

# CONNECTIONS



SUMMER 2019

BROUGHT TO YOU BY **NBU** NEW BRAUNFELS  
UTILITIES



CEO Message



Dear Friends:

Summer is an exciting time in our community as we welcome many visitors who share our beautiful rivers, parks, and great entertainment venues. I believe that one of the reasons New Braunfels is such a special place to live, and visit, is because of our beautiful natural resources. To help conserve our precious water supply, the City of New Braunfels Code of Ordinances was recently updated to support conservation efforts. The Ordinance changes, which went into effect June 1, include non-drought watering guidelines

and solutions to manage our water supply with a common sense approach.

I hope you find this edition of NBU Connections informative. We are excited to share information about how NBU is working to improve the delivery of water and wastewater services, and an overview of NBU’s Aquifer Storage and Recovery program. Plus, understanding the quality of your drinking water is important, and you’ll learn about NBU’s superior quality rating for its water supply.

With summer in full swing, NBU customers will see Energy Action Days announced monthly through September. Learn how you can take targeted steps to conserve energy and help reduce demand during peak times, which may also help reduce your monthly electric bill.

I am thankful for our team of employees - your friends, family, and neighbors, who are working daily to make a difference as they provide essential services to our community. I hope you enjoy meeting two of them in the Employee Spotlight.

In closing, I would like to thank the advertisers who make this publication possible, and I wish you a safe and fun-filled summer.

Sincerely,

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**MISSION:**  
Enhancing the quality of our community by providing innovative essential services.

**VISION:**  
NBU will be recongnized as a trusted community partner dedicated to excellence in service.

**CORE VALUES:**  
Safety • Integrity  
Team • Stewardship

**NBU MAIN OFFICE**  
263 Main Plaza, New Braunfels, TX 78130

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**After Hours, Weekends and Holidays for OUTAGES OR SERVICE ISSUES**  
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**FOR MORE INFORMATION VISIT:**  
nbutexas.com

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Thank you to the City of New Braunfels Parks and Recreation Department for allowing use of Fischer Park for the cover photo of this issue.

# Knowing the New Watering Guidelines is What Matters

Changes to the City of New Braunfels Code of Ordinances went into effect on June 1, 2019. These changes allow New Braunfels Utilities customers to water **TWO DAYS PER WEEK** during non-drought. Watering methods and times will remain the same as indicated in the chart (right). Additionally, water should never flow onto impervious surfaces, such as streets, driveways, or sidewalks. The new watering schedule is based on the last digit of your address.

“One of the ways we are improving water resiliency is to respond to urgent conditions and to adjust when and how we go in and out of water stage,” said NBU CEO Ian Taylor. “Any savings there can make a big difference in overall water use.”

Four main changes were made to the New Braunfels Code of Ordinances:

- 1. Customers may sprinkle or irrigate two days of the week in non-drought conditions.
- 2. The Code Ordinance changes now apply to all NBU customers, including those outside the city limits.
- 3. More time is required to trigger water restrictions (rolling 10-day average); and less time is required to adjust them when conditions improve (15 consecutive days).
- 4. Mechanical failures or water capacity issues with NBU infrastructure may trigger drought-stage conditions.

Violations of the Ordinance may result in criminal penalties up to \$1,000 per day or termination of water and electric services.

A complete copy of the Water Conservation and Drought Management Plan can be found at [nbutexas.com/conservation](http://nbutexas.com/conservation).



**ABOUT THE NBU COVER FAMILY:** Delia Saucedo-Milam and Austin Milam

“NBU doesn’t just provide our water service,” said Delia Saucedo-Milam, Development Director for the Crisis Center of Comal County. “NBU is super-involved in the community. They give a lot to the United Way of Comal County, which gives back to local nonprofits, like the Crisis Center.” Adds Austin Milam, “We feel a special connection with NBU!” Both live and serve in New Braunfels.

## NON-DROUGHT

Watering with a sprinkler or irrigation system is allowed **two days per week** based on the last digit of the address. Must occur BEFORE 10:00 a.m. and AFTER 8:00 p.m.

LAST DIGIT	WATERING DAYS
0, 2, 4, 6, or 8	Monday/Thursday
1, 3, 5, 7, or 9	Tuesday/Friday

Watering with a hand-held hose, bucket, drip irrigation system, or a soaker hose that does not spray water in the air is allowed any time on any day.

## STAGE 1

Watering with a sprinkler or irrigation system is allowed **one day per week** based on the last digit of the address. Must occur BEFORE 10:00 a.m. and AFTER 8:00 p.m.

LAST DIGIT	WATERING DAY
0 or 1	Monday
2 or 3	Tuesday
4 or 5	Wednesday
6 or 7	Thursday
8 or 9	Friday

Watering with a hand-held hose, bucket, drip irrigation system, or a soaker hose that does not spray water in the air is allowed any time on any day.

