

Customer Solution Center Update

- Construction Update and Move Information

- December 12, 2024

Construction Team

On December 14, 2023 the Board of Trustees approved a Design Build contract with SpawGlass, Marmon Mok, and FNI as owner's representative.



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



Former Police Department



Mission

Strengthening our community by providing resilient essential services

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Vision

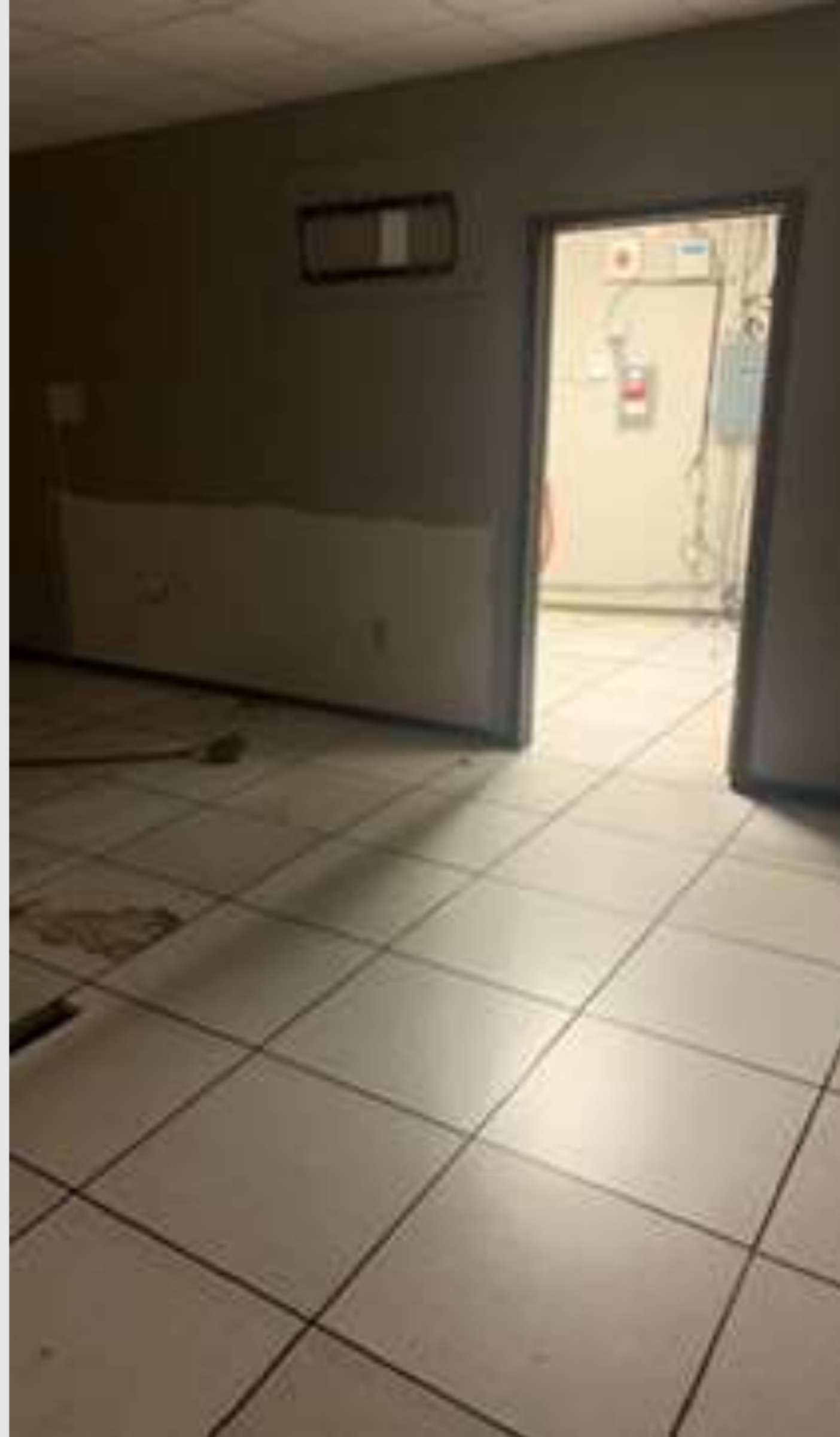
Be a trusted community partner dedicated to excellence in service

