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**Meeting Date:** May 25, 2021      **Agenda Type:** Presentation Items

**From:** Carlos Salas      **Reviewed by:** Dawn Schriewer  
Customer Service Manager      Chief Financial Officer

**Submitted by:** Dawn Schriewer      **Approved by:** Ian Taylor  
Chief Financial Officer      Chief Executive Officer

**RECOMMENDED ACTION:** Presentation on the New Braunfels Utilities (NBU) Customer Satisfaction Survey Results for Fiscal Year 2021 from GreatBlue Research

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