## STAGE 2

Watering with a sprinkler or irrigation system is allowed **one day per week** based on the last digit of the address. Must occur BEFORE 10:00 a.m. and AFTER 8:00 p.m.

LAST DIGIT	WATERING DAY
0 or 1	Monday
2 or 3	Tuesday
4 or 5	Wednesday
6 or 7	Thursday
8 or 9	Friday

Watering with a hand-held hose, bucket, drip irrigation system, or a soaker hose that does not spray water in the air is allowed on any day BEFORE 10:00 a.m. and AFTER 8:00 p.m.

## STAGE 3

Watering with a sprinkler or irrigation system is allowed **one day per week every other week**, on assigned day, beginning on the second Monday after Stage 3 has been declared. Must occur BEFORE 10:00 a.m. and AFTER 8:00 p.m.

LAST DIGIT	WATERING DAY
0 or 1	Monday
2 or 3	Tuesday
4 or 5	Wednesday
6 or 7	Thursday
8 or 9	Friday

Watering with a hand-held hose, bucket, drip irrigation system, or a soaker hose that does not spray water in the air is allowed on any day BEFORE 10:00 a.m. and AFTER 8:00 p.m.

## STAGE 4

All watering activities will be determined by New Braunfels Utilities.

For the current watering stage or to schedule a free water or irrigation assessment, visit [nbutexas.com/conservation](http://nbutexas.com/conservation) or call **830.608.8925**.



# Energy Action Days

During last year's record-breaking heat wave, New Braunfels Utilities (NBU) launched a new program to ask customers to quickly reduce their energy use on days when strain on the electric grid was high, known as Energy Action Days. With temperatures rising, NBU called its first Energy Action Day on June 9 for summer 2019. New Braunfels Utilities will continue to utilize this program between the months of June through September to call upon customers to reduce energy usage when demand is forecasted to be at its highest.

In Texas, peak demand typically occurs between 3:00 and 7:00 p.m. during the summer. These times correspond to the hours when temperatures are reaching their highs for the day across the state.

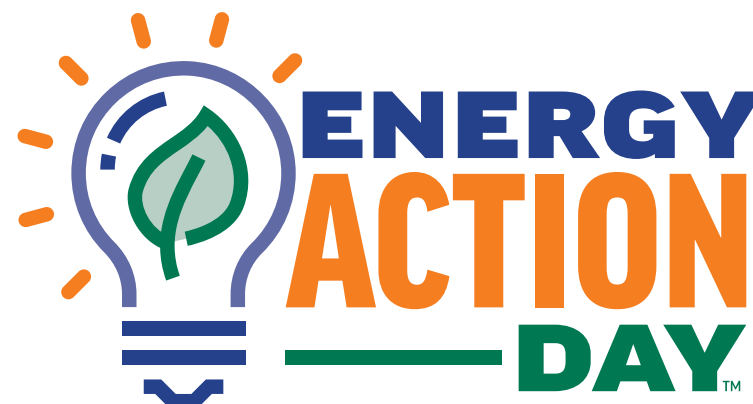
"This is a voluntary program," said Ashley Van Booven, NBU's Demand Response Coordinator who manages the Energy Action Day program. "While NBU promotes year-round energy efficiency, the goal of the Energy Action Day program is to ask customers to take targeted steps such as turning up the thermostat two to three degrees, closing window shades

and blinds, and not using large appliances on specific times and days when electric demand is especially high."

The Energy Action Day program is designed to notify customers in advance to take specific steps to reduce energy usage when an Energy Action Day is predicted. "Due to frequent changes in forecasts, especially when it comes to weather, we can usually give no more than one day's notice with confidence," said Van Booven. Van Booven monitors weather and other electrical system conditions in New Braunfels and across the state of Texas.

Energy Action Days are announced on social media, specifically Facebook, at [facebook.com/newbraunfelsutilities](https://facebook.com/newbraunfelsutilities), and Twitter @nbutexas, and on the NBU website at [nbutexas.com](https://nbutexas.com). When customers see the Energy Action Day icon (pictured to the right), that means an Energy Action Day is expected or in progress.

The objective of the Energy Action Day program is to reduce energy use, which in



turn reduces strain on the electric grid and could possibly reduce overall power costs.

"Every little bit helps," said Van Booven. "Individually, you may not think that turning on a fan while turning up your thermostat will make a difference, but if all NBU electric customers were to do that, it would make a significant impact."

For more advanced energy saving tips, refer to the Energy Efficiency section of NBU's website at [nbutexas.com](https://nbutexas.com), or contact NBU Environmental Affairs at 830.608.8925.

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# Energy Efficiency is what matters.


## PREPARE FOR AN ENERGY ACTION DAY.

Did you know you can help manage your New Braunfels Utilities bill by conserving energy? Customers can help by taking the following conservation steps, especially during peak demand hours of 3:00 to 7:00 p.m.

