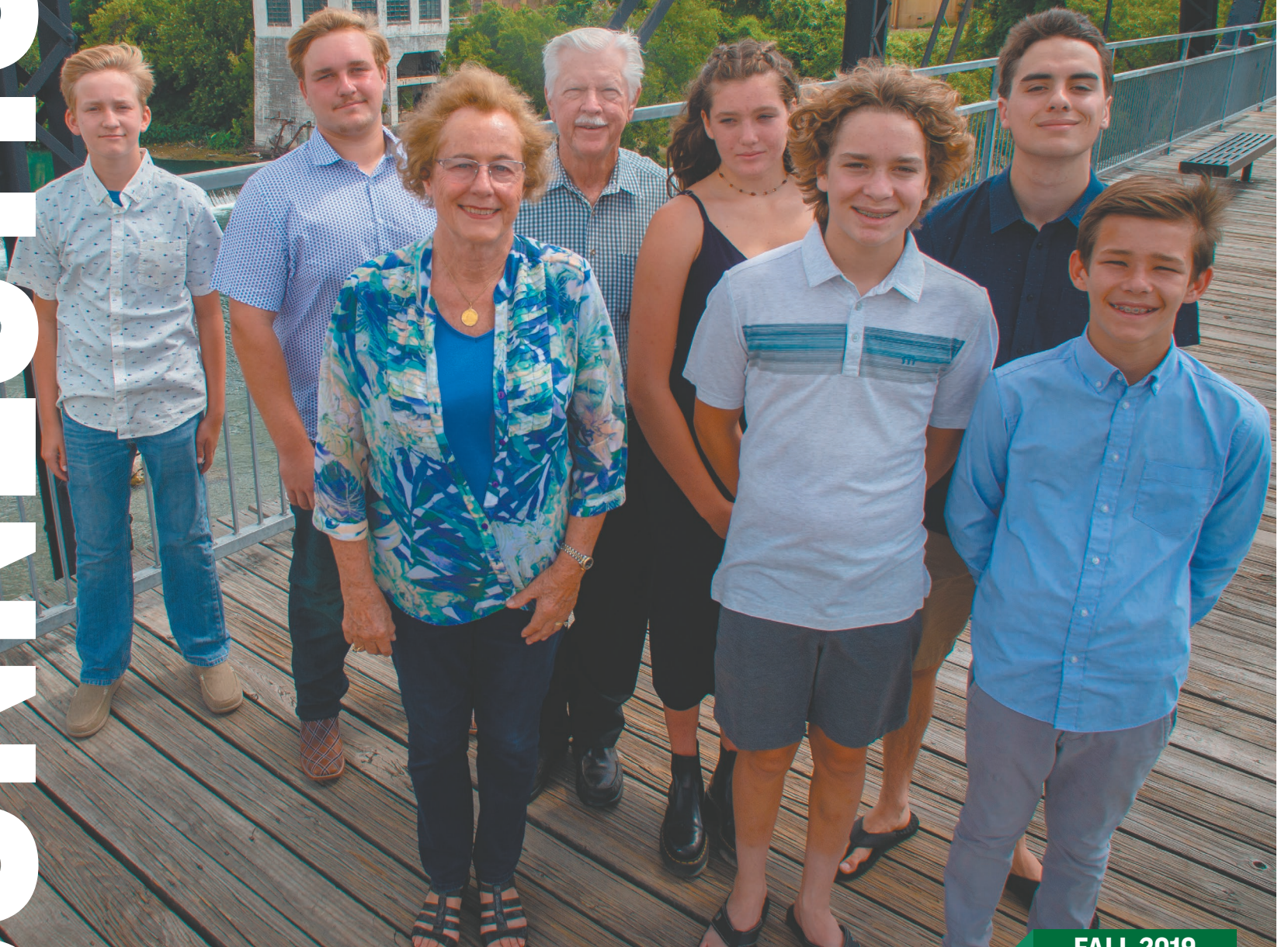


CONNECTIONS



FALL 2019

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

CEO Message



Dear Friends:

What a wonderful time of year to live in the New Braunfels community. The cooler temperatures and shorter days remind us that we will soon welcome visitors from around the world to Wurstfest, gather at the Plaza for the annual lighting of the Christmas tree, and join friends and family to celebrate Wassailfest.

As you read through the pages of this fall edition of NBU Connections, it is my hope that you find it useful and informative. There are many things happening, and we are pleased to share them with you. On October 2, 2019, I want

to personally invite you to join me and the NBU team for an NBU Community Forum. We will offer two opportunities to learn about NBU's water supply. Forums will be held at 9:00 a.m. and 6:00 p.m. at the New Braunfels Civic and Convention Center. Learn how NBU is investing in our water supply and infrastructure to ensure essential services like clean, quality water are available for generations to come. In the NBU Five Year Capital Improvement Plan, you will see how NBU is planning for and meeting the needs of our growing community.

