



NBU Board Meeting

**Fiscal Year 2024
Strategic Plan
QUARTERLY UPDATE**

January 18, 2024

AGENDA: FY 2024 Quarterly Update

- I. Review Goals
- II. Review Annual Priorities
- III. Emerging Initiatives (*none at this time*)

Desired Action:

- I. Provide your remarks and ask questions as we review each Goal and Annual Priority



A Strategic Conversation



NBU NEW BRAUNFELS
UTILITIES



FY 2024 Strategic Goals Dashboard

Strategic Goal	Goal Measures	Q1	Q2	Q3	Q4
Customer and Community	Customer Satisfaction Survey Benchmark: Organizational characteristics by the vendor (GreatBlue) above industry standard: Measurement comes from Public Power Data Source organizational benchmark percentage	On Track	On Track		
People and Culture	Maintain Gallup employee engagement survey participation > 80%	On Track	On Track		
People and Culture	Implement select recommendations as presented from the Employee Experience Team	On Track	On Track		
Infrastructure and Technology	Maintain a three-year rolling average SAIDI in top 10% of Texas utilities or three-year rolling average <52.56 minutes (99.99% reliability)	On Track	On Track		
Infrastructure and Technology	Maintain Information Technology Systems Reliability ≥ 97% uptime for production systems	On Track	On Track		
Infrastructure and Technology	Infrastructure Leakage Index (ILI) < 3.0 over a three-year rolling average	On Track	On Track		
Infrastructure and Technology	Wastewater Treatment Compliance Events – maintain > 98% compliance	On Track	On Track		
Financial Excellence	Maintain a competitive bond rating of A or greater	On Track	On Track		
Safety and Security	Maintain equipment damage incidents to ≤ 2.7% per 200,000 man-hours worked	On Track	On Track		
Safety and Security	Manage preventable damage to vehicles at ≤ 10 incidents per 1,000,000 miles driven	On Track	On Track		
Stewardship	Two year project priority list with SMART goals established and approved by One Water Advisory Council by end of FY 2024	On Track	On Track		

FY 2024 Annual Priorities Dashboard

Annual Priorities	Objective or Milestones	Q1	Q2	Q3	Q4
Electric Transportation (ET) Program Creation	Contract with consulting firm signed	On Track	On Track		
Water Efficiency	Define framework for calculating and measuring water use efficiency and a timeline for implementing the framework.	On Track	On Track		
Integrated Resource Plan	Complete draft of the resource plan	On Track	On Track		
Enterprise Asset Management	Execute contract with consulting firm	On Track	Complete	Complete	Complete
Enterprise Project Management	Build Enterprise level Project Management Information System and begin training and roll-out	On Track	On Track		
NBU HQ	Close on the HQ property	On Track	Complete	Complete	Complete
Emergency Management	Standardize Emergency Management Plans into one Emergency Management Plan that addresses risks and events, targeting 50% completion.	On Track	On Track		
Power Supply (The Energy Authority) Roadmap	Implement Phase 1 items of the roadmap, including an evaluation of NBU's target hedging strategies, risk tolerance, and Key Performance Indicators (KPI)	On Track	On Track		