



BROWNSVILLE
PUBLIC UTILITIES BOARD

PUBCAP Meeting



Wednesday, October 22, 2025



BROWNSVILLE
PUBLIC UTILITIES BOARD

Call Open Meeting To Order



BROWNSVILLE
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Approval of September Minutes



BROWNSVILLE
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Old Business







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New Business



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Substation Upgrades

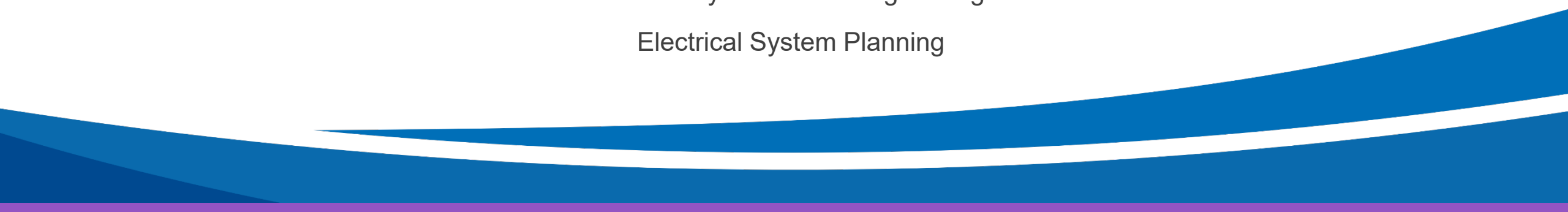
AIRPORT/STRAND SUBSTATION

● ● ● P U B C A P M E E T I N G | October 22, 2025

Javier Martinez Jr., P.E.

Electrical Systems Planning Manager

Electrical System Planning

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Airport Capital Improvement Project

- BPUB is currently in the process of rebuilding the Airport Substation.
- This capital improvement Project will be completed within two phases:
 - Phase 1- Mobile Substation Implementation
 - Phase 2- Decommission and rebuild of Airport Substation
- Progress:
 - Mobile Substation was completed and energized on Q3 2025.
 - The decommission of Airport substation started Q3 2025.
 - Airport rebuild is scheduled to be completed by Q4 2026.



Importance of Rebuilding the Airport Substation

Aging Infrastructure

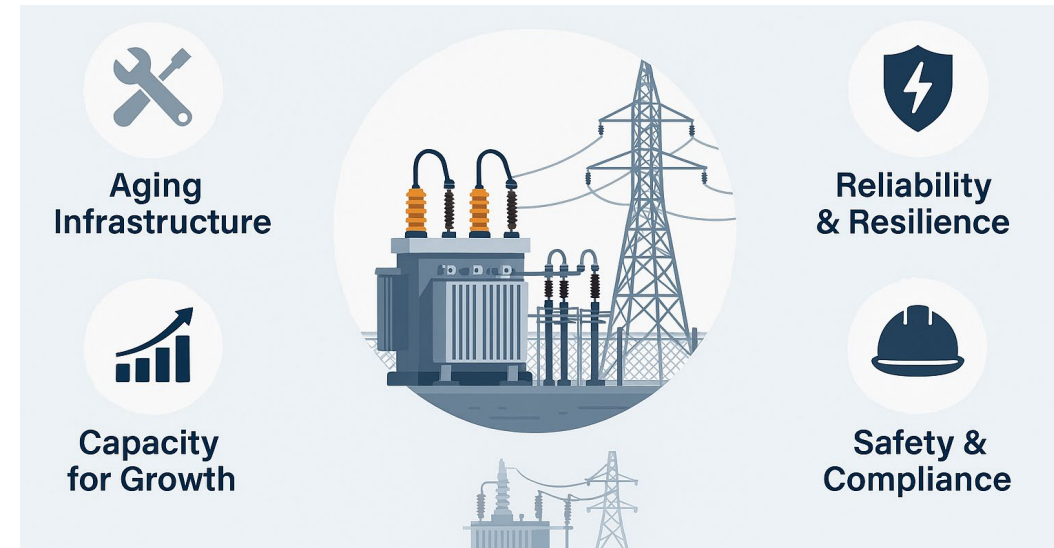
- Support for renewable integration and smart grid technologies.
- Lower long-term costs through modernized equipment

Grid Reliability and Resilience

- Reduced outages and improved power quality service.