Discover how you can help protect utility workers by observing the expanded Move Over law which became effective September 1, 2019. Meet our Drone pilots and learn about NBU's new Drone program. In the Employee Spotlight section, you will meet Journeyman Ryan Voges, and Water Operations Supervisor, Alex Rosales and get a glimpse of their roles at NBU. Plus, you will see our employees' commitment to serving and giving back through supporting the United Way of Comal County.

We have much to be thankful for and a bright hope for the future. I want to wish you and yours joy and happiness as you celebrate the community festivals and holiday season.

We are privileged to serve our community and thankful to the advertisers who make this publication possible.

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

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

CORE VALUES:
Safety • Integrity
Team • Stewardship

A product of NBU: Content contributors, Lindsey Kaminski, Melissa C. Krause, and Pam Quidley with contributions from Alice Wightman, freelance writer with the New Braunfels Herald-Zeitung. **Contributing New Braunfels Herald-Zeitung Staff:** Page Designer, Joanna Bartonek. **Advertising,** Robin Torres. **Ad Creative,** Courtney Lykins, Charlene Hewitt, and Joanna Bartonek. **Copy Editing,** Melissa C. Krause and Pam Quidley of NBU. **Printed by New Braunfels Herald-Zeitung.**

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

NBU SERVICE CENTER
355 FM 306, New Braunfels, TX 78130

OPERATING HOURS
Monday - Friday, 8:00 a.m. to 5:00 p.m.
(Main Office and Service Center)
After Hours, Weekends and Holidays for OUTAGES OR SERVICE ISSUES
☎ 830.629.4NBU (4628)

CUSTOMER SERVICE
☎ 830.629.8400
☎ 866.629.8400 – toll free
☎ 830.606.2074 – metro
✉ customerservice@nbutexas.com
(Monday - Friday, 8:00 a.m. to 5:00 p.m.)

FOR MORE INFORMATION VISIT:
🌐 nbutexas.com

Managing Utility Costs Through Budget Billing

New Braunfels Utilities (NBU) offers Budget Billing, a convenient payment option that spreads your bills into 11 equal monthly payments, with the 12th month serving as the reconciling month. During the summer, Budget Billing helps avoid big changes in your utility bill, especially during peak months when air conditioning, heating, and watering can drive bills up.

The graph below shows how it works. The blue vertical bars show monthly utility bills indicating seasonal energy and water costs over the year with NBU's regular billing system. The orange horizontal line shows how Budget Billing levels bills for the same overall cost, averaged into 11 equal payments.

For example, the billing for the month of April is \$100 but almost \$200 in September. With Budget Billing, a customer would pay the same amount for both April and September.

Budget Billing is currently available to any NBU residential customer with no outstanding charges.

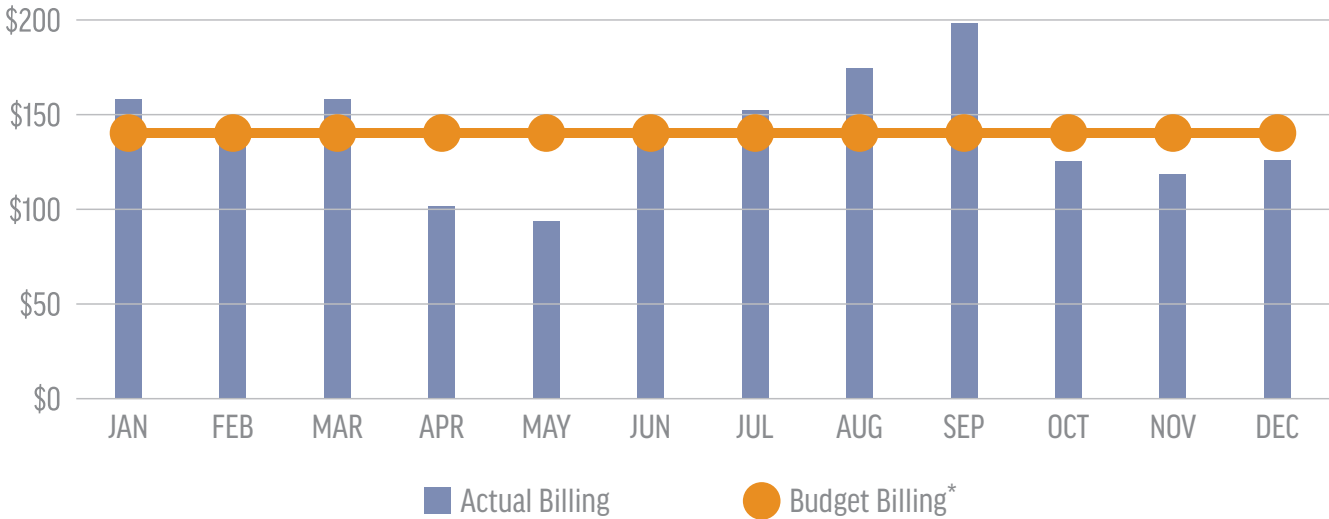
The amount you pay for Budget Billing is an estimate based on your past usage. To calculate, we total the utility bill for the current month, plus the preceding 11 months, and then divide by 11. If a 12-month history is not available, NBU will estimate your annual cost.

