



BROWNSVILLE
PUBLIC UTILITIES BOARD

Fiscal Year 2025 – 2026 Report

Article VI. – Utilities Section 4(f) – Miscellaneous

September 01, 2026

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Executive Summary

Pursuant to *Article VI, Section 4(f) of the Brownsville City Charter*, the Brownsville Public Utilities Board (BPUB) submits this Fiscal Year 2025-2026 report to the Brownsville City Commission outlining the progress made toward advancing shared goals and collaborative initiatives between BPUB and the City of Brownsville.

Throughout FY 2025-2026, BPUB and the City continued to strengthen their partnership through coordinated infrastructure investments, administrative efficiencies, customer service enhancements, community outreach efforts, and long-term planning initiatives designed to improve the quality of life for Brownsville residents.

Under the goal of Eliminating Duplication of Services, BPUB and the City coordinated utility improvements with roadway reconstruction projects throughout the community, including Calvin Street, Old Highway 77, Coffee Port Road, Old Alice Road, Wild Rose Lane, and the Adams, Washington, and Elizabeth Alleys projects, some of which are multi-year projects. By aligning utility upgrades with roadway construction, both organizations reduced costs, minimized disruptions, and maximized the value of public investments.

Under Creating Administrative Efficiency, BPUB and the City continued to streamline operations through consolidated billing, digital plan-review technology, implementation of the Cost Recovery Memorandum of Understanding, and customer-focused initiatives based on stakeholder and customer feedback. During the reporting period, BPUB launched the WaitWell customer queue management system, SilverBlaze online customer portal, RingCentral communications platform, expanded customer assistance partnerships, and transitioned to the new BPUB.com website domain. These efforts improved customer access to services, enhanced communication, and increased operational efficiency.

Under Providing Joint Service Efforts, BPUB and the City collaborated on a wide range of initiatives supporting public safety, infrastructure, environmental stewardship, and community engagement. Key efforts included streetlight maintenance and LED conversions, installation of a utility payment kiosk at the Central Library, BTXFiber coordination, airport reliability improvements, drought response activities, community events, workforce development initiatives, and educational outreach programs. Through regular communication, technical committee meetings, and coordinated public engagement efforts, both organizations continued to strengthen transparency and community awareness.

Under Ensuring Quality of Service at Lower Cost, BPUB continued to provide substantial value to the community through approximately \$12 million in projected General Fund Transfers and an estimated \$445,000 in reduced utility rates provided to the City. Additional initiatives included implementation of a new hydrant and valve asset management program, completion of an Electric

Rate and Cost of Service Study, development of the 2025 Integrated Resource Plan, adoption of the 2026-2030 Strategic Business Plan, and implementation of the Memorandum of Understanding for Cost Recovery of Services. BPUB also adopted its Water/Wastewater Master Plan, developed with Freese and Nichol, to guide investments in the system and outline capacity through 2050. Additionally, Dr. Joseph Hollmann presented BPUB's 2025 Water Strategy to the City Commission on November 18, outlining actions to diversify Brownsville's water resources, manage demand, modernize infrastructure, and strengthen regional resilience.

Significant long-term planning accomplishments during the fiscal year included the adoption of BPUB's 2026-2030 Strategic Business Plan in December 2025 and approval of the 2025 Integrated Resource Plan in October 2025. Both initiatives incorporated input from BPUB leadership, employees, customers, City Commissioners, City Management, community stakeholders, and advisory groups to help ensure BPUB remains positioned to provide safe, reliable, affordable, and sustainable utility services for future generations.

Together, BPUB and the City of Brownsville continue to demonstrate the value of collaboration, innovation, and responsible stewardship of public resources. Through coordinated investments, shared planning, and a commitment to continuous improvement, both organizations remain focused on delivering exceptional service and supporting the continued growth and prosperity of the Brownsville community.

Common Goal 1 – Eliminate Duplication of Services

Road Projects & BPUB Infrastructure Projects

The Brownsville Public Utilities Board (BPUB) and the City of Brownsville's Engineering and Public Works Department continue to work collaboratively to coordinate utility infrastructure improvements with roadway construction and rehabilitation projects throughout the city.

By aligning water, wastewater, and electric infrastructure upgrades with planned roadway improvements, BPUB and the City reduce construction costs, minimize disruptions to residents and businesses, and help avoid future excavation of newly reconstructed streets. This coordinated approach maximizes public investment, improves project delivery, and enhances the long-term reliability of critical infrastructure.

During FY 2025-2026, BPUB and the City partnered on numerous roadway and utility improvement projects in various stages of planning, design, and construction. These coordinated efforts support the modernization of critical infrastructure, improve service reliability, and deliver long-term value to the community.

Calvin Street

Calvin Street remains an active City roadway improvement project requiring significant BPUB utility coordination. Work includes relocating 30 distribution poles, providing temporary support for 18 poles, installing 931 linear feet of 10-inch sanitary sewer line, and completing associated water and sewer service connections. Project Design has been completed; construction is 90% complete.

Old Hwy 77 (FM802 – Morrison)

BPUB continues to coordinate closely with City staff, Hanson Professional Services, Inc., and Mako Contracting Engineering to support the roadway, water, and wastewater improvements along the Old Highway 77 corridor, which started in 2024.

BPUB Electrical Engineering is actively managing utility conflicts associated with the project. Five wood distribution poles have been identified as being in direct conflict with the proposed roadway improvements and are scheduled for relocation to maintain the construction schedule. A work order for the pole relocations has been approved and released, and BPUB's Construction Department is developing the implementation schedule.

In addition, approximately 30 distribution poles will require temporary support during excavation activities. These temporary supports are being planned to maintain system reliability and minimize service interruptions throughout construction.

Project design has been completed, and construction of the water and wastewater improvements is currently approximately 45% complete.

BPUB teams remain actively engaged throughout the project to address utility-related issues, support construction activities, and help ensure the successful delivery of these critical infrastructure improvements.

Coffee Port Road

The Coffee Port Road project will reconstruct the corridor into an urban curb-and-gutter roadway and include drainage improvements. BPUB is incorporating necessary utility improvements and adjustments into the City's construction effort.

