool to adjust a metal bracket. In the background, there is a large wooden spool on a red metal stand and a chain-link fence.

EMPLOYEE SATISFACTION

NBU employees rated their
overall job satisfaction at 77.8%
(average utility benchmark rating is 74.4%)

CUSTOMER SATISFACTION

Average positive ratings – 89.3%
(average benchmark rating is 68.5%)





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HEADWATERS AT THE COMAL

Transformation

Big Dig





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LOOKING AHEAD

Electric
Vehicles

Smart
Thermostat

Rooftop
Solar

Regional
Water



ELECTRIC VEHICLES



SMART THERMOSTAT





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