Capacity for Future Growth

- Support future load growth due to existing BPUB customers expansions or new customer development projects.



Strand Substation

- Phase 1 consisted of utilizing BPUB mobile substation and installing it in the vicinity of BPUB Airport substation.
- Collaborative effort among various BPUB department.
- New engineering design philosophy utilized by BPUB engineering and planning team.
- As of 9/3/25, majority of the Airport substation load was transferred successfully to Strand substation.



ATLAS SUBSTATION

Atlas Substation Construction

Expected Peak Load	16MW
Capacity	56 MVA (Two 28 MVA Transformers)
Estimated Cost	~ \$8 Million
Project Timeline	QTR 4 of 2026



BPUB System Planning Outlook



- Take lesson learned from Strand substation and implement design and protection philosophies to the rebuilt of Loma Alta substation (i.e. Cipher Substation).
- The Electrical System Planning department is also in the process of acquiring a second mobile substation to assist with new load growth opportunities.



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JAVIER MARTINEZ, JR., P.E., ELECTRICAL SYSTEMS PLANNING MANAGER

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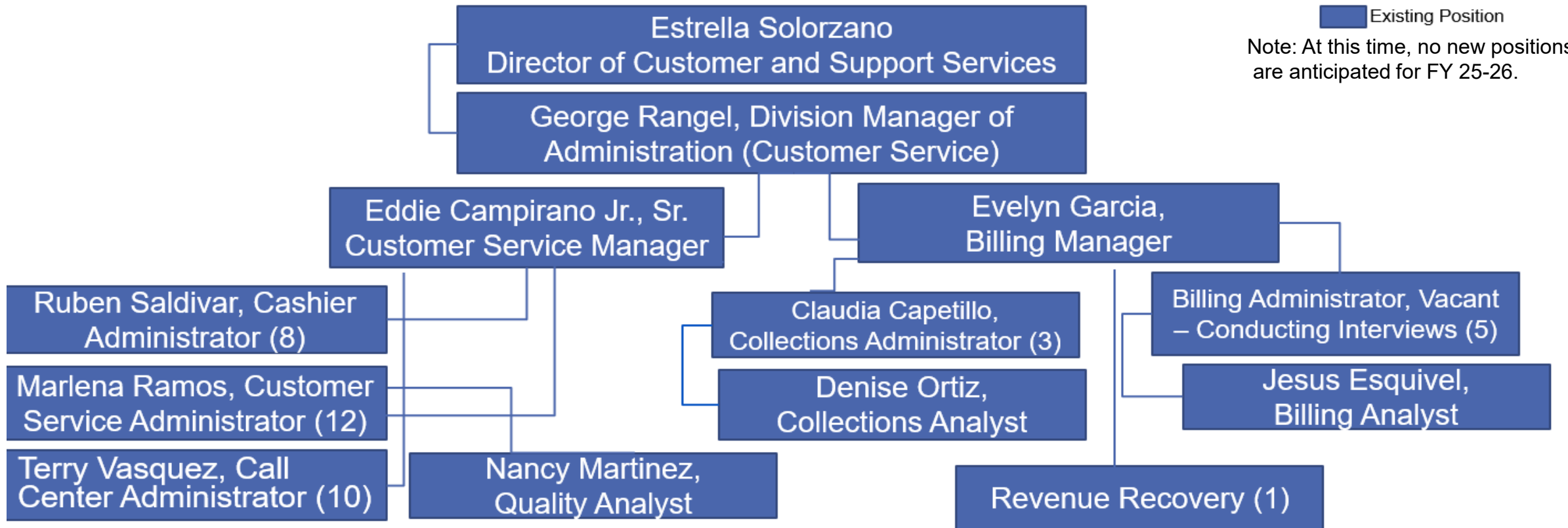