BPUB Electrical Engineering continues to work closely with City staff and Halff Associates to identify and resolve electric utility conflicts associated with the project.

To support Phase I of the roadway improvements between Ruben M. Torres Boulevard and Galveston Road, BPUB completed the relocation of approximately 1,600 feet of three-phase overhead distribution line, including the installation of 10 new distribution poles and associated attachments. This work was completed in June 2026. An additional work order is pending approval to address utility conflicts between Galveston Road and Paredes Line Road. This is estimated to be completed by the end of August 2026, and construction will take another three months.

Phase I design has been completed, and construction of the associated water and wastewater improvements is approximately 50% complete. Design for Phase II has also recently been completed.

BPUB staff remain actively engaged with City staff to coordinate future phases of the project, minimize delays, and support a smooth transition into construction.

Old Alice Road (Frontage 69E – Ruben M. Torres)

BPUB Electric Engineering continues to coordinate closely with City staff and TEDSI to review and address electrical utility considerations associated with the Old Alice Road Improvements Project. The project is under design with the City and TEDSI.

Following its review, TEDSI confirmed that no utility pole relocations are required for the project. However, temporary support will be needed for select poles during construction activities. TEDSI will provide the locations of these poles to facilitate planning and coordination efforts. The project design is complete, and construction is in the planning phase. Expected to be completed this fiscal year.

Wildrose Lane Utility Improvements Project

The Wild Rose Lane Utility Improvements Project is a joint infrastructure initiative supporting the City's roadway reconstruction efforts. BPUB's scope includes approximately 2,300 linear feet of waterline improvements and 2,410 linear feet of wastewater system improvements to replace aging infrastructure, enhance service reliability, and support long-term growth in the area.

Project design is complete, and construction is currently 32% complete. BPUB continues to coordinate with project stakeholders to support construction activities, advance utility improvements, and minimize impacts to existing services throughout the project corridor.

Adams, Washington, and Elizabeth (Alleys)

The Adams, Washington, and Elizabeth Alleys Utility Improvements Project includes wastewater infrastructure improvements within the alleys located between Adams, Washington, and Elizabeth Streets, as well as waterline improvements between 10th and 13th Streets.

Project design is complete, and construction is 85% complete.

These improvements are being undertaken to enhance the reliability and performance of the water and wastewater systems serving the area, while supporting the continued maintenance and modernization of critical infrastructure.

Backflow Testing Update

BPUB's Cross Connection Control Department continues to perform annual backflow preventer assembly testing for approximately 127 City-owned backflow prevention devices during FY 2025-2026.

These devices play a critical role in protecting the public water supply by preventing contamination that could occur during reverse flow events. Through this ongoing partnership, BPUB helps ensure compliance with state regulatory requirements while safeguarding water quality for the community.

By providing these testing services, BPUB also removes the financial and administrative burden from the City, allowing for efficient management of critical public infrastructure. BPUB remains

committed to supporting public health, ensuring regulatory compliance, and reliably delivering safe drinking water to customers.

Common Goal 2 – Create Administrative Efficiency

City Fee Collections

BPUB and the City of Brownsville continue to enhance administrative efficiency through a consolidated billing strategy that incorporates select City fees into BPUB utility invoices.

By centralizing the collection of municipal fees, including Garbage, City Maintenance, and Federally Unfunded Environmental Compliance Mandates, within the utility billing system, BPUB and the City streamline administrative processes, reduce operational redundancies, and improve overall service delivery.

This coordinated approach simplifies the payment experience for residents by providing a single, convenient billing platform while also improving collection efficiency and reducing administrative costs for both organizations.

BPUB remains committed to working collaboratively with the City to identify opportunities that increase efficiency, enhance customer service, and deliver value to the community.

Accela Software

BPUB continues to enhance administrative efficiency and customer service through the use of Accela and DigEPlan software platforms. Electric Engineering staff maintain licenses for these tools, which support digital plan review, permit coordination, and improved communication throughout the development process. Licenses were purchased in 2023 and are renewed annually.

The implementation of these platforms has enabled BPUB engineers to review development plans more efficiently, collaborate seamlessly with stakeholders, and provide timely feedback to customers, developers, and project partners. By leveraging digital workflows, BPUB has streamlined review processes, improved transparency, and enhanced the overall customer experience.

BPUB remains committed to utilizing technology-driven solutions that improve operational efficiency, support economic development, and strengthen coordination with the City and the development community.

Collaborative Efficiency Initiatives

BPUB and the City of Brownsville share a commitment to delivering exceptional customer service and continuously improving the customer experience. Through regular discussions, members of the Brownsville City Commission and the BPUB Board of Directors provide valuable feedback, share constituent concerns, and identify opportunities to enhance customer service, communication, accessibility, and operational efficiency.

This ongoing exchange of ideas has helped guide the development of initiatives focused on improving the way customers interact with BPUB and access essential services. By listening to stakeholder feedback and evaluating opportunities for improvement, BPUB implemented several efficiency initiatives during FY 2025-2026 designed to streamline processes, expand customer service options, strengthen community partnerships, and improve overall service delivery.

The following initiatives reflect BPUB's commitment to being responsive to customer needs, incorporating feedback from its governing bodies, and continuously enhancing the services provided to the Brownsville community.

WaitWell Customer Queue Management System

Launched in October 2025, the WaitWell customer experience platform was implemented to enhance the in-person service experience. The system helps reduce lobby wait times, supports appointment scheduling, facilitates customer feedback, and provides service-level tracking to help ensure consistent and efficient customer service. These improvements streamline customer interactions and support a more convenient service experience.

SilverBlaze Online Customer Portal

Launched in March 2026, the SilverBlaze online customer portal provides customers with secure, 24/7 access to account services. Through the platform, customers can make payments, manage account information, enroll in paperless billing, and view utility consumption data. The portal expands self-service options and provides customers with greater flexibility and convenience.