+

Core Values

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NBU NEW BRAUNFELS
UTILITIES



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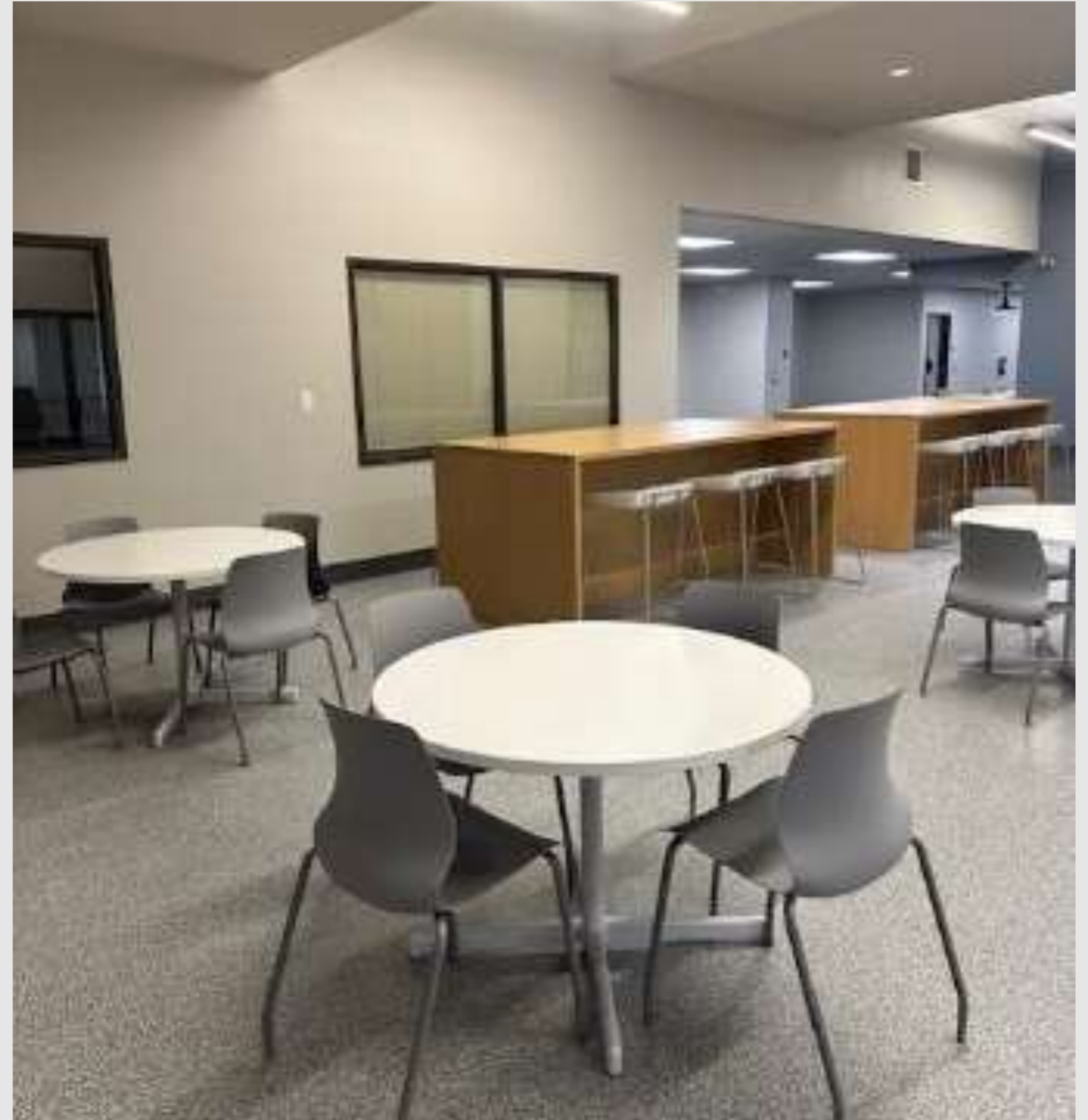
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Who is Moving and Where?