Auto-draft is required to be enrolled in the program as payments are automatically deducted from your bank account.

New Braunfels Utilities can make adjustments to the account before the reconciliation month as the program progresses. The customer will be notified of the new Budget Billing amount one month in advance. Customers can cancel program participation at any time, and re-enroll after one year.

To learn more about the program, visit nbutexas.com/budget-billing.

BUDGET BILLING EXAMPLE



(Numbers are for example only and are not intended to represent actual figures.)
*The Budget Billing amount is reviewed every six months and may be adjusted based on usage.



ABOUT THE NBU COVER FAMILY: Helgard Suhr-Hollis and Pat Hollis with grandchildren.
“I’ve been a customer of NBU for 56-years and I haven’t switched yet! One day my husband left the water running when he left the house. NBU alerted us and we very much appreciated that.”
Photo Location: Faust Street Bridge

Community Investment is What Matters

At New Braunfels Utilities (NBU), planning is what matters. In providing innovative, essential services for New Braunfels, the second fastest growing city in the country, NBU has adapted its way of doing business to confidently meet customer expectations, and water and infrastructure needs. New Braunfels Utilities has initiated major water and infrastructure improvements, and is preparing for future projects. As your community owned utility company, NBU takes pride in being agile, with the ability to quickly adapt to the needs of our growing community.

The NBU fiscal year 2020 budget totaling \$163.5 million, which went into effect August 1, 2019, was unanimously approved by the NBU Board of Trustees during the June, 2019 meeting. The fiscal year budget, sustained with a five-year financial operating plan, addresses the requirements and expectations of a rapidly growing community. The largest portion of the operating budget, approximately \$101.8 million, or 62 percent, will fund the cost for purchased power and purchased water.

The NBU Water Resources Plan, evaluated annually, outlines NBU’s conservation and water supply strategy to ensure our most precious natural resource is available for generations to come in New Braunfels. New Braunfels Utilities has an aggressive focus to build the necessary infrastructure to meet the essential water needs of our community. In order to accomplish this, NBU has a capital improvement plan totaling more than \$587 million over the next five years.

When taking NBU’s water supply into consideration, in just the past two years, NBU has contracted for an additional 18,850 acre-feet, increasing its water supply portfolio by more than 60 percent. The following graph provides an overview of NBU’s historic, current, and future water supply.

Because of decades of prudent planning, customer rates and reliability are among

the best. On average, NBU customer bills are more than 20 percent lower than other communities in our region. Visit nbutexas.com/FOP.



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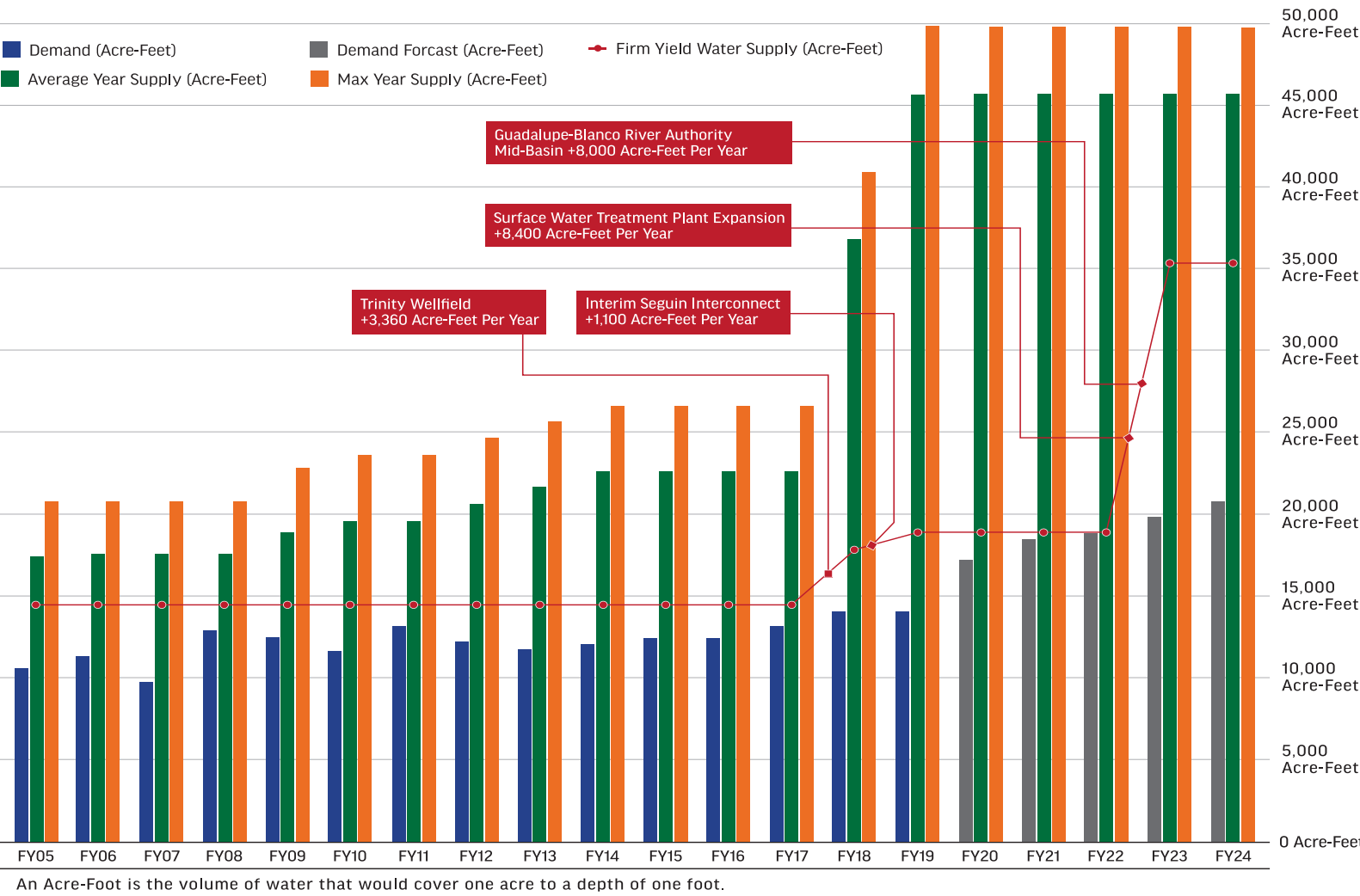
Thank you New Braunfels for the continued community partnerships!



