

Job Title: Rates and Revenue Manager**Location:** Customer Solutions Center**Department:** Finance**Job Status:** Full-Time**Reports To:** Director of Financial Planning &
Analysis**Job Grade:** 610**Pay Status:** Exempt**Work Setting:** On-Site**Date Created/Updated:** 10/17/2025

Position Summary

The Rates and Revenue Manager is responsible for developing and implementing strategic utility rate structures to stabilize revenue streams, while ensuring compliance with regulatory standards and considering affordability for essential use customers. The role will be pivotal in financial planning, rate structuring, and collaborating cross-functionally to drive sustainable revenue growth for the organization. This position will provide New Braunfels Utilities (“NBU”) with guidance relating to impact fee design, cost of service studies, rate structures, tariffs, water contracts, legal requirements, and revenue sufficiency, which will feed into the development of a Rates and Revenue Strategy.

Essential Duties & Responsibilities

TECHNICAL RESPONSIBILITIES

- Leads strategy, development, and implementation of NBU’s rates across all electric, water, and wastewater services to drive greater revenue certainty, increase budget discipline, better align revenues and expenditures, obtain favorable credit ratings, and provide rate predictability for ratepayers.
- Leads NBU’s billing and metering functions ensuring accuracy of operations and revenue collection.
 - Manage and oversee the billing and metering department and all its operations
 - Coordinate and communicate with various departments to ensure accuracy in billing and metering operations
 - Develop and implement billing and metering policies and procedures
 - Ensure compliance with financial and legal regulations
 - Resolve any issues related to billing and metering processes
 - Train and guide staff members on billing and metering operations and procedures
 - Prepare and present reports to senior management
 - Manage customer complaints related to billing and metering
 - Monitor revenue streams and identify any discrepancies
- Ensures alignment of Rates and Revenue Strategy with NBU’s overall financial objectives to minimize rate increases while meeting all financial obligations, satisfying all indenture requirements and Board policies, and maintaining NBU’s credit ratings.
- Collaborates with Finance leadership to develop and obtain Board approval for NBU’s Budget and Financial Plan, which determines the revenue requirements to operate and maintain the electric, water, and wastewater infrastructure.
- Collaborates with Operations and Engineering teams to align revenue strategies with infrastructure investments and operational goals and drive initiatives that will enable improvement in planning, efficiency, margins, controls, and customer experience.
- Spearheads NBU’s rate development and revenue forecast process, partnering with leaders across Finance, Operations, Engineering, Legal, and Administration to analyze and model various inputs, data, and assumptions from NBU’s 10-year financial plan, operating budgets, capital project budgets, and associated financing costs.

- Leads NBU's rate proposal review process, in coordination with the budget process, to obtain approvals for bi-annual rate plans. This process includes coordinating with internal and external partners to prepare and conduct presentations and reviews with NBU's Board of Trustees, New Braunfels City Council, the Community Advisory Panel, public constituents and representatives, community organizations and groups, independent consultants, and other stakeholder groups.
- Manages various external studies and independent reviews that inform the rates and budget development, proposal, and reporting processes. These studies and reviews may include Cost of Service Studies for electric, water, and wastewater services, independent reviews of rates and budget, revenue reserves studies, engineering inspection studies, and other studies related to rates, revenue, and costs.
- Leads development of pricing and forecasting models and analysis to project revenues, assess rate impacts, support long-term financial planning, and support data-driven recommendations and decision-making overall.
- Establishes and monitors key performance indicators ("KPIs") for rates and revenue, making data-driven decisions to achieve NBU's overall financial objectives and targets.
- Oversees revenue-related budgeting, forecasting, and financial reporting and assesses financial risks associated with rate structures and revenue projections, developing, and implementing risk mitigation strategies.
- Presents financial information to NBU's Board of Trustees on a recurring basis.
- Drives strategies and initiatives to optimize revenue streams, including rate structuring, demand forecasting, and pricing analysis.
- Directs monitoring of consumption and payment collection and coordinating with the Customer Service department to identify and correct billing and metering issues.
- Manages preparation of monthly and quarterly electric, water, and wastewater reporting for financial management. Promotes efforts to reduce loss and enhance revenue.
- Ensures compliance with NBU's Board of Trustees' policies for ratemaking.
- Ensures compliance with regulatory policies and frameworks, including ratemaking process.
- Performs other related duties and projects as assigned at the discretion of the Chief Financial Officer.

MANAGEMENT/SUPERVISORY RESPONSIBILITIES

- Directs the Rates & Revenue team in developing and implementing effective rate strategies.
- Manages a team of analysts, billing specialists and meter readers.
- Collaborates with Finance, Customer Service, Operations, Engineering, Legal, and Administration to align rate and revenue strategies with overall organizational objectives.

KEY WORKING RELATIONSHIPS

- Interacts with leaders across NBU's various departments, NBU's executive team, NBU's Board of Trustees, local government officials, private agencies and organizations, public constituents and representatives, community organizations and groups, and external vendors.