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UTILITIES

The Move

- **Phase I**

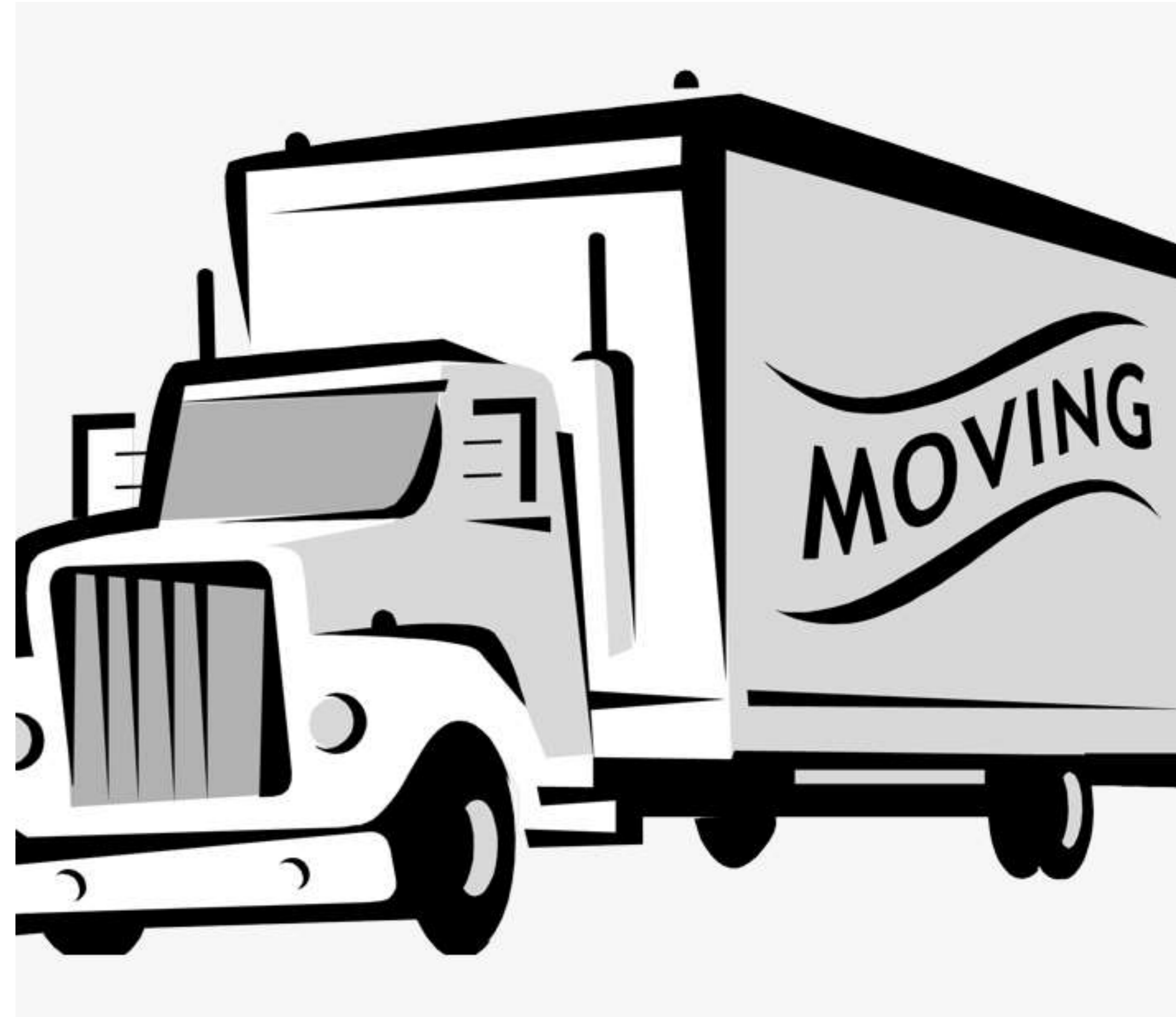
- Occurred on November 23
- Personnel moved
 - HR
 - Learning & development
 - Accounting
 - Finance
 - Conservation Customer Solutions
 - Director of People and Culture
 - Physical Security Manager
 - IT
- Total = 36



The Move

- **Phase II**

- Scheduled for January 6, 2025
- Personnel Involved
 - Customer Service Officer (Annex)
 - Director of Customer Service (Annex)
 - Customer Service (Annex)
 - New Construction (Annex)
 - Billing (Annex)
 - Business Planning (Main Plaza)
 - Power Supply (Main Plaza)
- Total = 53





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