

To our NBU customers and the New Braunfels community,

I want to personally address the sanitary sewer overflow that occurred on May 27, 2026, following a severe storm that moved through our area.

First, I want to acknowledge what happened. An estimated 550,000 gallons of untreated wastewater discharged into the Guadalupe River north of Lake Dunlap early Wednesday morning after a temporary loss of power at our Rio Lift Station.

We understand the concern this incident has caused, especially in a community that values and depends on our river system. As we continue evaluating the incident, we have identified a series of failures that contributed to this event.

The Rio Lift Station is designed with two independent power sources from separate substations to provide electricity during outages. During the storm, lightning struck one substation, taking it offline, and the second power source was unavailable due to planned maintenance scheduled before the storm. With both power sources unavailable, the facility experienced a complete loss of power.

Additionally, this facility has a backup battery system or UPS designed to power the system that alerts our control center if power is lost, so crews can respond immediately. The alarm system didn't work as intended, and our teams were not alerted that the facility had lost power.

At the same time this incident occurred, our NBU electric crews and system operators were responding to widespread storm-related outages that affected approximately 3,400 of our electric customers. The overflow was ultimately discovered by personnel investigating those outages, and wastewater crews were immediately dispatched to respond.

Once the issue was identified, crews worked to safely restore power to the facility. With the primary power source remaining unavailable, additional steps were required to bring backup power online to avoid additional outages or damage to equipment elsewhere in the electric system. Restoring power allowed operations at the facility to resume and stop the release.

Wastewater personnel began assessing site conditions and coordinating response efforts. Crews initiated cleanup and monitoring activities to minimize impacts. Response efforts included disinfecting affected areas and collecting water samples both upstream

and downstream of the discharge location, notifying water suppliers and other regulatory agencies.

While these circumstances help explain what occurred, they do not change our responsibility. Our customers expect us to have safeguards in place, and in this instance, those safeguards did not perform as intended. Here at NBU, we own what happened, and we are committed to learning from it.

Since the incident, we have begun implementing additional measures to strengthen our systems and reduce the likelihood of a similar event. These actions include identifying critical facilities near environmentally sensitive areas and increasing testing of backup systems. We are also reviewing the planning, communication and approval processes surrounding maintenance activities at critical facilities, increasing testing and verification of backup systems and alarms, and enhancing staffing and monitoring capabilities during severe weather events.

We have coordinated with the Texas Commission on Environmental Quality, the City of New Braunfels, neighboring agencies and downstream water providers. Testing has concluded. Testing consists of taking samples upstream and downstream of the impacted area. Samples collected are currently at or below the levels upstream from the impacted area.

The Guadalupe River is central to life in New Braunfels. It supports our quality of life, local businesses, tourism, and the natural beauty that makes our community unique. We understand the trust our customers place in us to protect these resources, and we take that responsibility seriously.

We know trust is earned, especially when things do not go as planned. We are committed to being transparent about what happened, what we are learning, and the steps we are taking to strengthen your systems moving forward.

Thank you for your patience, your questions, and your feedback. We remain focused on serving you with the reliability and accountability you expect from us.

Sincerely,

Ryan Kelso
Chief Executive Officer
New Braunfels Utilities