

Discuss and Consider Approval of the Fiscal Year 2025 Strategic Plan Updates

NBU Board Action Item

August 29, 2024



Agenda

- **Mission, Vision, and Core Values**
- **Guiding Principles and Definitions**
- **Proposed FY25 Strategic Goals**
- **Proposed FY25 Annual Priorities**
- **Proposed FY25 Performance Measure payout**

Mission – Vision – Core Values

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 (STICS)



Mission

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Vision

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Core Values

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Guiding Principles and Definitions

One Utility, One Team	Place organizational success above individual priorities and work together to maintain a team-oriented culture.
Speak Up, Lead, and Care for All	Lead and foster an environment of shared responsibility where everyone feels valued and empowered to perform their job.
Know and Do the Right Thing	Uphold the trust and confidence of the community and the organization.
Continuously Improve	Plan thoughtfully, set realistic expectations, and learn when things do not turn out as expected.
Be Convenient	Anticipate expectations and provide a positive experience.
Be Resilient	Be prepared to adapt to and recover from disruptions.
Be Flexible and Innovative	View challenges as opportunities and pursue new solutions.

Proposed FY 2025 Strategic Goals

#	Strategic Goal	Goal Measures	Q1	Q2	Q3	Q4
1	Customer and Community	Customer Satisfaction Survey benchmark organizational characteristics by the vendor (Great Blue) at or above the Texas organizational characteristics of 56.6%. Measurement data from Public Power Data Source (new number out in January 2025)				
2	People and Culture	Maintain Gallup engagement survey participation above 80%				
3	People and Culture	Pulse survey resulting in at least 50% of participants ranking of "Improved" or higher on implemented initiatives from approved engagement survey action item themes				
4	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)				
5	Infrastructure and Technology	Maintain Information Technology Systems Reliability ≥ 98% uptime for production systems				
6	Infrastructure and Technology	Infrastructure Leakage Index (ILI) <3.0 over a three-year rolling average				
7	Infrastructure and Technology	Wastewater Treatment Compliance Events - Maintain >98% compliance				
8	Financial Excellence	Maintain a competitive bond rating - maintain a bond rating of ≥ A+				
9	Safety and Security	Manage preventable damage to equipment incidents to ≤ 2.7 incidents or fewer per 100 employees				
10	Safety and Security	Manage preventable damage to vehicle to ≤ 10 incidents or fewer per 1,000,000 miles driven				
11	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				

Proposed FY 2025 Annual Priorities

#	Annual Priority	Objective of Milestone	Q1	Q2	Q3	Q4
1	Electric Transportation (ET) Program Creation	Phase 1 of program design completed, and phase 2 contract executed				
2	Integrated Resource Plan	Present the final Integrated Resource Plan to the Board				
3	Power Supply (The Energy Authority) Roadmap	Update Energy Risk Management Policy to include Phase 1 Roadmap changes				
4	Enterprise Asset Management	Finalize Strategic Asset Management Plan Update including departmental roadmaps				
5	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				
6	NBU HQ	Complete 100% design and construction drawings				
7	Emergency Management	Complete the general standardization of all NBU Emergency Management Plans into one core Plan, 100% completion by end of FY25				
8	Optimizing Customer Experience	Solicit request for proposal for customer experience project and execute contract with consultant				
9	Communication Plan	Engage consultant to establish baselines around current community engagement and begin phase I implementation and measurement				

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Proposed FY 2025 Performance Measures Payout

70% for Strategic Goals: \$430,500 (75% for full payout)
30% for Annual Priorities: \$184,500 (100% for full payout)
Total Payout Budget: \$615,000

Currently, the anticipated payout is 100%

Questions



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