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Digital Technology Saves Money and Water

New Braunfels Utilities (NBU) is using advanced technology to quickly spot leaks and save customers money.

Over the past two years NBU has replaced standard water meters with “smart” meters—an automated device that measures water use and relays that information to NBU. Smart meters can detect when water is running constantly. They communicate that finding as an alert to NBU support staff, who then contact the customer by phone, email, or text message.

Roughly 70 percent of all water meters are now smart meters, which means leaks can be detected easily and repaired sooner. The average time to repair a leak has been reduced by 32 days.

New Braunfels Utilities’ Chief Operations Officer, Ryan Kelso puts it this way, “We have saved more than 58 million gallons of water, which translates to more than \$300,000 in customer savings.”

In addition, within the last year NBU started using satellite imagery—first developed to search for water on other planets—to

locate leaks in underground distribution lines.

Available through a third-party global company, these images can discover leaks without the manpower and time required for field surveys. Before this technology became available, NBU could check its entire distribution system only once every five years. Now NBU can check the system four times a year.

The large majority of leaks are visible, but this technology can recognize the 15–20 percent of leaks that are below ground. New Braunfels Utilities crews then use acoustic leak-detection technology on pipes to pinpoint the leak precisely.

“It is much more efficient,” said Kelso. With the satellite imagery, NBU discovered 189 leaks over the past eight months.



With the earlier system, 178 leaks were discovered in five years.

“This technology has saved approximately 42 million gallons of water and \$214,000 in avoided costs. It makes sense financially,” added Kelso.

Innovative Solutions are What Matters

New Braunfels Utilities (NBU) launched its own unmanned aerial vehicle program, using drones to inspect its 621 miles of overhead electrical distribution lines and more.

Robin Britton, director of information technology and systems control, said a pilot program NBU undertook in 2017 identified the costs and potential of such a program. New Braunfels Utilities was able to work with neighboring utilities and municipalities to learn from their experiences. Incorporating best practices learned, NBU anticipates its program will start-out on a firm foundation.

The program will help NBU prevent some power outages before they happen and perform preventive maintenance where needed.

Drones are leased and used to inspect and photograph poles, transformers, and lines. Britton added the imagery can identify deterioration, rust, and any encroachment by plants or animals. Certified by the Federal Aviation Administration, the NBU pilots will use a spotter for safety when on the job.

When NBU teams are utilizing the drones, they will be clearly identified.

Employees will wear NBU uniforms and their vehicles will be clearly marked. New Braunfels Utilities will notify customers in advance with door hangers and text messaging when possible so that customers are aware when the drone staff is scheduled to be in their area.

Britton explained that the pilot and crew will drive to a site and perform a safety check to ensure the drone is working properly. Then they walk down the utility right of way as the drone flies overhead. “They will inspect what they need to inspect and move to the next section,” noted Britton. To respect customer privacy and property, crews will stay on NBU easements and right-of-ways.

“For two men and a bucket truck to inspect a transformer and pole, the cost is \$146,” said Britton. “To do the exact same inspection with a drone costs less than \$2.” Britton said there are even more savings in avoided costs by detecting problems in advance.

“New Braunfels Utilities is working smarter and more effectively,” she said. “We can increase reliability, improve safety for our personnel, and keep rates among the lowest in the region.”





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Five Year Capital Improvement Projects Overview

Planning for the Future

New Braunfels Utilities (NBU) has an aggressive capital improvement projects plan to build and enhance necessary infrastructure to meet the needs of a growing community. As New Braunfels and the NBU service territory continue to experience unprecedented growth, NBU is committed to more than \$587 million in capital improvement projects. This will ensure NBU is well prepared to meet the electric, water, and wastewater needs of its customers for decades to come. While there are more than 70 capital improvement projects in progress and/or being planned, over the next five years, this overview summarizes NBU's key projects.

