



Meeting Date: June 25, 2026 **Agenda Type:** Action Items

From: Andrew Cummings **Reviewed by:** Andrew Cummings
Director of Customer Solutions Director of Customer Solutions

Submitted by: Amanda Collins **Approved by:** Ryan Kelso
Chief Customer Officer Chief Executive Officer

RECOMMENDED ACTION: Discuss and Consider Authorizing the CEO or His Designee to Execute a First Amended and Restated Professional Services Agreement with the San Antonio Food Bank d/b/a New Braunfels Food Bank for the Utility Bill Assistance Program

BACKGROUND

On February 29, 2024, New Braunfels Utilities (“NBU”) entered into a Professional Services Agreement (the “Original Agreement”) with San Antonio Food Bank d/b/a New Braunfels Food Bank (the “Professional”). The Professional will accept utility assistance applications, qualify applicants, determine the eligibility level per applicant, and disburse electronic vouchers to approved applicants.

To ensure continuity of the program with the budgeted annual funds, NBU staff requests the Board of Trustees update the following criteria which must be met for a customer to qualify: (a) the applicant must be the NBU account holder; (b) the applicant must qualify as a low-income household at or below 150% of federal poverty level (“FPL”) guidelines; and (c) the applicant must demonstrate need, as determined through the application process.

FINANCIAL IMPACT

The total financial impact of the Agreement with “the Professional” is not to exceed the lesser of (i) fifteen percent (15%) of the distributed Program funds for each Term or (ii) \$90,000.00. For the duration of the Agreement, NBU shall not exceed the lesser of (i) fifteen percent (15%) of the distributed Program funds for the duration of the Agreement, or (ii) \$450,000.00. These funds are currently budgeted within NBU’s Fiscal Year 2024 through Fiscal Year 2029 NBU Board Approved budget.

LINK TO STRATEGIC PLAN

Customers and Community

Financial Excellence

EXHIBITS

1. First Amended and Restated Professional Service Agreement with San Antonio Food Bank d/b/a New Braunfels Food Bank
2. 2024 Professional Service Agreement with San Antonio Food Bank d/b/a New Braunfels Food Bank
- Redlined