Optimized Staffing Model

Implemented in November 2025, BPUB adopted an optimized staffing model by integrating revenue recovery responsibilities into existing Customer Service operations following a staff vacancy. By cross-training employees rather than filling the vacant position, BPUB maintained service levels, enhanced workforce flexibility, improved operational resiliency, and reduced personnel costs.

The success of this approach has demonstrated the value of cross-functional staffing and process optimization. As a result, BPUB is evaluating opportunities to apply similar workforce efficiency strategies in other areas of the organization where appropriate, while continuing to maintain high levels of customer service and operational performance.

RingCentral Customer Communications Platform

Implemented in June 2026, RingCentral expanded BPUB's customer communications capabilities through voice, chat, SMS, and email channels. The cloud-based platform also provides workforce optimization tools, reporting and forecasting capabilities, and supports future artificial intelligence enhancements. A key benefit for customers is the ability to request a callback rather than remain on hold while waiting for a Customer Service Representative. By respecting customers' time and providing more convenient communication options, RingCentral helps improve the overall customer experience while enhancing operational efficiency.

Expanded Customer Assistance Program Partnerships

In February 2026, BPUB expanded customer access to assistance programs by establishing additional community partner locations, including Come Dream, Come Build and Good Neighbor Settlement House. These partnerships increase program accessibility, strengthen community outreach efforts, and connect more qualifying customers with available assistance resources while reinforcing BPUB's commitment to serving the community.

New Simpler Domain – BPUB.com

As part of BPUB's ongoing commitment to improving customer access to information and supporting the City of Brownsville's broader goal of enhancing public service delivery, BPUB launched its new website domain, BPUB.com, in late July 2026.

The new domain aligns with BPUB's updated brand identity while providing customers with a simpler and more intuitive way to access utility services and information. The shorter, more recognizable web address is easier to remember and locate online and helps reduce confusion when residents seek information about utility programs, services, outages, conservation initiatives, and community projects.

By simplifying access to digital services and improving the customer experience, BPUB is making it easier for residents to interact with their utility provider while supporting a shared commitment between BPUB and the City to deliver accessible, responsive, and customer-focused public services.

Through these initiatives, BPUB continues to improve efficiency, expand customer access to services, strengthen community partnerships, and enhance the overall customer experience while responsibly managing public resources.

Customer Satisfaction Study

As part of its commitment to continuous improvement and responsive service delivery, BPUB commissioned GreatBlue Research, a nationally recognized market research firm with extensive experience serving public power, water, wastewater, and municipal utility organizations, to conduct a comprehensive Customer Satisfaction Study between June 2025 and August 2025.

The study, presented to the BPUB Board of Directors in October 2025, provided valuable insights into customer perceptions, service expectations, and opportunities to enhance the customer experience. The findings confirmed BPUB's strong operational performance, particularly in electric reliability and outage restoration, while also identifying opportunities to increase customer awareness of available programs and services, strengthen customer confidence in drinking water quality, and enhance communication about the value of BPUB's municipally owned utility model.

The findings were shared with BPUB leadership and helped inform discussions with the Brownsville City Commission and BPUB Board of Directors regarding customer service priorities and community expectations. These insights directly influenced several customer-focused initiatives implemented during FY 2025-2026, including WaitWell, SilverBlaze, RingCentral, expanded access to customer assistance programs, enhanced customer communications, and other service improvements designed to better meet customer needs.

By actively listening to customers and incorporating their feedback into operational planning, BPUB continues to strengthen customer relationships, improve service delivery, and support a culture of continuous improvement.

Common Goal 3 – Provide Joint Service Efforts

Utility Payment Kiosk Partnership

BPUB and the City of Brownsville partnered to expand customer access to utility payment services by installing a self-service payment kiosk at the Brownsville Public Library System's Main Branch (Central Library). This initiative brings convenient payment services closer to the community while supporting both organizations' commitment to improving customer accessibility and service delivery.

The kiosk provides customers with an additional payment option outside BPUB's customer service centers, improving accessibility and convenience while reducing travel and wait times. Through this

partnership, BPUB and the City are making utility services more accessible and responsive to customer needs.

The self-service kiosk allows customers to securely make utility payments and perform routine transactions via a user-friendly platform located in a central, accessible community facility.

Community Impact

- Strengthened collaboration between BPUB and the City of Brownsville.
- Expanded customer access to utility payment services.
- Increased convenience through a centrally located payment option at the Central Library.
- Reduced travel time and improved access to customer services.
- Enhanced customer service and accessibility for Brownsville residents.

Through this collaborative initiative, BPUB and the City continue to improve service delivery, expand access to essential services, and provide convenient solutions that better serve the community.

Streetlight Program

BPUB continues to support public safety and community mobility through its comprehensive streetlight program. The utility installs and maintains approximately 13,772 streetlights throughout the City of Brownsville, enhancing visibility for motorists, pedestrians, and cyclists.

These lighting assets play a vital role in promoting safer roadways, improving neighborhood security, and supporting transportation infrastructure across the community. Through ongoing maintenance, repairs, upgrades, and new installations, BPUB works to ensure the reliability and effectiveness of the streetlight system.

BPUB remains committed to partnering with the City to provide efficient, reliable streetlighting services that enhance public safety, improve quality of life, and support the needs of Brownsville's residents and businesses.

LED Streetlight Conversion Program

BPUB and the City of Brownsville continue to work together to modernize the City's streetlight system by converting streetlights to energy-efficient LED fixtures.

According to the COB's July 2026 Light Report, approximately 11,477 City-owned streetlights have been converted to LED technology. The program enhances visibility for motorists, pedestrians, and cyclists while reducing energy consumption and maintenance requirements.

BPUB's Electric Operations team works closely with the City to implement the conversions, maintain system reliability, and support the City's goals for improved public safety, operational efficiency, and sustainable infrastructure.

Through this collaborative effort, the City and BPUB are enhancing the quality of public lighting throughout Brownsville while delivering long-term benefits to residents, businesses, and the community.

New Street Light Requests

BPUB and the City of Brownsville continue to work collaboratively to address new streetlight requests and enhance lighting throughout the community. Through ongoing coordination between BPUB's Electrical Division and the City's Traffic Department, new lighting installations are evaluated, prioritized, and completed to support public safety and community development.

