Fiscal Year 2025 Fourth Quarter Strategic Plan Update

- August 28, 2025

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NBU® **NEW BRAUNFELS UTILITIES**

Legend: ■ On Track ■ Off Track ■ On Hold ■ At Risk ■ Complete

Strategic Goal	Goal Measures	Q1	Q2	Q3	Q4
Strategic Goals					
Customer & Community	Customer Satisfaction Survey benchmark organizational characteristics by the vendor (Great Blue), at or above industry standard. Measurement data from Public Power Data Source (PPDS).	At Risk	At Risk	At Risk	Off Track
People & Culture	Maintain Gallup employee engagement survey participation > 80%	On Track	On Track	Complete	Complete
People & Culture	Implement 50% of approved action items as presented from the Employee Experience Team	On Track	On Track	On Track	Complete
Infrastructure & 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	On Track	Complete
Infrastructure & Technology	Maintain Information Technology Systems Reliability ≥ 98% uptime for production systems	On Track	On Track	On Track	Complete
Infrastructure & Technology	Infrastructure Leakage Index (ILI) < 3.0 over a three-year rolling average	On Track	On Track	On Track	Complete
Infrastructure & Technology	Wastewater Treatment Compliance Events – maintain > 98% compliance	On Track	On Track	On Track	Complete
Financial Excellence	Maintain a competitive bond rating - maintain a bond rating of ≥A+	On Track	On Track	On Track	Complete
Safety & Security	Maintain preventable damage to equipment incidents to < 2.7% incidents or fewer per 100 employees	On Track	On Track	On Track	Complete
Safety & Security	Manage preventable damage to vehicles at < 10 incidents or fewer per 1,000,000 miles driven	On Track	On Track	On Track	Complete
Stewardship	Refine and deploy the triple bottom line evaluation tool with One Water partners. Evaluate 3 NBU projects using the tool and develop the tool SOP (standard operating procedure) for NBU processes after evaluation	On Track	On Track	On Track	Complete

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Annual Priorities

Annual Priorities	Objective or Milestone	Q1	Q2	Q3	Q4
Optimizing Customer Experience	Implement targeted optimization of CS initiatives on response time, quality assurance, operational/ technology efficiencies, and communication adoption.	At Risk	On Track	On Track	Complete
Electric Transportation (ET) Program Creation	Phase 1 of program design completed, and Phase 2 scope of work created.	On Track	On Track	On Track	Complete
Power Supply (The Energy Authority Roadmap)	Begin work on updating Energy Risk Policy to include Phase 1 Roadmap changes, with completion in FY26.	On Track	On Track	On Track	Complete
Enterprise Project Management	Implement project management information system for capital projects within the Electric and Substation departments. Provide Project Management training to all identified managers, directors, and executives.	On Track	On Track	On Track	Complete
NBU HQ	Complete 100% design and construction drawings	On Track	On Track	On Track	Complete
Emergency Management	Complete the general standardization of all NBU Emergency Management Plans into one core Plan, 100% completion by end of FY25	On Track	On Track	On Track	Complete
Communication Plan	Begin Phase 1 implementation and measurement of the Enterprise Communications Plan.	On Track	On Track	On Track	Complete
Integrated Resource Plan	Present the final Integrated Resource Plan to the Board	On Track	Complete	Complete	Complete
Enterprise Asset Management	Finalize Strategic Asset Management Plan Update including departmental roadmaps	On Track	Complete	Complete	Complete

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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Questions?

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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