

Submission of Community Advisory Panel (CAP) Report

Proposed Drought Contingency
Plan (DCP) Updates

February 26, 2026



NBU® NEW BRAUNFELS
UTILITIES

CAP Engagement Overview

- CAP reviewed proposed DCP updates from September–December 2025
- Engagement included surveys, small-group discussions, and full-panel deliberations



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

CAP Review Process

- **Initial survey assessed perceptions of:**
 - NBU's current drought management
 - Characteristics of an ideal drought approach
- **Small virtual group meetings (Oct–Nov):**
 - Detailed review of proposed updates
 - Q&A with staff
 - Discussion of implications
- **CAP reconvened with NBU staff and consultants to synthesize feedback**
- **Revised draft reviewed and formal CAP response adopted in December**

NBU Community Advisory Panel (CAP)
Report and Response to
Proposed Drought Contingency
Plan (DCP) Updates

DECEMBER 2025



Community Advisory Panel

The Community Advisory Panel (CAP) is a special-purpose advisory group to the New Braunfels Utilities (NBU) Board of Trustees. Comprised of up to 13 leaders from across NBU's service area, members are appointed by the New Braunfels City Council and NBU Board of Trustees.

CAP members bring diverse perspectives from throughout the community. Their participation helps ensure the voices of customers, both residential and commercial, are represented and factored into the decisions affecting NBU and those it serves.

Working alongside NBU staff and consultants, CAP members review information, ask critical questions and provide recommendations to the Board of Trustees to help shape the future of NBU.



Panel Members

Justin Meadows, Chair
Dr. Les Shephard, Co-Chair
Bobby Avary
Amber Brown
Jon Castilleja
Mark Hampton
Dr. Michael Patrick Harrington, PhD
Alicia Jewell
Leticia Peña Martinez
Ian Perez
Marcie Rodriguez

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CAP Key Findings & Recommendations



- Supports the proposed DCP updates and conservation guidance
- Endorses NBU's forward-looking, diversified water supply strategy
- Commends shift from punitive enforcement to shared stewardship and personal responsibility
- Supports proactive outreach to high-use customers
- Recommends:
 - Clear, plain-language communication
 - Rate structures that signal stewardship for discretionary irrigation
 - Continued protection for essential use ($\approx 73\%$ of customers unaffected)
- Expressed appreciation for NBU staff transparency and Board commitment to community engagement

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Action Items

- Discuss and Consider Receiving the Community Advisory Panel's Report on Proposed Drought Contingency Plan

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