Scan this QR Code to learn more or visit nbutexas.com/CIP.





ELECTRIC

System Extensions

\$24.6M

These annual expenditures provide service to accommodate system growth. In FY 2020, NBU estimates electric meter connections to increase by 5.3 percent. It is estimated three miles of distribution overhead primary will be added and 19 miles of underground distribution will be added. Specific system extensions include those within Veramendi, Vintage Oaks, Solms Landing, and other developments.

Electric Aging Infrastructure


\$11.4M

This ongoing project consists of replacing aging infrastructure within the system. Utility poles, overhead wire, pad-mounted equipment, and underground cable are all included. Upon replacement, construction is to current standards. In particular, newer and technologically superior materials are anticipated to have a greater lifespan and duty cycle. As one example, new underground cable is designed for a minimum 40 -year service life.

Ⓐ

Kohlenberg Substation and Transmission


\$12M



Ⓑ

Hueco Springs Substation


\$6.3M



Ⓒ

Sheriff's Posse Substation T-3


\$3.4M



Ⓓ

Loop 337 Substation T-2


\$3.1M



Ⓔ

Transmission Breaker Replacements


\$1.9M




Ⓕ

Kerlick Tower

\$1.8M





WASTEWATER

Ⓝ

North and South Kuehler Wastewater Treatment Plant Expansion

\$52.9M

This expansion will increase the total treatment capacity to 9.4 MGD and bring the existing plant into Texas Commission on Environmental Quality (TCEQ) compliance. The project includes TCEQ permit modifications to combine the two existing permits into one single Kuehler Wastewater Treatment Plant discharge permit with a new single outfall location.

Ⓓ

Sam McKenzie Water Reclamation Facility Expansion

\$40.8M

This project includes the expansion of the existing facility's treatment capacity from 2.5 MGD to 5.0 MGD. Facility expansion is triggered by capacity thresholds regulated by the TCEQ. Design for the facility expansion will begin in FY 2020 with construction to begin the following year. Construction is scheduled to be completed in FY 2022.

Ⓖ

North Kuehler 30" and 33" Interceptor Upgrade

\$11.4M

A new 30-inch and 33-inch diameter sewer line will be constructed to replace existing 24-inch and 27-inch interceptors in the North Kuehler-7 and North Kuehler-9 drainage basins. The existing interceptors are near capacity during peak wet weather flows. The project will provide additional capacity for growth in the North Kuehler Basin.

Ⓜ

Gruene Wastewater Treatment Plant Relocation and Expansion to the Gruene Water Reclamation Facility

\$57.8M

This project will expand the capacity of the Gruene Wastewater Treatment Plant and relocate the facility out of the floodplain. Phase 1 will be constructed within the scope of this project and will have a capacity of 2.5 MGD. The project will include odor control, sewer transfer pipe from the existing plant to the new facility, abandonment of the existing plant, abandonment of a lift station, and construction of a sewer transfer pipe from the Blieders Creek lift station to the new facility site.

Ⓛ

Bretzke and Country Hills Ground Storage Tank

\$11.8M

Ⓚ


Aquifer Storage and Recovery

\$10.2M

Ⓛ

Water Plant Pump #5

\$7M



WATER

Ⓒ

Surface Water Treatment Plant Expansion

\$34.4M

The NBU Surface Water Treatment Plant (SWTP) currently has a designed capacity of 8.0 million gallons per day (MGD). The proposed expansion will double the plant to provide a total of 16 MGD sustained capacity. The plant expansion will allow NBU to better utilize available surface water rights.

Ⓜ

Avery Park 30" Water Main

\$18.7M

The Avery Water Main project includes the construction of a 30-inch water main to convey water from NBU's production facilities near the center of town to the southeastern extent of the water territory at Avery Park. The Main will begin near the intersection of IH 35 and Highway 46 and end at NBU's Avery Park Elevated Storage Tank.

Ⓢ

Weltner Road Ground Storage Tank and Pump Station-Phase I

\$12.5M

The purpose of this project is to build the first of two phases of a pump station with ground storage facilities that will receive and integrate new water supplies into the east side of the NBU water system. New Braunfels Utilities has identified 10,000 acre-feet of water supply that will be delivered to this pump station by 2023. The first portions of the water delivery began in the summer of 2019.

Ⓢ

Bretzke and Country Hills Ground Storage Tank

\$11.8M

Ⓚ

Aquifer Storage and Recovery

\$10.2M

Ⓛ

Water Plant Pump #5

\$7M

nbutexas.com

Happenings at the Headwaters at the Comal

The Headwaters at the Comal is a legacy restoration project envisioned by the community and supported by New Braunfels Utilities (NBU), whose goal is to strengthen the relationship between the community and nature by showcasing the significance of the Comal Springs. Since opening to the public, more than 4,000 visitors have participated in fun and exciting programs on the site, ranging from water conservation to native plants and animals, to archaeology to yoga.