As of July 2026, BPUB has installed 9 new streetlights throughout the city at the request of the Traffic Department, as well as 104 streetlights within new subdivision developments during FY 2025-2026.

A key component of this collaborative effort is the monthly BPUB-City of Brownsville Technical Committee meetings. These meetings provide a forum for both organizations to identify and resolve process challenges, clarify project requirements, improve communication, and streamline the review and installation process.

Through this partnership, BPUB and the City are improving coordination, increasing transparency, and enhancing responsiveness to community lighting needs while supporting continued growth and public safety throughout Brownsville.

Expressway Lights Maintenance Program

BPUB and the City of Brownsville continue to collaborate to maintain roadway lighting along Expressway 77/69, enhancing visibility, improving public safety, and supporting reliable transportation infrastructure throughout the community.

BPUB currently maintains more than 800 roadway lighting fixtures along the expressway corridor, including a significant number of lights located outside BPUB's electric service territory. Through ongoing coordination with project partners and transportation agencies, BPUB helps ensure these critical lighting assets remain operational and continue to serve residents and visitors traveling through Brownsville.

During FY 2025-2026, BPUB completed four major expressway lighting maintenance operations, replaced more than 150 lighting fixtures, and repaired two electrical distribution circuits supporting the system. Additionally, BPUB Electrical Operations has scheduled ongoing maintenance activities throughout the remainder of the fiscal year to proactively address lighting needs and maintain system reliability.

Through this collaborative effort, BPUB and the City continue to enhance roadway safety, improve lighting performance, and support the long-term reliability of critical transportation infrastructure.

Landfill New Sanitation Department Shop

BPUB continues to coordinate with the City of Brownsville on the development of the new Sanitation Department Shop at the City Landfill, which will support the maintenance and repair of landfill equipment.

A work order has been approved for the installation of approximately 500 feet of underground three-phase primary distribution line, a service transformer, and associated electrical equipment. Construction is scheduled to begin in August 2026, with completion anticipated by the end of the month.

This collaborative effort will provide the electrical infrastructure necessary to support the City's ongoing landfill operations.

City Hall Electrical Upgrades

BPUB continues to work with the City of Brownsville and Ethos Engineering to support electrical service upgrades associated with the City Hall HVAC improvement project.

Coordination efforts are focused on sizing a new pad-mounted transformer to accommodate the proposed building load. BPUB and City staff are currently evaluating equipment location, project costs, and construction requirements to support a smooth transition into the construction phase.

This collaborative effort will help modernize City Hall infrastructure and support improved energy efficiency and building performance.

City Plaza Upgrades

BPUB is working with the City of Brownsville and Hanson Professional Services to support the City Plaza Upgrades Project. The project includes relocating an existing BPUB pad-mounted transformer to accommodate the installation of a new generator.

BPUB is coordinating with project stakeholders to identify a new accessible location for the transformer and facilitate the acquisition of any necessary easements. These efforts will help ensure reliable electrical service while supporting the City's planned infrastructure improvements.

BTXFiber

BPUB continues to collaborate with the City of Brownsville, Omni Fiber (Lit Fiber), and Davey Resource Group (DRG) to support the BTXFiber project and facilitate the deployment of broadband infrastructure throughout the community.

As part of this effort, BPUB reviews pole attachment applications, coordinates utility conflict resolution, and works with project partners to ensure proposed installations meet technical and safety standards. Omni Fiber continues to utilize Davey Resource Group to prepare and revise permit application packages, with an increased focus on underground installations to reduce reliance on aerial infrastructure.

In December 2025, DRG submitted documentation for 22 permits encompassing approximately 360 poles for BPUB review. BPUB completed its review in March 2026 and provided feedback regarding pole loading requirements, make-ready work, and telecommunications infrastructure adjustments.

As of August 2026, DRG is revising permit applications based on BPUB's comments, and both organizations continue working collaboratively to address outstanding make-ready requirements and advance permit approvals. BPUB is also actively reviewing pending applications, coordinating with project stakeholders, and streamlining internal processes to improve turnaround times and support project progress.

Weekly coordination meetings between the City, Omni Fiber, and BPUB continue to facilitate communication, resolve issues, and maintain momentum on this important community broadband initiative.

SPI Airport Electrical Reliability

BPUB continues to support reliable electrical service to the South Padre Island International Airport through proactive maintenance and infrastructure improvements.

During FY 2025-2026, BPUB Electrical Operations completed a comprehensive inspection of the overhead distribution circuit serving the airport and implemented preventive maintenance measures to enhance system reliability. As of August 6, 2026, all identified maintenance activities have been completed, including:

- 28 tree-trimming projects

- 23 pole replacements
- 11 lightning arrester replacements
- 13 transformer replacements
- 189 fog bowl insulator replacements
- 2 capacitor bank replacements

Through these improvements, BPUB is helping strengthen the reliability of the electric system serving the airport, supporting safe and dependable operations for a critical regional transportation asset.

Resaca de la Guerra Resiliency and Restoration Project

The Resaca de la Guerra Resilience and Restoration Project, located along the Resaca de la Guerra corridor in south Brownsville near the Southmost area, is designed to restore aquatic and riparian habitats, create additional potable water storage capacity, and strengthen the resilience of Brownsville's water system. The project is funded through a \$3 million WaterSMART grant from the Bureau of Reclamation with a \$1.6 million local cost-share contribution.

The final design is approximately 90% complete, and environmental, cultural compliance, and permitting activities are anticipated to be completed in September 2026. Contractor selection is expected in November 2026, with sediment removal activities scheduled to begin in January 2027 and conclude in June 2027.

Subsequent phases will include vegetation removal, riparian revegetation, trail construction, and the installation of stormwater treatment units through Spring 2027.

Through this project, BPUB is advancing long-term water supply resilience, environmental stewardship, habitat restoration, and water quality improvements that will benefit the Brownsville community for generations to come.

