

Rate Study Process and the CAP

- In November 2024, the Community Advisory Panel (CAP) – a 13-member, special advisory group to the NBU Board of Trustees – embarked on the second of three major NBU initiatives for calendar years 2024 and 2025 – the NBU Rate Study.
- Throughout the process, members were regularly briefed by NBU staff and subject matter experts from Raftelis, the utility’s rate study consultant.
- The CAP’s overarching priorities of Affordability and Reliability were kept at the forefront as members set their pricing objectives for the process.
- At the Board’s request, the CAP also provided targeted feedback on key topics.



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



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- As the study progressed, panel members reviewed its findings and offered input through both virtual small-group sessions and larger, full-panel meetings.
- Their feedback directly informed the development of the CAP's Final Report and Response to the NBU Rate Study.



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