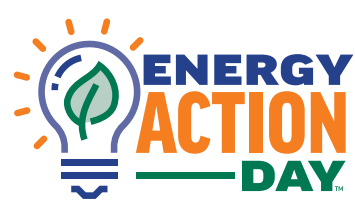
Businesses should minimize the use of electric lighting and electricity-consuming equipment, as much as possible.




Commercial customers of electricity should consider reducing nonessential production processes.




AT WORK




Set the thermostat two to three degrees higher; set programmable thermostats to higher temperatures when no one is home.




Use fans to feel four to six degrees cooler.




Set pool pumps to run early morning or overnight; shut off from 3:00 to 7:00 p.m.




Avoid using large appliances (i.e. ovens, washing machines, etc.), during peak demand hours of 3:00 to 7:00 p.m.




Ensure that your air filters are kept clean and replaced regularly to increase efficiency.




In the summer, close window blinds/shades during the day. Also, solar screens will help reduce heat gain.




Ensure doors and windows are sealed properly. Any light through the door indicates a penetration of air coming into the home.



Check the temperature of water heaters. An average temperature of a water heater should be around 120 degrees



Turn off lights, computers, and other electronic devices whenever possible. Replacing regular incandescent bulbs with more efficient light emitting diode bulbs (LED).



AT HOME



# Consumer Confidence Report

Every year, community water systems across the country are tested by state and federal regulatory agencies to ensure safe, high-quality public water supplies. These water systems, such as NBU, supply 90 percent of the country's drinking water.

The Safe Drinking Water Act requires data be collected and evaluated for every community water system, and each is rated as "Approved" or "Superior." The results are published in a yearly Consumer Confidence Report (CCR).

Annually, by July 1, public water systems are required by the United States Environmental Protection Agency (EPA) to make the CCR available to customers. New Braunfels Utilities has released its report which is based on tests conducted between January 1 and December 31, 2018 and has again received a "Superior" rating.

The report summarizes the quality of water supplied through the NBU distribution

system (not from private wells). Water quality is measured by the number, type, and quantity of certain minerals and contaminants that find their way into its sources of water — the Edwards and Trinity aquifers, Canyon Reservoir, and Guadalupe River.

The Environmental Protection Agency (EPA) strictly limits the amount of contaminants to ensure tap water is safe to drink. New Braunfels Utilities closely monitors its water supplies throughout the year.

The report is available at [nbutexas.com/2019waterreport](http://nbutexas.com/2019waterreport). Copies are available at the Main Office, at 263 Main Plaza or contact NBU at 830.629.8400.

For 60-years NBU has provided sustainable, affordable, and safe drinking water to the New Braunfels Community.



Sources of drinking water include rivers, lakes, streams, ponds, reservoirs, springs, and wells.

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# Water Management is What Matters

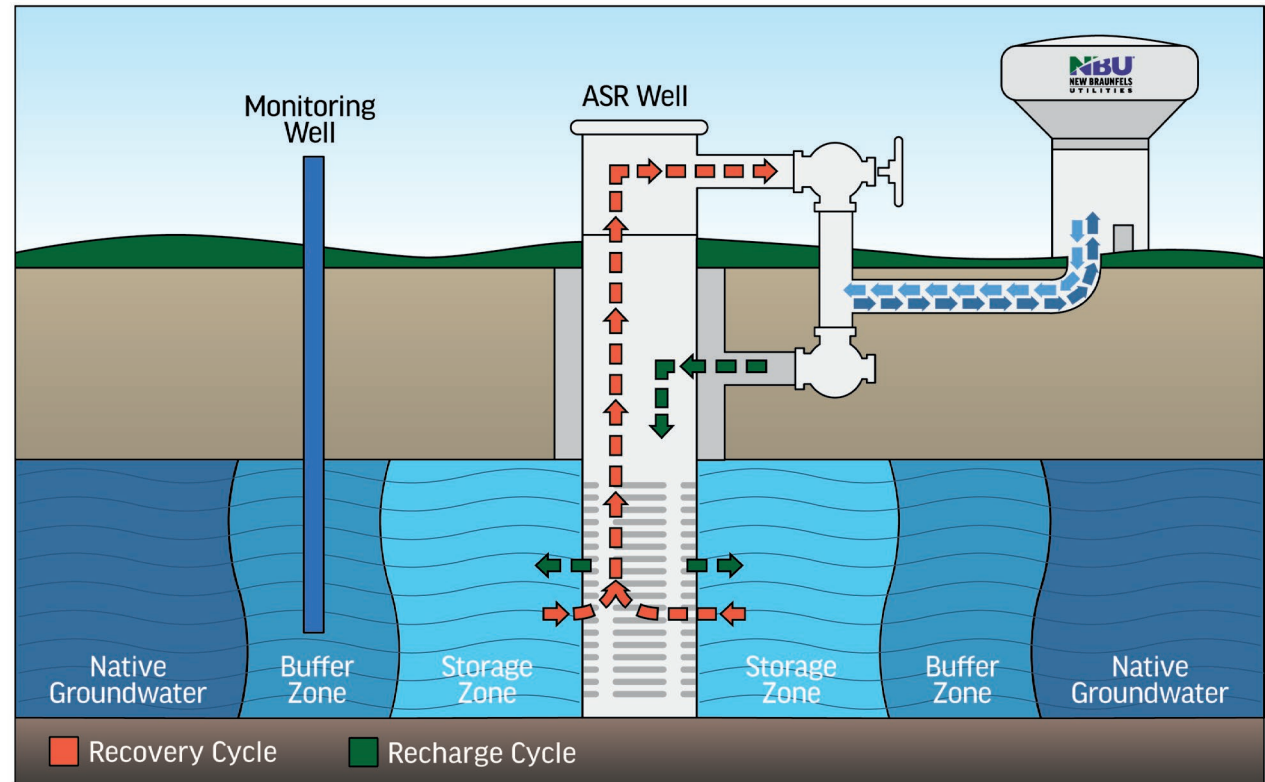
## What is an Aquifer Storage and Recovery Program?