Underground Residential Distribution (URD) Conductor Replacement Project

BPUB continues to enhance the reliability and resilience of its electric distribution system through the Underground Residential Distribution (URD) Conductor Replacement Program. Using a data-driven approach developed by the Electrical Systems Planning (ESP) Department, BPUB evaluates underground electrical infrastructure based on outage history, cable failure trends, maintenance records, asset age, and reliability risks to identify and prioritize replacement projects.

This proactive strategy helps reduce service interruptions, improve system performance, lower maintenance costs, and support informed capital investment decisions. By targeting areas with the

greatest infrastructure needs, BPUB is working to improve reliability and provide a higher level of service to customers.

During FY 2026, BPUB advanced its system reliability efforts by securing engineering consulting services and commencing design of the following projects:

Galaxia Subdivision

BPUB has secured a consultant and initiated design activities for the replacement of aging direct-buried underground electrical infrastructure within the Galaxia Subdivision located by Military Highway and Calle Pluton. The project includes upgrades to associated distribution equipment and, where necessary, evaluation of transformer replacements. Engineering studies have also identified opportunities to improve system operability through loop-fed configurations and fault-location technologies that can reduce outage durations and maintenance costs. The project is expected to replace approximately 14,000 feet of underground distribution cable.

Timber Subdivision

BPUB has also advanced design efforts for the Timber Subdivision URD Replacement Project located by McKenzie Rd and Timber Dr. The proposed improvements will replace existing direct-buried cable with conduit-installed cable and incorporate junction boxes that will allow the subdivision to operate in a loop-fed configuration. These enhancements are expected to improve reliability, reduce outage durations, enhance fault isolation and troubleshooting capabilities, and lower long-term maintenance costs. The project is expected to replace approximately 4,400 feet of underground distribution cable.

Through these investments, BPUB is proactively modernizing critical electric infrastructure while improving system reliability, resiliency, and service quality for customers.

Brownsville Airport District Cable Replacement Project

BPUB continues to advance the Brownsville Airport District Cable Replacement Project to improve electric system reliability and replace aging underground infrastructure serving the airport area.

To support this effort, BPUB retained an engineering consultant and has worked closely with Airport and City staff to complete field surveys, utility locates, and staking of proposed equipment locations. The project includes replacing approximately 2.12 miles of direct-buried electrical cable within Airport District facilities.

FY 2025-2026 Update:

Boca Chica Boulevard Segment: Design has been initiated for approximately 1.12 miles of new underground cable and conductive cable improvements along Boca Chica Boulevard. The engineering design is currently under review by BPUB Electric Engineering staff. Once finalized, construction is expected to take approximately 10 to 12 weeks.

South Vermillion Avenue Segment: Design has been initiated for approximately 1 mile of overhead cable improvements along South Vermillion Avenue and is currently 98% complete. Upon completion of the design phase, construction is expected to take approximately 8 to 10 weeks.

Through this project, BPUB is proactively replacing aging infrastructure, improving system reliability, and enhancing service resiliency for critical facilities within the Airport District.

Communication Synergy

BPUB and the City of Brownsville continue to strengthen collaboration, transparency, and communication through established coordination channels that support informed decision-making and effective service delivery.

To enhance communication between both organizations, BPUB designated its Chief Administrative Officer as the primary City Liaison. In this role, the CAO serves as the central point of contact for City-BPUB communications, facilitating information sharing, coordinating responses to inquiries, and supporting intergovernmental collaboration.

Throughout FY 2025-2026, BPUB and the City maintained regular communication and coordination through a variety of forums, including:

- Presentations and discussions with the City Commission on matters of strategic importance to the community, including:
 - November 18, 2025: Ensuring a Sustainable Water Supply, presented by Dr. Joseph Hollmann, SRWA Board Chair.
 - March 3, 2026: Brownsville Public Utilities Board 2026-2030 Strategic Business Plan, presented by Gerardo Martinez, BPUB Board Chair, and Marilyn D. Gilbert, General Manager & CEO.
- Regular meetings between City and BPUB legal counsel.
- Monthly Technical Committee meetings between City and BPUB staff to coordinate projects, resolve operational issues, improve communication, and enhance organizational efficiency.

Through these ongoing efforts, BPUB and the City continue to foster a strong working relationship, improve transparency, strengthen interagency coordination, and advance shared goals that benefit the Brownsville community. In addition to these regular communication channels, joint subcommittee meetings and joint meetings of the Brownsville City Commission and BPUB Board of Directors

remain valuable tools for promoting collaboration, discussing shared priorities, and strengthening the partnership between both organizations, even though no such meetings were held during FY 2025-2026.

Event Collaboration

BPUB and the City of Brownsville continue to collaborate on a variety of community events and outreach initiatives that promote public awareness, strengthen community relationships, and maximize the effective use of shared resources. Through these joint efforts, both organizations educate residents, support civic engagement, and highlight services that enhance the quality of life in Brownsville.

During FY 2025-2026, BPUB partnered with the City on numerous community events, including:

- *One City Information and All-Hazards Preparedness Fair*
BPUB partnered with the City of Brownsville to participate in the [One City Information and All-Hazards Preparedness Fair](#) on May 21, 2026. BPUB staff provided information on utility services, customer service resources, and billing assistance, while Leo the Lineman shared hurricane preparedness and electrical safety information. The event also provided an opportunity for City and BPUB representatives to engage directly with residents and address community questions.

- ***Town Hall meeting for Valley International Country Club (VICC)***

BPUB partnered with the City of Brownsville to host a Town Hall meeting for Valley International Country Club (VICC) residents on June 22, 2026, to discuss utility service issues and opportunities for improvement within the community.

During the meeting, BPUB staff provided information on the history of utility service within VICC, discussed operational and infrastructure challenges affecting the area, and shared potential paths forward. BPUB's Customer Service team also addressed questions and concerns directly from residents.

- ***Careers and Coffee Job Expo***

BPUB participated in the Careers and Coffee Job Expo held on October 23, 2025, a workforce development event co-hosted by the City of Brownsville and the Greater Brownsville EDC (GBEDC). The event connected residents with local employers, career opportunities, and workforce development resources.