There are many amazing stories to share. Geographically, the Headwaters at the Comal is the end of the Coastal Plains and beginning of the Edwards Plateau, the region we know as the Texas Hill Country. It sits along the meridian which separates the wetter and drier parts of North America (hence the extreme periods of drought followed by torrential rain and floods). Historically, people have visited this actual spot since the beginning of human occupation of this area, documented through archaeological finds. In the not



so distant past, the headwaters springs of the Comal River served as the original water source for the Germans who settled New Braunfels. The Headwaters at the Comal was the site of the first Water Works, and remains an important part of the water supply for the growing City of New Braunfels. Environmentally, the Comal Springs are the most significant springs west of the Mississippi. They support a variety of threatened and endangered species which are found nowhere else on

earth - a unique and important riparian area.

New Braunfels Utilities, with help from individuals, local businesses, foundations, and corporate sponsors intend to fully restore the remaining 16-acres to a premier education center to inspire hearts and minds on the importance conservation plays within communities. A group of committed volunteers have dedicated more than 1,100 hours of their time to support the restoration effort.

Help us preserve and protect the Comal Springs river system, including its headwaters. Become a supporter of this unique and special piece of the Texas Hill Country that will serve as a visionary environmental education center located near downtown New Braunfels.

Visit headwatersatthecomal.com.
Follow us on Facebook and Instagram.
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Help build the legacy; get involved today.

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Community is What Matters

New Braunfels Utilities (NBU) believes in giving back to the community. Employees give hundreds of hours of their time each year to community service projects across the area, and are preparing for two upcoming events to be held in one location this fall.

Operation MedSafe and Community Shred Day will be held on **Saturday, October 26, 2019**, at the Headwaters at the Comal, located at 333 E. Klingemann Street from 9:00 a.m. to noon. In conjunction with the National Prescription Drug Take Back Day, NBU will be taking back unused, unwanted or expired drugs to offer residents an alternative to flushing medications down the toilet or pouring them down a drain. In 2018, NBU volunteers collected 1,200 pounds of pills, capsules and tablets for disposal, a record amount! That is 1,200 pounds of medication kept out of our community's water system.

New Braunfels Utilities volunteers will also be on hand for Community Shred Day. This event offers a way to protect yourself from identity theft by safely disposing of unnecessary receipts, statements, or other personal documents. "Offering our customers a way to safely and securely dispose of their

sensitive documents gives many people peace of mind," said Melissa C. Krause, NBU's executive director of communications and external affairs. "In 2018, residents dropped off 45,000 pounds of documents to be shredded and recycled."

Residents can bring up to two copier paper boxes of documents for free to mobile units provided by Shred-It, Inc. Additional boxes cost \$5 each. "These proceeds benefit the NBU Utility Bill Assistance Program; a program designed to help those in need," added Krause.

To learn more about these events, visit nbutexas.com.

As a reminder, when the holiday season comes to an end, the City of New Braunfels Recycling Program offers residents the opportunity to shred their Christmas trees for free. Learn how take advantage of this opportunity at nbtexas.org/greenwaste.

Christmas tree recycling is December 26 through January 11 (closed Sundays, Mondays, and city-observed holidays), from 8:00 a.m. to noon; and 12:30 p.m. to 4:00 p.m.

11,000 Lights

New Braunfels Utilities crews take approximately six days to install an estimated 11,000 lights, place wreaths, garland, and bows, replace rooftop and gazebo lights, and erect the Christmas Tree on the Main Plaza in downtown New Braunfels.

360 Man hours

This process takes more than 360 man hours to complete. New Braunfels residents and visitors enjoy this magical scene through the holiday season.

10/21/2019

Placement of lights will begin around October 21, 2019.



Welcoming the holidays is what matters.

It's a wonderful time of year that many in our community look forward to.

NBU NEW BRAUNFELS UTILITIES

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Community Events Schedule

Employees of New Braunfels Utilities (NBU) contribute hundreds of hours of their time each year to community service programs. Another important part of NBU’s commitment to the community is providing innovative, educational programs for all ages throughout the year.

October

2

NBU Community Forum @ New Braunfels Civic and Convention Center
9:00 a.m. and 6:00 p.m.
375 S. Castell Ave., New Braunfels, TX 78130
nbutexas.com/forum

6

Science Fest @ the Farmers Market
3:00 – 6:00 p.m.
Hands-on learning for all ages, hosted by the New Braunfels Science Education Foundation
186 S. Castell Avenue, New Braunfels, TX 78130 • nbscienceeducation@gmail.com

12


Yoga @ Headwaters at the Comal
11:00 a.m. – 1:00 p.m.
An introductory class to Ashtanga Yoga
333 E. Klingemann St., New Braunfels, TX 78130 • 830.608.8937
headwatersatthecomal.com/visit/programs

17

DIY Rain Barrel Workshop @ Westside Community Center • 4:00 – 5:30 p.m.
2932 S. Interstate 35 Frontage Road, New Braunfels, TX 78130 • 830.221.4630
newbraunfels.libguides.com/westside