An Aquifer Storage and Recovery (ASR) program will enable New Braunfels Utilities (NBU) to store drinking water in the brackish Edwards Aquifer when there is excess portion of the water available and recover that water during drought, or to meet peak demands. An excellent location for the ASR in the NBU service territory is near the New Braunfels Regional Airport. The goal is to store 14,000 acre-feet of water. To meet NBU's needs, the wellfield will include ASR wells and monitoring wells. Preliminary estimates indicate that each ASR well will be capable of recharging/injecting at a rate of about 0.5 million gallons per day (mgd) and recovering/pumping at a rate of about 1.0 mgd. Depending on the quantity of wells and the timing of their construction, the cost of the ASR program could be in the range of \$22 to \$25 million.

## Why an ASR as part of the Water Management Strategy?

An ASR is a very valuable management strategy which will allow NBU to more fully

## How does an ASR Work?



and more efficiently use its existing water rights from the Texas Commission on Environmental Quality (TCEQ), its contract for stored water in Canyon Reservoir, and

its groundwater permits from the Edwards Aquifer Authority (EAA) and the Comal Trinity Groundwater Conservation District (CTGCD).



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# New Braunfels Utilities Aquifer Storage and Recovery Program Timeline

## Aquifer Storage and Recovery Feasibility Study

In 2012, Arcadis-US, Inc. (Arcadis) completed a preliminary evaluation of an ASR for NBU. Based on this feasibility study, the Arcadis team and NBU concluded that developing an ASR can serve as a valuable water management strategy. The major conclusions and recommendations from the study included gathering additional data on the brackish Edwards Aquifer at or near the New Braunfels Regional Airport.



Cascade Drilling Rig

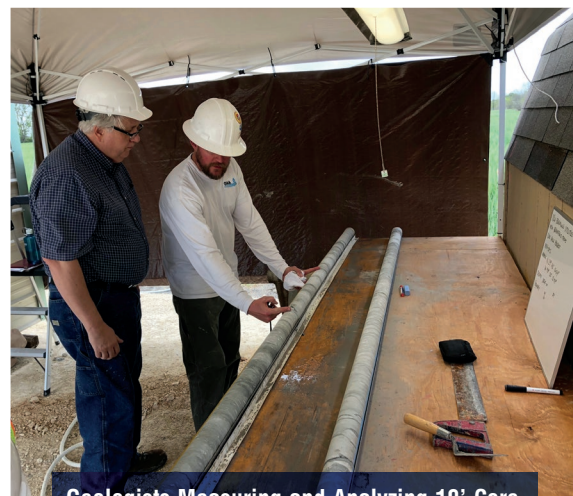
2012

2015

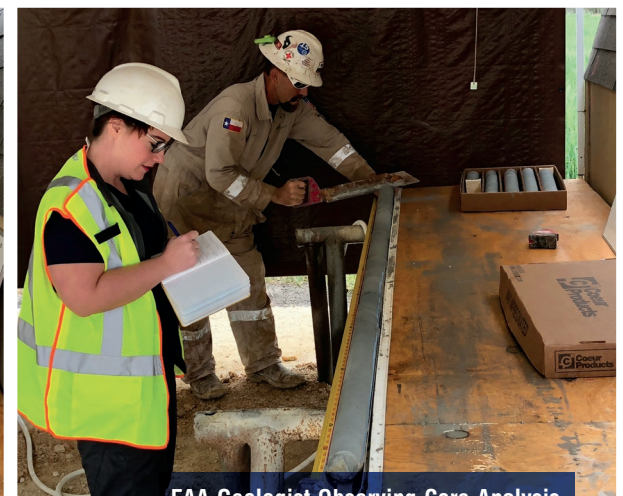
## Texas Water Development Board - Funded Data Collection Project

In 2015, NBU and the EAA submitted an application for funding support for the ASR project from the Texas Water Development Board (TWDB). Based on a competitive process, the TWDB awarded funding to EAA and NBU for:

- Designing and constructing a wire line core and a monitor well in the brackish portion of the Edwards Aquifer on NBU property near the New Braunfels Regional Airport.
- Collecting data from the core and the well. The results of Phase Two of the ASR project were very encouraging. As a result, NBU proceeded with design and construction of full-scale ASR demonstration well.