BPUB staff engaged with job seekers, shared information about employment opportunities at the utility, and highlighted career paths within the utility industry.

- ***Brownsville Parks and Recreation Touch-A-Truck***

BPUB participated in the District 2 Spring Fling & Touch-A-Truck event hosted by the City of Brownsville Parks & Recreation Department at Cabler Park on April 11, 2026. BPUB showcased a backhoe from the Water/Wastewater Operations and Construction Department, giving children and families a chance to explore utility equipment and learn more about the services BPUB provides to the community.

- ***Scout Government Day***

BPUB participated in the 74th Annual Brownsville Scout Government Day hosted by the City of Brownsville on February 13, 2026, at Brownsville City Hall. The event provided local Scouts with a firsthand look at municipal government operations and the essential services provided to the community.

As part of the program, Scouts interacted with representatives from various City departments and community partners, including BPUB, to learn about public service, utility operations, and career opportunities. The event encouraged civic engagement and provided participants with a deeper understanding of how local government and public utilities work together to serve residents.

- **BISD 6TH Annual Sustainability Rally**

BPUB participated in the BISD 6th Annual Sustainability Rally in April 2026, where Energy Efficiency and Conservation staff engaged with approximately 270 students and provided information on sustainability initiatives, energy efficiency, water conservation, and responsible resource management.

Through participation in community educational events such as the Sustainability Rally, BPUB supports broader community efforts to promote environmental stewardship and raise awareness of sustainability among future generations. These outreach activities complement the shared commitment of BPUB and the City of Brownsville to educating residents, encouraging conservation, and fostering a culture of environmental responsibility within the community.

- **BPUB's Big Public Utilities Bash**

BPUB hosted the Big Public Utilities Bash on October 10, 2025, offering families an opportunity to learn about the utility services that support the community through interactive, educational experiences.

More than 2,000 attendees participated in the event, which featured utility trucks, hands-on demonstrations, educational games, and information on water conservation, public power, and wastewater services. The event also included participation from community partners, including the Brownsville Police Department and Brownsville Fire Department, which provided vehicle displays and public safety information.

- **Community Event Sponsorships**

In addition to its collaborative outreach efforts with the City of Brownsville, BPUB supported several community events throughout FY 2025-2026 that promoted civic engagement, community pride, education, and economic development.

Notable sponsorships included Mayor John F. Cowen, Jr.'s 2026 State of the City Address, held on March 25, 2026, which highlighted Brownsville's accomplishments, priorities, and vision for the future. BPUB also supported the Mr. Amigo 2026 celebrations held in February 2026, which celebrated the longstanding cultural and binational ties between Brownsville and Matamoros.

Drought Response

BPUB and the City of Brownsville continue to work collaboratively to promote water conservation and raise public awareness of drought conditions through coordinated outreach, education, and community engagement. These initiatives support responsible water use, help preserve limited water resources, and reinforce the community's long-term resilience during droughts.

Throughout FY 2025-2026, BPUB and the City implemented a variety of conservation awareness initiatives, including:

- Drought-related billboard campaigns were displayed at key locations throughout the city.
- Social media outreach and public information campaigns provide updates on drought conditions, conservation measures, and water-saving practices.
- Digital signage and customer communications highlighting conservation tips and drought-related information.
- Educational outreach through career days, facility tours, schools, universities, and community partners to increase awareness of water resource challenges and conservation opportunities.
- Legislative advocacy efforts, including participation in Brownsville Day at the Capitol, where BPUB and City representatives engaged state leaders on regional water supply needs, drought challenges, and infrastructure funding opportunities.

As a result of improving reservoir conditions, Brownsville transitioned from Drought Stage 2 to Drought Stage 1 on August 7, 2026. BPUB and the City continue to promote conservation awareness and encourage responsible water use to help preserve the region's water resources and maintain long-term water sustainability.

Through these ongoing efforts, BPUB and the City are working together to build a culture of conservation, support sustainable resource management, and help ensure a reliable water supply for future generations.

Safety, Security, and Emergency Preparedness Partnerships

BPUB's Safety and Security Operations Department (SSOD) and Emergency Preparedness Division continue to collaborate with the City of Brownsville, public safety agencies, educational institutions, and community organizations to enhance public safety, strengthen emergency preparedness, and support workforce development throughout the region.

These partnerships help improve coordination between agencies, strengthen emergency response capabilities, and support the City's efforts to protect residents, critical infrastructure, and essential services before, during, and after emergency events.

During FY 2025-2026, BPUB supported the following collaborative initiatives:

- Electrical Hazard Awareness Training was provided to the Brownsville Police Department, Brownsville Fire Department, City of Brownsville personnel, Cameron County staff, and other local agencies, helping first responders and public employees safely operate around utility infrastructure during routine operations and emergency incidents.

- Traffic Control and Work Zone Safety Training was conducted on February 12, 2025, supporting the safe management of roadway incidents, infrastructure projects, and emergency response activities.
- Law Enforcement Training Support and SWAT Exercises conducted in partnership with the Brownsville Police Department, strengthening coordination between utility and public safety personnel during emergency scenarios.
- Electrical Safety Education Programs provided to Brownsville ISD students on:
 - October 7, 2025
 - December 17, 2025
 - February 26, 2026
 - April 16, 2026

These programs support community education and workforce development while increasing awareness of utility safety and career opportunities.

- Emergency Preparedness Planning Session conducted jointly with the City of Brownsville Office of Emergency Management on May 5, 2026, to review emergency plans, coordination procedures, and response priorities.
- City of Brownsville Office of Emergency Management Tabletop Exercise conducted on May 7, 2026, strengthening interagency communication, situational awareness, and Emergency Operations Center coordination.
- Tropical Storm Preparedness and Coordination Calls were held between June 15 and 17, 2026, enabling BPUB and City officials to exchange real-time information regarding weather conditions, operational impacts, infrastructure concerns, and service restoration priorities.
- BPUB 2026 Hurricane Tabletop Exercise was conducted on June 17-18, 2026, with participation from the City of Brownsville Office of Emergency Management to enhance hurricane response planning and continuity of operations.
- Harness and Pole-Climbing Safety Training was provided to Gladys Porter Zoo maintenance personnel on September 9, 2026, supporting safe work practices and community partnerships.
- Disaster Finance Training, scheduled for September 14, 2026, and open to the City of Brownsville and other jurisdictional partners, to strengthen recovery planning and disaster reimbursement readiness.