23

Imagine a Day Without Water @ Headwaters at the Comal • 4:00 – 6:00 p.m.
Learn from NBU’s Environmental Affairs team how to make a rain barrel for your home or garden. Bring a 32-gallon, heavy duty trash can or other large container to follow along with the demonstration. Other needed materials will be supplied. Following the class, participants will take an evening tour of the Headwaters at the Comal.
333 E. Klingemann Street, New Braunfels, Texas 78130.
headwatersatthecomal.com/programs



October

24

Solar Jack-o’-lanterns @ Westside Community Center • 4:00 – 5:30 p.m.
2932 S. Interstate 35 Frontage Road, New Braunfels, TX 78130 • 830.221.4630
newbraunfels.libguides.com/westside

26


Operation MedSafe @ Headwaters at the Comal • 9:00 a.m. – 12:00 p.m.
Safely dispose of unused medications
333 E. Klingemann St., New Braunfels, TX 78130 • 830.629.8454 • nbutexas.com

26

Community Shred Day @ Headwaters at the Comal • 9:00 a.m. – 12:00 p.m.
Safely destroy confidential documents and unneeded receipts
333 E. Klingemann St., New Braunfels, TX 78130 • 830.629.8454 • nbutexas.com

31

Spooktacular @ Main Plaza, Downtown
4:00 – 6:00 p.m.
Hometown Halloween celebration with kids’ costume contest and safe trick-or-treating
nbtexas.org/downtown-spooktacular



November

9

5th Annual Veterans Day Parade @ Main Plaza, Downtown • 9:00 a.m.

11

NBU Salute to Veteran’s Ceremony
7:30 - 8:30 a.m.
Krause’s Biergarten and Cafe,
148 S. Castell Avenue, New Braunfels, TX 78130
nbutexas.com

13

New Braunfels Holiday Tree Lighting @ Main Plaza, Downtown 6:00 p.m.
An annual tradition since 1845 that kicks off the holiday season • 830.221.4350
nbtexas.org/1467/Downtown-Holiday-Lighting

15

America Recycles Day @ Headwaters at the Comal • 9:00 a.m.
Youth science program, 333 E. Klingemann St., New Braunfels, TX 78130 • 830.608.8937
headwatersatthecomal.com/visit/programs

21

Self-Watering Turkey Pot @ Westside Community Center • 4:00 – 5:00 p.m.
2932 S. Interstate 35 Frontage Road, New Braunfels, TX 78130 • 830.221.4630
newbraunfels.libguides.com/westside

28

THANKSGIVING DAY - NBU Offices Closed

29

NBU Offices Closed

December

5

Wassailfest @ Downtown 6:00 – 9:00 p.m.
Festive downtown merchants event with food, shopping and wassail sampling
830.221-4000 • nbtexas.org/1845/Wassailfest

19

Solar Lantern Snowmen @ Westside Community Center • 4:00 – 5:00 p.m.
2932 S. Interstate 35 Frontage Road, New Braunfels, TX 78130 • 830.221.4630
newbraunfels.libguides.com/westside

24

CHRISTMAS EVE - NBU Offices Closed

25

CHRISTMAS DAY - NBU Offices Closed

nbutexas.com

NBU: NEW BRAUNFELS UTILITIES

Fall 2019 | 13

Safety is What Matters

State law now requires motorists to yield to New Braunfels Utilities (NBU) trucks the same way they do for on-duty police, fire, TxDOT, and other emergency vehicles stopped with flashing

“This law recognizes the dangers that are present when our employees are working on or near the roads,” said Billy Shearer, safety and security manager at NBU. “The expanded Move Over law helps call attention to the importance of awareness, and keeping safety top of mind while driving.”

The law applies to vehicles that are flashing amber or blue lights. Most NBU vehicles have both strobe lights and the required amber and blue lights. “The intent of this law is to ensure the safety of all who work along our roads and highways,” said Shearer. “Let’s make sure that everyone gets home to their family and loved ones safely.”

overhead lights by the side of a road. On September 1, 2019, the newly expanded Move Over law to include utility vehicles, went into effect.

When approaching any of these vehicles, unless otherwise directed by a police officer, move over a lane, if possible, or to slow down by 20 miles per hour below the posted speed limit. If the speed limit is 25 miles per hour or less, a driver must slow down to five miles per hour.

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New Braunfels Utilities 2020 Calendars

The 2020 New Braunfels Utilities (NBU) Calendar will be available on October 1, 2019. This beautiful calendar will feature landmark locations throughout the community and offer helpful information regarding conservation, energy savings tips, and more.

You can pick up a copy during business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, at NBU, 263 Main Plaza, New Braunfels, while supplies last.



Making a difference

Since 2011, New Braunfels Utilities (NBU) has been one of the top five business contributors to the United Way of Comal County.