Geologists Measuring and Analyzing 10' Core



EAA Geologist Observing Core Analysis





Kutscher Drilling Rig

## Demonstration ASR Well Permitting, Design, and Construction

Phase Three of the ASR project has been divided into two sub-phases:

- **Phase Three A** services approved by the NBU Board of Trustees, December 13, 2018, included:
  - TCEQ permitting
  - Detailed design of the demonstration ASR well and the required monitoring wells.

The necessary permits and technical plans and specifications for bidding purposes were provided to allow construction on Phase Three B to begin in June 2019.

- **Phase Three B** will include the installation of the ASR demonstration well and three monitoring wells in the Edwards Aquifer at or near the New Braunfels Regional Airport.

December 6, 2018:  
House Bill 481 Filed

January 29, 2019:  
Senate Bill 520 Filed

2018

2019

2020

April 2, 2019:  
House Bill 481 Voted Favorably  
Out of House Committee

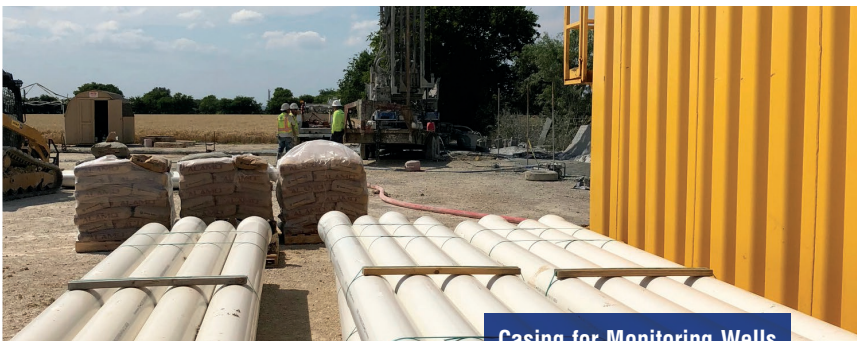
May 22 2019:  
Senate Bill 520 Passed and  
Sent to Governor

## Aquifer Storage and Recovery Wellfield Expansion

The NBU ASR wellfield will be expanded based on the results of Phase Three of the project. Based on discoveries found through Phase One and Two, it is estimated that there will be a need for nine total ASR wells.

## WHAT'S NEXT

Senate Bill 520 Effective September 1, 2019  
Bill Becomes Law



Casing for Monitoring Wells

# Planning for the Future is What Matters

In 1959 the City of New Braunfels transferred operations of the water and wastewater systems to New Braunfels Utilities



Mike Short

(NBU). Since that time, the responsibility to supply this essential service has been at the forefront of NBU's mission, vision, and core values.

"Water supply and water infrastructure are two sides of the same coin," said Director of NBU Water Services, Mike Short. "On one side you have water supply. New Braunfels Utilities benefits from a diverse water supply that comes from groundwater and surface water sources including the Trinity and Edwards Aquifers, the Guadalupe River, and rights to stored water in Canyon Lake. Water infrastructure is the treatment plants, pumping stations, storage tanks, and pipelines used to deliver water to our customers."

New Braunfels Utilities' infrastructure needs are identified in comprehensive water and sewer system Master Plans which are updated annually. The results of the master plans are the basis of NBU's Capital Improvement Plans (CIP) which address the infrastructure needs to treat, store, pump, intercept, and/or distribute water and wastewater throughout the system.

New Braunfels Utilities' water supply needs are identified in a comprehensive Water Resources Plan which is also updated annually. The Water Resource Plan contains NBU's strategy for ensuring a plentiful water supply for our community for generations to come. This plan is also updated annually.

The Water Resources Plan (Plan) forecasts demand based on rapid population growth and identifies new, reliable water supply sources to ensure our water supply remains resilient even during a repeat of the Drought of Record, which was a ten-year period that occurred during the 1950's. The Plan anticipates population growth to continue at a high rate of six percent per year for the NBU service area. Conservation measures are a cornerstone of the Plan because water conserved is

water we don't have to buy, treat, pump, and store. In effect, conservation is the cheapest form of water supply.

New Braunfels Utilities' near term water supply projects include the GBRA Mid-Basin project, the expansion of the Surface Water Treatment Plant, and the expansion of the Trinity Aquifer Wellfield project.