BPUB also continued coordinating with the City through the City's WebEOC platform, participation in emergency management activities, and the assignment of a dedicated Liaison Officer within BPUB's Incident Command System to support communication and coordination with the City's Emergency Operations Center during emergencies.

Through these collaborative efforts, BPUB and the City of Brownsville continue to strengthen emergency preparedness, improve operational resilience, enhance public safety, and ensure the reliable delivery of essential services to the community.

Common Goal 4 – Ensure Quality of Service at Lower Cost

General Fund Transfer

As a municipally owned utility, BPUB provides value to the community beyond the delivery of reliable electric, water, and wastewater services. Through the General Fund Transfer established under City Ordinance 2022-1700, BPUB contributes directly to the City of Brownsville's ability to fund essential municipal services, infrastructure investments, public safety initiatives, and quality-of-life programs that benefit residents throughout the community.

Unlike investor-owned utilities, BPUB's revenues remain local, allowing the utility to reinvest in both critical utility infrastructure and the broader community it serves. This unique model helps ensure that the benefits of local ownership extend beyond utility operations and directly support services relied upon by Brownsville residents.

For FY 2025-2026, BPUB projects a transfer of approximately \$12 million to the City of Brownsville through the General Fund Transfer program.

This contribution reflects the value of local ownership and supports the shared goal of delivering high-quality public services at the lowest reasonable cost. By leveraging the efficiencies of a municipally owned utility, BPUB helps generate resources that can be reinvested into the community while maintaining reliable utility services and competitive rates for customers.

Reduced Utility Rates

As a municipally owned utility, BPUB provides additional value to Brownsville citizens by offering reduced utility rates for municipal operations. In accordance with City Ordinance, Section 102, Article III – Rates and Charges, the City of Brownsville receives utility services at a discounted rate, helping reduce the cost of providing essential public services to the community.

By lowering utility-related operating expenses, these savings allow the City to direct more resources toward critical services, public infrastructure, parks, public safety, and other community priorities. This arrangement reflects the benefits of local ownership and the longstanding partnership between BPUB and the City in serving Brownsville residents.

For FY 2025-2026, the estimated utility rate discount provided to the City of Brownsville is approximately \$445,000.

This cost-saving measure supports the shared goal of delivering high-quality public services at the lowest reasonable cost. By leveraging the efficiencies of a municipally owned utility, BPUB helps reduce municipal operating expenses while continuing to provide reliable electric, water, and wastewater services to both the City and the citizens of Brownsville.

Through this partnership, the benefits of local ownership extend beyond utility operations, creating direct financial value that is reinvested into the community and contributes to an enhanced quality of life for Brownsville residents.

Valve and Hydrant Maintenance

BPUB's Valve and Hydrant Department continues to work closely with the Brownsville Fire Department to inspect, test, flush, and maintain fire hydrants throughout the water distribution system. This ongoing partnership helps ensure hydrants remain operational and available to support fire protection services while identifying assets that require maintenance, repair, or replacement.

Hydrants are maintained, repaired, or replaced as needed and are color-coded in accordance with American Water Works Association (AWWA) standards to help emergency responders identify available fire flow.

In addition to hydrant maintenance, BPUB conducts routine valve inspections and exercises critical system valves to ensure proper operation and prevent equipment failure. This proactive approach supports the reliability of the water distribution system and helps ensure operational readiness during both routine and emergency conditions.

During FY 2025-2026, BPUB's Water and Wastewater Operations team completed maintenance activities on approximately 750 fire hydrants and 1,987 valves, helping maintain system reliability and supporting emergency response capabilities throughout the community.

In July 2026, BPUB implemented a new asset management system and preventive maintenance program designed to improve the tracking, scheduling, and performance of hydrant and valve maintenance activities. Prior to implementation, crews averaged approximately 230 dead-end hydrant flushings per month. The new system has enabled BPUB to achieve full compliance with state requirements by increasing monthly dead-end hydrant flushes to the required 293.

The preventive maintenance program is expected to further improve the management of hydrant and valve assets, expand maintenance activities, and enhance long-term system reliability and operational readiness.

Memorandum of Understanding for Cost Recovery of Services

BPUB and the City of Brownsville continue to implement the Memorandum of Understanding (MOU) for Cost Recovery of Services, which became effective on October 1, 2025, and established a framework for the equitable recovery of costs associated with services provided between the two organizations. The agreement promotes transparency, accountability, and appropriate cost allocation while helping prevent the under-recovery of expenses. The MOU represents a significant milestone in the ongoing partnership between BPUB and the City, providing a formal framework for managing shared services and associated costs.

The MOU encompasses a variety of shared services and operational activities, including:

- Use of BPUB rights-of-way
- Capital work orders
- Street lighting
- Resaca dewatered sediment disposal at the City landfill
- Software and Accela licenses
- City damages
- City customer service inspections
- TEF check distribution processing
- BTXFiber network support
- Wastewater downtown improvements
- Potable water treatment plant sludge disposal at the City landfill
- Franchise fee administration
- Street patching
- Resaca administration
- Waste collection services at BPUB facilities

BPUB and the City continue to improve administrative efficiency, strengthen interagency coordination, and ensure the fair allocation of costs associated with shared services and community infrastructure.

Waiver of Outstanding Pre-MOU Invoices

As BPUB and the City of Brownsville transitioned to the Memorandum of Understanding (MOU) for Cost Recovery of Services, both organizations collaborated to address outstanding invoices for services provided prior to the MOU's effective date of October 1, 2025.

On October 15, 2025, the City submitted a request to waive outstanding invoices for services provided between December 5, 2022, and September 30, 2025. Following review and consideration, the BPUB Board of Directors approved a waiver totaling \$264,859 on November 10, 2025.

