

FY27 Performance Measures and Annual Priorities

FY 2027

Strategy and Research Department

June 25, 2026



Strategic Goals – (What We Aim to Do)

- **CUSTOMERS AND COMMUNITY**

We provide a customer-first focus and commit to innovative solutions to improve the customer experience.

- **PEOPLE AND CULTURE**

We care for our employees, build on our team-oriented culture, promote ethical behavior and prepare our team to meet the challenges ahead.

- **INFRASTRUCTURE AND TECHNOLOGY**

We maintain reliable and resilient systems through responsible planning, asset management, and innovative technologies that align with the strategic direction of the organization.

- **FINANCIAL EXCELLENCE**

We practice sound financial management to be responsible stewards of public funds.

- **SAFETY AND SECURITY**

We strive to place security and safety as the highest priorities for every employee and customer.

- **STEWARDSHIP**

We commit to preserve and protect community resources through planning, innovating, collaborating and educating.

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

NBU NEW BRAUNFELS
UTILITIES

FY 27 Performance Measures – (How We Measure It)

Strategic Goal	Strategic Measure (Lagging Indicator)
Customer and Community	Improve the Customer Scores by 7% , and/or reaching the Texas average industry standard benchmark
Safety and Security	Achieve a Safety Meeting Compliance Rate $\geq 90\%$ for all Departments
Safety and Security	Safeguard an OSHA Incident Rate ≤ 3 Incidents per 100 Employees per year
Financial Excellence	Meet or exceed A+/A1 from a minimum of two rating agencies annually
People and Culture	Sustain $\geq 89\%$ Retention Rate for the Fiscal Year
Stewardship	Reduce NBU GPCD by 1% Based off the 2024 10-year Average in both FY26 & FY27
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)
Infrastructure and Technology	Ensure Technology System Reliability $\geq 98\%$ uptime for production systems
Infrastructure and Technology	Achieve and Maintain an Infrastructure Leakage Index (ILI) ≤ 3.0 over a three-year rolling average
Infrastructure and Technology	Wastewater Treatment and Compliance Events- Maintain $> 98\%$ Compliance

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FY 27 Performance Measures – (How We Measure It)

Strategic Goal	Strategic Measure (Leading Indicators)
Customer and Community	Speed to Answer and First Contact Resolution
Safety and Security	Monthly Safety Audits and Safety Audit Findings Rate
Safety and Security	Quarterly Safety Meetings and Audited Safety/Tailboard Meetings % Completion
Financial Excellence	Days Cash on Hand, Debt Capitalization Ratio, and Debt Service Coverage
People and Culture	Monthly Stay Interviews, New Hire Interviews, and Learner Satisfaction Rate
Stewardship	Meaningful Engagement for Water Reduction and Conservation Related Initiatives
Infrastructure and Technology	Customer Feeder Count, Tree Trimming, and Locate Accuracy
Infrastructure and Technology	Tech Systems Monitoring, Critical Platforms past EoL, End Point Device Protection, and Critical Hardware past EoL
Infrastructure and Technology	> 80% Maintenance Schedule Compliance for Water Operations – Distribution System
Infrastructure and Technology	Solids Levels +/- 20% and >80% Maintenance Schedule Compliance for Water Treatment and Compliance – WW Facilities

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FY27 Annual Priorities – (Company Focused Projects)

Customer Experience

- Implement targeted optimization CS initiatives on Response Time, Quality Assurance, Operations/Technology Efficiencies and Communication Adoption.

Technology Modernization

- Select Financial System and Begin Implementation
- Select Customer Information System

Strategic Plan

- Execute Communication Plan
- Select Lagging and Leading Indicators
- Align Strategic Focus Areas with FY28/29 2-year Rate Plan

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QUESTIONS

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