- **GBRA Mid-Basin Project** – This is a GBRA treated groundwater project drawing water from a wellfield in Gonzales County. In 2023 GBRA will deliver 8,000 acre-feet per year of treated water to NBU's future Weltner Pump Station near Highway 46 and Weltner Road.
- **Surface Water Treatment Plant Expansion (SWTP)** - currently, NBU's water supply includes rights to more water than the SWTP has capacity to treat. The plant expansion, along with the addition of new Canyon Reservoir water rights will double the treatment capacity of the plant.
- **Trinity Aquifer Wellfield Expansion** – currently NBU draws and treats water from four wells in the Trinity Aquifer. The expansion is anticipated to increase water production from 3,700 acre-feet per year to about 7,000 acre-feet per year.



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New Braunfels Utilities' Water and Wastewater Master Plans evaluate the ability of NBU's infrastructure to meet peak system demands and identifies projects to add capacity where needed. While the Master Plans have a 25-year planning horizon, the first five years of projects contain approximately \$500 million for water and wastewater improvements. Some of the five year projects include:

- Gruene Wastewater Treatment Plant Relocation and Expansion - this project not only relocates the existing plant out of the floodplain, it provides additional treatment capacity to serve future growth. The project includes two major wastewater pipelines, each about a mile long.
- Avery Park Water Main – this project will include approximately five miles of water transmission pipe along Highway 46 from IH-35 to the Avery Park elevated storage tank. This project is scheduled to be online by fall of 2020 and will support the anticipated growth along Highway 46.

Aquifer Storage and Recovery (ASR) – this will be constructed on the New Braunfels Regional Airport. The ASR will allow NBU to store treated drinking water into the brackish Edwards Aquifer. New Braunfels

Utilities obtained approval in the recent Texas Legislative Session for a change to a state law allowing for the project to progress.

The majority the projects take several years to complete; however, some projects have



been accelerated to be completed in one-half to one-third of the time, to add essential capacity to keep up with growth. To meet near-term daily demands, a number of smaller projects have been recently completed to fill the gap while the larger

projects are underway. The larger projects include:

- Seguin Interim Interconnect - this project brings on additional 1,100 acre-feet per year of supply to the NBU system, and will add one million gallons a day (MGD) additional pumping capacity to our system. This additional capacity will allow NBU to meet the anticipated summer demands caused by growth along the Highway 46 corridor from Avery Park to FM 758.
- Surface Water Treatment Plant High Service Pump – This project is the addition of pumping capacity and improvements to the water pipeline network; adding 1.5 MGD.

“Planning for our community’s water supply and infrastructure to stay ahead of growth is essential to NBU’s mission,” said Ian Taylor, NBU’s CEO. “Whether it’s working with developers to allow new development paced with NBU’s capacity projects, or working with customers to conserve water through programs like Customer and Satellite leak detection, NBU’s focus on its mission to provide innovative essential services will not change. It is a privilege to have this responsibility during a historic time of growth in our community.”

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# Understanding the Facts About Hard Water

## DOES NEW BRAUNFELS HAVE HARD WATER?

Yes, the source water for New Braunfels ranges between 13.7 and 17.4 grains per gallon. According to the chart below, it is considered ‘very hard’ water.

WATER HARDNESS CLASSIFICATION	GRAINS PER GALLON (GPG)	MILLIGRAMS PER LITER (MG/L)
Soft Water	0 - 1	0 - 17.1
Slightly Hard Water	1 - 3.5	17.1 - 60
Moderately Hard Water	3.5 - 7.0	60 - 120
Hard Water	7.0 - 10.5	120 - 180
Very Hard Water	> 10.5	> 180

## WHY IS WATER SO HARD?

We use several different sources of water in our service area. Due to local geology, mineral deposits – most often calcium and magnesium – build up in water as it travels through the soil.

## WHAT ARE SIGNS OF HARD WATER?

- Reduced effectiveness and suds of soaps and detergents
- Soap scum left on showers, tubs, and sinks
- Scale buildup on pipes and water appliances
- Film remains on skin after bathing.

## IS HARD WATER BAD FOR ME TO DRINK?

No, there are no adverse health effects from drinking hard water. In fact, your body needs minerals such as calcium and magnesium, and some studies show that hard water has been linked to lower mortality rates for cardiovascular disease.

## IF YOU DON'T LIKE HARD WATER; WHAT TO DO?

While it is perfectly safe to use and consume hard water, the most common approach to reducing the hardness of the water in the home is through an ion exchange water softener. Other methods for softening water include reverse osmosis treatment, magnetic filtering, and boiling. Setting the water heater to a lower temperature will help reduce calcium scale buildup as well.

## WHAT SHOULD THE SETTINGS ON THE WATER SOFTENER BE?

Depending on the type of water softener installed at the home, you may need to set it up based on the hardness of the water (we suggest starting at 13 grains per gallon) and the average water usage of the home (typically 100 gallons per person per day). In addition, you should consult and follow the manufacturer’s recommendations for your specific type of water softener.