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Stewardship, Team, Integrity, Culture, and Safety

- Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

college or university

Work Experience Time Frame: Five Years or More

Other: Ten Years of relevant experience would

Field of Study: Finance, Business Administration,

substitute for a degree requirement.

Economics, or other related field from an accredited

Certification and Licensures Requirements

N/A

Other Minimum Qualifications

Preferred Experience:

- 5-10 years of progressive experience in revenue or financial management, with a focus on rate setting, strategy, cost of service analytics, and utility billing and metering operations and analytics.
- Demonstrated experience in developing and presenting financial/budget proposals to diverse audiences and stakeholder groups, including Boards of Directors, executives, government and public agency officials, and community representatives.
- Demonstrated experience in complex financial modeling, scenario planning, and analyzing large data sets.
- Ability to perform well under pressure and adjust to changing priorities while maintaining a high level of accuracy.
- Attention to detail is imperative.

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	☒	☐	☐	☐
AutoCAD	☒	☐	☐	☐
Crystal Reports	☒	☐	☐	☐
Microsoft Access	☒	☐	☐	☐
Microsoft Excel	☐	☐	☐	☒
Microsoft Word	☐	☐	☒	☐
Microsoft Publisher	☐	☒	☐	☐
Microsoft PowerPoint	☐	☐	☒	☐

Other Software Knowledge

[Click or tap here to enter text.](#)

Experience with Machines, Tools, Equipment and Other Work Aids

Personal Computer, Telephone, Fax Machine, Copier, Printer, Scanner, Calculator.

Physical Demands

Standing: Occasionally

☒ Making Presentations

☐ Observing Work Sites

☐ Observing Work Duties

☒ Communication with Co-Workers

Fine Dexterity: Constantly

☒ Computer Keyboard

☐ Telephone Keypad

☒ Calculator

☐ Calibrating Equipment

Walking: Occasionally

☒ To Other Departments/Office/Office Equipment

☐ Around Worksite

Lifting: Rarely

☒ Supplies

☐ Equipment

☒ Files

Carrying: Rarely

☒ Supplies

☐ Equipment

☒ Files

Sitting: Constantly

☒ Desk Work

☒ Meetings

☐ Driving

Reaching: Rarely

☒ For Supplies

☒ For Files

Handling: Frequently

☒ Paperwork

☐ Monies

Kneeling: Rarely

☒ Filing in Lower Drawers

☒ Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Rarely

☒ File Drawers

☐ Equipment

☐ Table and Chairs

☐ Hose

Climbing: Rarely

☒ Stairs

Other: Click or tap here to enter text.

☐ Ladder

☐ Step Stool

☐ Onto Equipment

Vision: Constantly

☒ Reading

☒ Computer Screen

☐ Driving

☐ Observing Worksite

Foot Controls: Never

☐ Driving

☐ Operating Heavy Equipment

☐ Dictaphone

Balancing: Never

☐ On Ladder

☐ On Equipment

☐ On Step Stool

Bending: Rarely

☒ Filing in Lower Drawers

☒ Retrieving Items from Lower Shelves/Ground

☐ Making Repairs

Crouching: Rarely

☒ Filing in Lower Drawers

☒ Retrieving Items from Lower Shelves/Ground

Crawling: Never

☐ Under Equipment

☐ Inside Attics/Pipes/Ditches

Hearing: Frequently

☒ Communication Via Telephone/Radio/To Co-Workers/Public

☐ Listening to Equipment

Twisting: Rarely

☒ From Computer to Telephone

☐ Getting Inside Vehicle

Talking: Frequently

☒ Communication Via Telephone/Radio/To-Co-Workers/Public

Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	☒	☐	☐	☐	☐	☐
Wetness and/or humidity (bodily discomfort from moisture)	☒	☐	☐	☐	☐	☐
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	☒	☐	☐	☐	☐	☐
Noise and Vibration (sufficient to cause hearing loss)	☒	☐	☐	☐	☐	☐
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	☒	☐	☐	☐	☐	☐

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	☒	☐	☐	☐	☐
Chemical Hazards	☒	☐	☐	☐	☐
Electrical Hazards	☒	☐	☐	☐	☐
Fire Hazards	☒	☐	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable Diseases	☒	☐	☐	☐	☐
Physical Danger or Abuse	☒	☐	☐	☐	☐

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- ☒ Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- ☐ Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- ☐ Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- ☐ Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- ☐ Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	☐	☐	☐	☒	☐
Emergency Situations	☐	☒	☐	☐	☐
Frequent Change of Task	☐	☐	☐	☒	☐
Irregular Schedule/Overtime	☐	☒	☐	☐	☐
Performing Multiple Tasks Simultaneously	☐	☐	☐	☒	☐
Working Closely with Others as Part of a Team	☐	☐	☐	☒	☐
Tedious or Exacting Work	☐	☐	☐	☐	☒
Noisy/Distracting Environment	☐	☒	☒	☐	☐

Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date