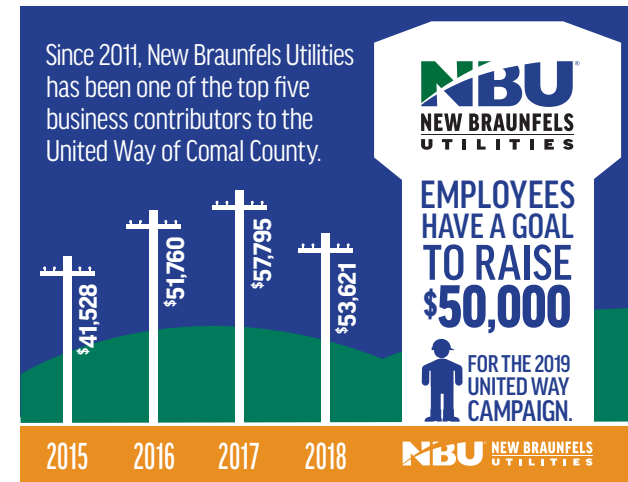
For NBU, the fundraising campaigns are staffed entirely by employee volunteers, who organize committees, decide on a strategy, plan meetings, choose prizes, and keep track of employee donations—not an insignificant amount of work.

For 2018, this hard-working group raised \$53,621.35 on behalf of NBU, which was

the third highest donation from the greater New Braunfels community.

“Through the generosity of our employees who played Bingo, bought raffle tickets, and gave selflessly through payroll deduction, once again we helped make a huge difference in someone’s life,” said Shanna Wiley, NBU co-chair of the 2018 United Way Campaign.

This year, NBU employees have set a goal to raise \$50,000 for the United Way Campaign.



Lifeguards

a fund for rescuing teens

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

SAVE A LIFE



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. Join concerned people, area non-profits, McKenna Foundation, and the New Braunfels Community Foundation in addressing this teen suicide crisis in Comal County. Will you be a lifeguard?

DONATE & LEARN MORE: [LIFEGUARDSFUND.ORG](https://lifeguardsfund.org)

Employee Spotlight



Alex Rosales and Ryan Voges

When things work like they are supposed to, you usually never give them much thought. You flush the toilet and you are done. You drain the tub or sink and water flows away. In New Braunfels, we can thank Alex Rosales and his team for ensuring sewer lines and drains are maintained, repaired, and free of blockages.



Alex Rosales

“I spend most of my time in the field,” said Alex Rosales, who is a certified closed-circuit television technician (CCTV) for NBU. He inspects and assesses underground water and sewer lines with a computerized camera attached to a long flexible cable. “I use a joystick like a video game to move the camera,” he added.

Rosales works as part of a team with vacuum and high-pressure-water trucks to unclog lines on a combined total of 966 miles of water and sewer mains. He must also assess the lines for any structural issues like fractures or a collapse and remove any root that has invaded the lines.

Ensuring that all pollution controls are strictly followed, Rosales routinely performs inspections to maintain quality standards for surface water as part of the federal Clean Water Act.

Rosales began his career as an apprentice at NBU 13-years ago. The working hours of his apprentice position allowed him to be home at night with his then young daughter. Over time, Rosales gained the knowledge and experience to take on additional responsibilities, which has allowed him to climb the ranks to supervisor.

Serving his community and giving back is important to Rosales. He eagerly shares that one of the best parts of his job is visiting elementary schools with the air-conditioned van that contains the audio-visual and computer equipment he uses on the job.

“Last year we went to four schools,” Rosales said. “I show the children what I do, show them the camera and the books we use to study for our licenses. They are surprised that we still study even though we’ve graduated.”

“I tell them we’re always learning,” added Rosales.



Ryan Voges

A career as a Journeyman Lineman requires years of specialized training and experience. Working with high-voltage, energized electric lines means there is no room for error. Safety is the first priority and each job necessitates decisions that impact your team, your organization, your community, and your family.

Ryan Voges is the Lead Journeyman-Lineman for Electric Operations at New Braunfels Utilities (NBU). He is responsible for supervising a crew of nine linemen who install, maintain, and upgrade approximately 621 miles of overhead distribution lines.

A New Braunfels native with family roots in the community, Voges said he started “at the bottom” at NBU 18 years ago. “I took advantage of every opportunity to gain knowledge, expand and grow; I wanted to learn all I could,” said Voges. His commitment to the community is demonstrated by his involvement in NBU’s community outreach programs like Operation MedSafe, Community Shred Day, and Kinderschuhe.

Every day brings new challenges. “We work together as a crew and watch each other’s back, making sure everyone goes home safely to their families, and comes back tomorrow,” added Voges. His day begins and usually ends early during the hotter summer months. However, when a storm rolls in or an accident takes out a utility pole, Voges and his team respond to the call, day or night.

Voges’ experience and knowledge is a valuable asset as he works to help train up and coming linemen through NBU’s apprenticeship program. He understands the importance of mentoring the next generation of linemen. “I take pride in what I do,” said Voges.

SCAM ALERT

Beware of Scammers

Scam artists are creative and continuously change and update their tactics. It is important to be vigilant against scam artists seeking to collect money for utility bill payments.



Here are a few things to keep in mind if you receive a call or visit from a scam artist:

- Never share your personal information.
- Verify the identity of the caller.
- Hang up or close the door if someone seems suspicious.
- Call NBU Customer Service at 830.629.8400 to verify calls about your account.

Learn more at nbutexas.com.