## DOES CHLORINE HAVE AN EFFECT ON A WATER SOFTENER?

Yes, it does. New Braunfels Utilities uses a mixture of chlorine and ammonia as its primary disinfectant to help keep the water safe to drink. Over time, chlorine may degrade the performance of the water softener’s resin beads. Some consumers choose to filter water on its way into the softener. New Braunfels Utilities’ water typically carries a chlorine residual between 2-3 mg/L. The water softener manufacturer or licensed professional can suggest appropriate in-line chlorine filters.

## ADDITIONAL INFORMATION

Visit [nbutexas.com/yourwater](http://nbutexas.com/yourwater) to see the latest copy of our Consumer Confidence Report, or contact NBU at 830.629.8400.

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# Community Events Schedule

An important part of NBU's commitment to the community is providing innovative, educational programs for all ages throughout the year. The McKenna Children's Museum has partnered with the Headwaters at the Comal for fun and learning this summer. Sign up now for FREE summer programs.

## July

- 4 INDEPENDENCE DAY**  
NBU Offices Closed
- 
- 18 NBU and Mini Rain Catchers @ Westside Community Center 4:00 – 5:00 p.m.**  
2932 S. Interstate 35 Frontage Road  
New Braunfels, TX 78130 • 830.221.463  
[newbraunfels.libguides/westside](http://newbraunfels.libguides/westside)
- 
- 18 Youth Summer Fun Series: Owl Pellets @ Headwaters at the Comal, 7:00 – 8:00 p.m.**  
Learn about owls and examine the contents of owl pellets.  
333 E. Klingemann Street  
New Braunfels, TX 78130 • 830.608.8937  
[headwatersatthecomal.com/visit/programs/](http://headwatersatthecomal.com/visit/programs/)
- 
- 20 23rd Annual Texas Lineman's Rodeo @ Nolte Island Recreation Area, begins at 6:45 a.m.**  
Saturday features all-day competitions among line workers from across the state.  
5 miles outside Seguin, TX, off FM 466 and GBRA Access Road  
830.386.4423 • [tla.org](http://tla.org)

## August

- 13 Intro to Bat Detection @ Headwaters at the Comal, 8:00 – 9:00 p.m.**  
Learn about bats in our area and tricks to locate them in your neighborhood from Bat Conservation International  
333 E. Klingemann Street  
New Braunfels, TX 78130 • 830.608.8937  
[headwatersatthecomal.com/visit/programs/](http://headwatersatthecomal.com/visit/programs/)
- 
- 15 Solar Oven with NBU @ Westside Community Center 4:00 – 5:00 p.m.**  
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[newbraunfels.libguides/westside](http://newbraunfels.libguides/westside)
- 
- 15 Youth Summer Fun Series: Rocks Matter! @ Headwaters at the Comal, 7:00 – 8:00 p.m.**  
Learn how geologists study rocks, wash rocks, and classify rocks.  
333 E. Klingemann Street  
New Braunfels, TX 78130 • 830.608.8937  
[headwatersatthecomal.com/visit/programs/](http://headwatersatthecomal.com/visit/programs/)

## September

- 2 LABOR DAY**  
NBU Offices Closed
- 
- 5 Evening Birding Walk @ Headwaters at the Comal, 7:00 – 8:00 p.m.**  
Learn tips for spotting and identifying local birds.  
333 E. Klingemann Street  
New Braunfels, TX 78130 • 830.608.8937  
[headwatersatthecomal.com/visit/programs/](http://headwatersatthecomal.com/visit/programs/)
- 
- 11 Visit NBU at the 31st Annual New Braunfels Business Trade Show, 11:30 a.m. – 6:00 p.m.**  
New Braunfels Civic/Convention Center  
375 S. Castell Avenue  
New Braunfels, TX 78130  
830.625.2385 • [chamberinnewbraunfels.com](http://chamberinnewbraunfels.com)
- 
- 27 126th Annual Comal County Fair Parade @ Downtown New Braunfels**  
Bike and Pet Parade begins at 9:30 a.m., Fair Parade at 10:00 a.m.  
Parade route along San Antonio Street  
Downtown, New Braunfels, TX 78130  
830.625.1505 • [comalcountyfair.org](http://comalcountyfair.org)

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# SAFEhaven<sup>®</sup> in Schools Contest Winners

For more than 35 years New Braunfels Utilities (NBU) personnel have been visiting schools as part of a community-outreach program called SAFEhaven in Schools. Children are taught that, like a parent, policeman, or fireman, an NBU employee can help them if they find themselves in an emergency.

SAFEhaven gives children an alternative to asking for help from people they don't know. This spring, SAFEhaven volunteers, accompanied by mascot, Bucky the Bucket Truck, visited local elementary schools and talked to more than 2,500 children. Students had an opportunity to enter the annual "Draw Bucky" contest for a chance

to win a family membership, lunch, and a class field trip to the McKenna Children's Museum. Winners were chosen from those in kindergarten through the third grade.