The action provided a clear transition into the new MOU framework and established a foundation for future cost recovery, budgeting, and service coordination between BPUB and the City. By resolving legacy invoices and implementing the MOU, both organizations strengthened administrative efficiency, improved financial transparency, and created a more streamlined process for managing shared services moving forward.

Electric Rate and Cost of Service Study

To support the long-term financial sustainability of the utility and ensure rates remain fair and equitable across customer classes, BPUB completed an Electric Rate and Cost of Service Study during FY 2025-2026. The study was conducted by NewGen Strategies & Solutions and evaluated the cost of providing electric service to Residential, Commercial Non-Demand, Commercial Demand, Commercial Large Demand, and Lighting customers.

The study's objective was to ensure that each customer class pays its appropriate cost of service while providing sufficient revenue to support the reliable operation, maintenance, and future investment needs of BPUB's electric system. The analysis also evaluated BPUB's financial requirements over a five-year planning horizon and developed a proposed rate structure designed to support continued system reliability and financial stability.

The findings support the shared goals of BPUB and the City of Brownsville by promoting transparent rate-setting practices, responsible financial planning, and the continued delivery of high-quality utility services at the lowest reasonable cost. By ensuring rates accurately reflect the cost of providing service, BPUB can continue investing in critical infrastructure while maintaining affordability and long-term value for customers.

While the study was presented to the board, the implementation of the proposed rates has been temporarily delayed. The analysis will be refreshed to reflect current operating conditions and updated financial assumptions, with implementation now anticipated for FY 2028.

2026-2030 Strategic Business Plan

BPUB continued to strengthen collaboration with the City of Brownsville through the development and implementation of its 2026-2030 Strategic Business Plan, a roadmap guiding the utility's investments, operations, and service priorities over the next five years.

From June through December 2025, BPUB undertook a comprehensive strategic planning process that engaged Board Members, leadership, employees, customers, community stakeholders, City Commissioners, and City Management to help define the organization's future direction. The effort included stakeholder interviews, strategic assessments, employee engagement, a Board and Leadership Team planning retreat, development of strategic priorities, and the creation of updated Vision and Mission Statements.

The planning process culminated in December 2025, when the BPUB Board of Directors formally adopted the 2026-2030 Strategic Business Plan. The plan establishes a framework for investing in reliable infrastructure, enhancing the customer experience, advancing operational excellence, maintaining affordability, promoting environmental stewardship, and strengthening partnerships that support Brownsville's continued growth and prosperity.

On March 3, 2026, BPUB Board Chair Gerardo Martinez and General Manager & CEO Marilyn D. Gilbert presented the Strategic Business Plan to the Brownsville City Commission, providing an overview of BPUB's long-term priorities and vision for serving the community.

By incorporating feedback from key stakeholders and aligning organizational priorities with community needs, the Strategic Business Plan serves as a shared roadmap for ensuring BPUB continues to deliver safe, reliable, and affordable utility services while supporting the long-term success of the Brownsville community.

Water/Wastewater Masterplan

BPUB's Water and Wastewater Master Plan, adopted in 2025 and developed with consultant Freese and Nichols, provides a long-term, growth-based strategy through approximately 2050. It identifies about \$32 million in near-term water improvements and \$68 million in near-term wastewater projects to preserve reliability, address lift-station and force-main constraints, and reduce the risk of sanitary sewer overflows.

Integrated Resource Plan (IRP)

The 2025 Integrated Resource Plan (IRP) was approved by the BPUB Board of Directors on October 13, 2025. Developed by Patrylak Energy Advisors (PEA) with input from BPUB staff, Board Members, PUBCAP, City representatives, and community stakeholders through a series of public workshops, the IRP establishes a long-term roadmap for meeting the community's future electric energy needs.

Key Takeaways

- Long-Term Reliability – Evaluates future energy needs and resource options to ensure BPUB can continue providing reliable electric service as the community grows.
- Affordability – Supports informed decision-making aimed at balancing customer costs with the investments needed to maintain and improve the electric system.
- Resiliency – Assesses resource strategies that strengthen BPUB's ability to respond to extreme weather events, market volatility, and changing energy demands.
- Sustainability – Evaluates a range of power supply options, including traditional generation, renewable resources, battery storage, and energy efficiency programs to support a balanced and sustainable energy portfolio.
- Stakeholder Engagement – Incorporated feedback from BPUB customers, PUBCAP, Board Members, City representatives, economic development organizations, and community leaders to ensure future resource decisions reflect local priorities and community needs.

Through the Integrated Resource Plan, BPUB is proactively planning for future energy needs while maintaining its commitment to reliable service, responsible financial stewardship, and long-term value for the Brownsville community.

Conclusion: Working Together to Serve Brownsville

Throughout FY 2025-2026, the Brownsville Public Utilities Board and the City of Brownsville continued to demonstrate the strength and value of their longstanding partnership. By working collaboratively to align infrastructure investments, streamline administrative processes, improve customer service, and support community initiatives, both organizations advanced shared goals that directly benefit Brownsville residents and businesses.

Significant accomplishments during the reporting period included coordinated roadway and utility improvement projects; implementation of customer-focused technologies and service enhancements; expanded community outreach and educational efforts; continued investments in electric and water system reliability; long-term resource planning initiatives; and the execution of the Memorandum of Understanding for Cost Recovery of Services. Together, these efforts improved operational efficiency, strengthened transparency, enhanced public service delivery, and helped maximize the value of public resources.

As a municipally owned utility, BPUB remains committed to providing safe, reliable, and affordable electric, water, and wastewater services while contributing to the broader success of the Brownsville community. Through direct financial contributions to the City, reduced municipal utility rates, strategic infrastructure investments, and collaborative planning efforts, BPUB continues to deliver benefits that extend beyond utility operations and support the community's long-term growth and prosperity.

Looking ahead, BPUB and the City will continue to build upon this strong foundation of collaboration to address emerging challenges, leverage new opportunities, strengthen resilience, and enhance the quality of life for the citizens they serve. Together, both organizations remain dedicated to responsible stewardship, continuous improvement, and delivering exceptional value to the Brownsville community.