



NBU Fiscal Year 2024 Strategic Plan Results

Wednesday, August 29, 2024



Agenda

- **NBU Mission, Vision, and Core Values**
- **NBU Guiding Principals and Definitions**
- **FY24 Strategic Goals**
- **FY24 Strategic Goals Results**
- **FY24 Annual Priorities**
- **FY24 Annual Priorities Results**
- **FY24 Performance Measure Payout**
- **Current Levels of Service and Key Performance Indicators**
- **Questions**

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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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. |

FY 2024 Strategic Goals Overview

A strategic goal is a long-term objective that guides NBU toward achieving its mission and vision.

Six Strategic Goals are the umbrella for the Annual Priorities.

The Strategic Goals serve as 30% of the Performance Measures.

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FY 2024 Strategic Goals | Results

| # | 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 Texas Organizational Characteristics of 56.6%. Measurement data from Public Power Data Source (PPDS). | On Track | On Track | Off Track | Did Not Meet |
| 2 | People and Culture | Maintain Gallup employee engagement survey participation > 80% | On Track | On Track | On Track | Complete |
| 3 | People and Culture | Implement select recommendations as presented from the Employee Experience Team | On Track | On Track | On Track | Complete |
| 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) | On Track | On Track | On Track | Complete |
| 5 | Infrastructure and Technology | Maintain Information Technology Systems Reliability ≥ 97% uptime for production systems | On Track | On Track | On Track | Complete |
| 6 | Infrastructure and Technology | Infrastructure Leakage Index (ILI) < 3.0 over a three-year rolling average | On Track | On Track | On Track | Complete |
| 7 | Infrastructure and Technology | Wastewater Treatment Compliance Events – maintain > 98% compliance | On Track | On Track | On Track | Complete |
| 8 | Financial Excellence | Maintain a competitive bond rating of A or greater | On Track | On Track | On Track | Complete |
| 9 | Safety and Security | Maintain equipment damage incidents to ≤ 2.7% per 200,000 man-hours worked | On Track | On Track | On Track | Complete |
| 10 | Safety and Security | Manage preventable damage to vehicles at ≤ 10 incidents per 1,000,000 miles driven | On Track | On Track | On Track | Complete |
| 11 | Stewardship | Two year project priority list with SMART goals established and approved by One Water Advisory Council by end of FY 2024 | On Track | On Track | On Track | Complete |

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

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FY 2024 Annual Priorities Overview

Annual Priorities focus on mission-critical initiatives to move NBU forward.

NBU will have flexibility to adapt/modify the Annual Priorities based on immediate needs throughout the fiscal year.

The Annual Priorities will serve as 30% of the performance measure.

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FY 2024 Annual Priorities | Results

| # | Annual Priorities | Objective or Milestones | Q1 | Q2 | Q3 | Q4 |
|---|--|--|----------|----------|----------|----------|
| 1 | Electric Transportation (ET) Program Creation | Contract with consulting firm signed | On Track | On Track | On Track | Complete |
| 2 | Water Efficiency | Define framework for calculating and measuring water use efficiency and a timeline for implementing the framework. | On Track | On Track | On Track | Complete |
| 3 | Integrated Resource Plan | Complete draft of the resource plan | On Track | On Track | On Track | Complete |
| 4 | Enterprise Asset Management | Execute contract with consulting firm | On Track | On Track | On Track | Complete |
| 5 | Enterprise Project Management | Build Enterprise level Project Management Information System and begin training and roll-out | On Track | On Track | On Track | Complete |
| 6 | NBU HQ | Close on the HQ property | On Track | On Track | On Track | Complete |
| 7 | Emergency Management | Standardize Emergency Management Plans into one Emergency Management Plan that addresses risks and events, targeting 50% completion. | On Track | On Track | On Track | Complete |
| 8 | Power Supply (The Energy Authority) Roadmap | Implement or continue implementing the tasks and projects contained within Phase 1 of the TEA Roadmap | On Track | On Track | On Track | Complete |
| 9 | ***Optimizing Customer Experience | Publicly solicit the request for information for the Customer Experience Project | On Track | On Track | On Track | On Hold |

*** Indicates a change was made to the FY24 Annual Priority

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

FY 2023 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

The FY24 Performance Payout was 100%

Questions



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