This year's top prize went to Daniel Villarreal (kindergarten); McKenzie Yutzy (1st grade); Alina Cruz (2nd grade); and Liliana Zamora (3rd grade).



Daniel Villarreal



McKenzie Yutzy



Alina Cruz



Liliana Zamora

## Lifeguards

a fund for rescuing teens

Our teens are drowning in stress, anxiety, and depression.

# SAVE A LIFE



# 7

## ADOLESCENT SUICIDES IN COMAL COUNTY 2016-2017

### THE OPPORTUNITY

Lifeguards funding assists non-profits that provide suicide prevention programs to lower the number of teens experiencing depression, self-harm, and suicidal thoughts and actions. Will you be a lifeguard?

**DONATE & LEARN MORE: [LIFEGUARDSFUND.ORG](http://LIFEGUARDSFUND.ORG)**



## Employee Spotlight

**Wendy Thompson**

Wendy Thompson doesn't mind commuting two hours a day for her job at New Braunfels Utilities (NBU). "This may sound like a cliché, but it's not," she said. "Being a part of NBU allows me the opportunity to be part of something bigger than myself, with people who really care."

For Thompson, NBU Customer Service Manager, caring is the job! She and her team of customer service and new construction representatives are the everyday face of NBU, who interact the most with customers. "Customer service is about a personal connection and making a difference," she said. "Customer service comes from the heart and the desire to serve others. My team takes that responsibility very seriously."

Thompson talked with pride about the NBU utility bill assistance program and the NBU agreement with the New Braunfels Food Bank, which can help people with life-altering circumstances. "We try to handle those situations with the utmost dignity," she said. "Anyone can fall on hard times."

Looking ahead, Thompson said recent surveys and focus group studies conducted as part of a Journey Mapping process help set the path for an even better customer experience. "We now have 'a roadmap' that outlines what is working well and where we have opportunities for improvement," she said. New Braunfels Utilities is always on a path to continuous improvement.

In almost 19 years of working at NBU, Thompson has participated in many volunteer activities across the community, such as the United Way, and the NBU MedSafe and Community Shred Day programs, and Kinderschuhe.

A focus on her family and home is also Thompson's priority. "That's where I spend my free time when I can," Thompson said. "Free time is family (enjoying the gift of grandchildren) and gardening."

A little more than three years ago Brent Lundmark left his snow blower behind in Kansas to come to a city with, on average, 227 sunny days a year. "I don't miss it," he said with a smile.

Lundmark is the NBU Water Treatment and Compliance Manager, which puts him in charge of wastewater treatment plants, water production plants, groundwater wells, and testing laboratories. That's not all: he oversees the Fats, Oils, and Grease (FOG) program, an industrial pre-treatment program for proper disposal and the maintenance crews who service all the equipment and lift stations in the water and sewer systems.

In his role as Compliance Manager, Brent works closely with the Texas Commission on Environmental Affairs (TCEQ). As such, he is responsible for overseeing water quality and ensuring safe drinking water.

"Since I've been here, we have completed renovations at two wastewater plants, built one wastewater plant—and are in the process of building another—and built a water treatment plant. It is amazing," said Lundmark. "All that infrastructure was needed to meet growth in the area."

His favorite project was a membrane treatment plant, which made once unusable wells affected by water runoff usable again. "It was gratifying to figure out what was going on with those wells," he said.

Like others at NBU, Lundmark feels strongly about public service. He participates in community-focused programs, such as MedSafe and Shred Day, and helps raise money for the annual Walk to End Alzheimers.

"That is one of the big draws at NBU as an organization," he said. "Stewardship is one of our core values. We have a heart for service."

**Brent Lundmark**



# Energy Action Days are what matters.

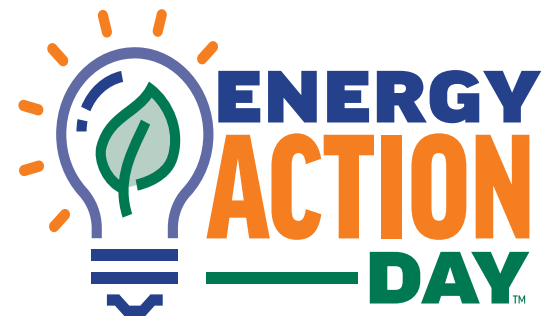
This summer New Braunfels Utilities may encourage you to reduce your overall energy use, especially during peak demand hours of 3:00 to 7:00 p.m. These days are referred to as **Energy Action Days**.



**On an Energy Action Day,  
you can implement targeted energy actions to help:**

- Reduce overall power costs.
- Reduce energy use.
- Reduce strain on the electric grid.

Energy Action Days are announced on [nbutexas.com](http://nbutexas.com) and on [facebook.com/newbraunfelsutilities](https://facebook.com/newbraunfelsutilities).



Learn more at [nbutexas.com](http://nbutexas.com).