Customer Service Update

● ● ● P U B C A P M E E T I N G | October 22, 2025

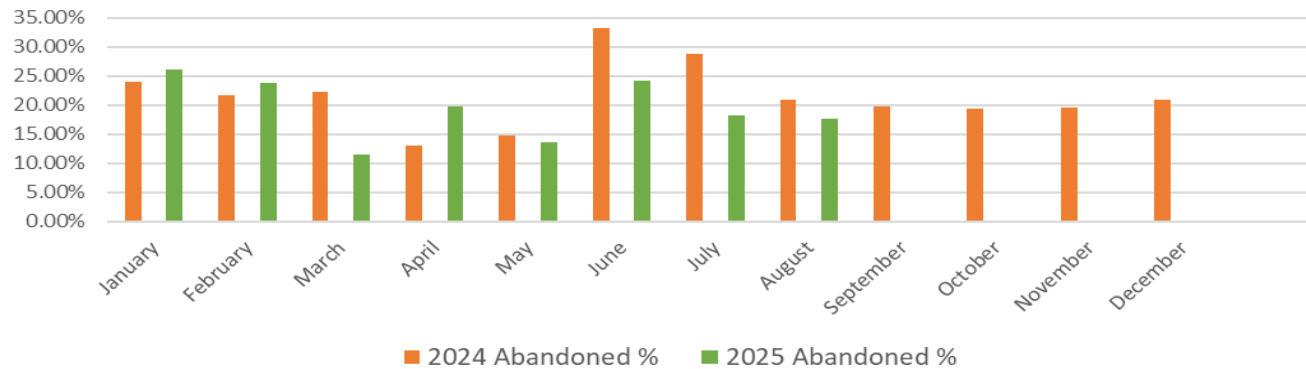
Eduardo Campirano
Sr. Customer Service Manager
6110 – Customer Service

Customer Service

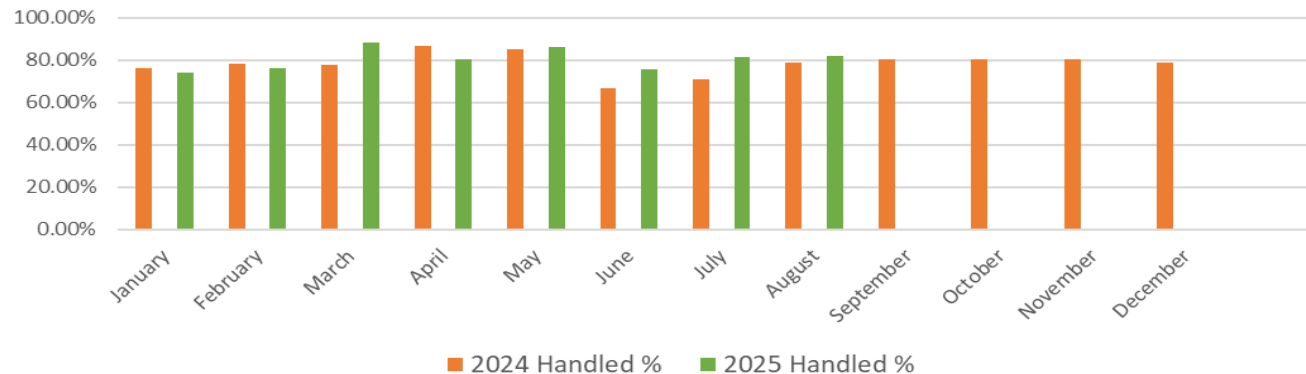


Call Center Statistics

Abandoned Rate



Handled Rate



	2024	2025
Ave. Abandon Rate	21.53%	19.36%
Avg. Handle Rate	78.47%	80.64%
Avg Queue Time	5:38	5:00
Avg Handle Time	5:11	5:03

SUCCESSES:

1. Reduction of 34.79% Abandon Rate
2. Increase of 2.69% Handled Rate
3. Reduction of 0:38 seconds Queue Time
4. Reduction of 0:08 seconds Handle Time

STRATEGIES:

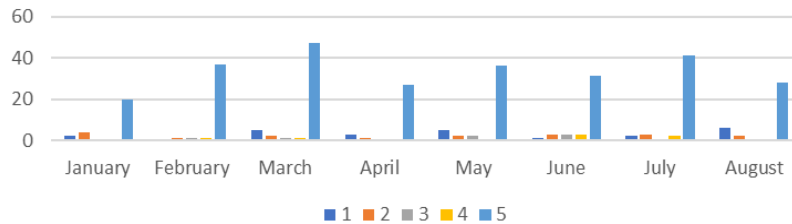
1. Cross-trained CSR's
2. Activate Billing and Collections staff
3. Rotate Cashiers and CS staff
4. Shorten Lunches based on calls on queue

INITIATIVES:

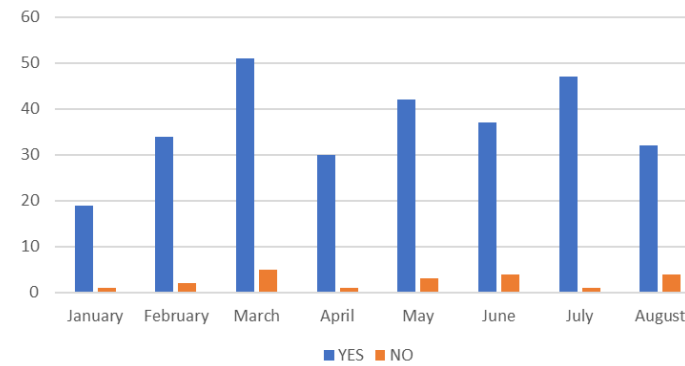
1. Ring Central
 - a. Contact Center Management Tool
 - b. Reporting and Forecasting Capabilities
2. AMI
 - a. Fast access to reads
 - b. Remote disconnect and reconnect
3. Silverblaze
 - a. New Customer Service Portal

After Call Survey Statistics

Q1. On a scale from 1 to 5 – with 5 being the best and 1 being the worst – how would you rate the overall quality of your customer service experience?

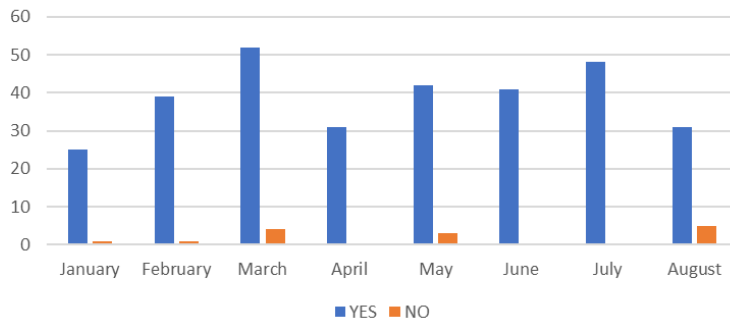


Q2: Was the reason for your call resolved?

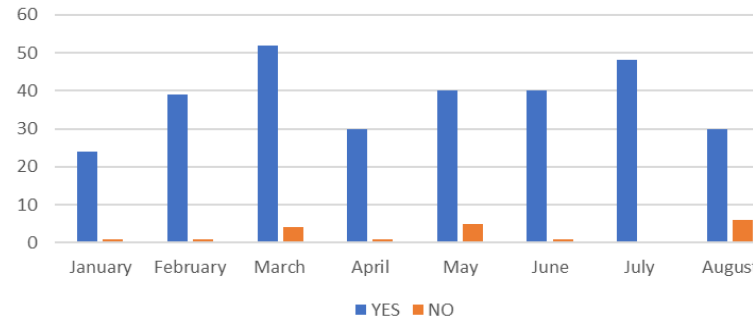


A total of 323 customer after call surveys completed from January 2025 through August 2025

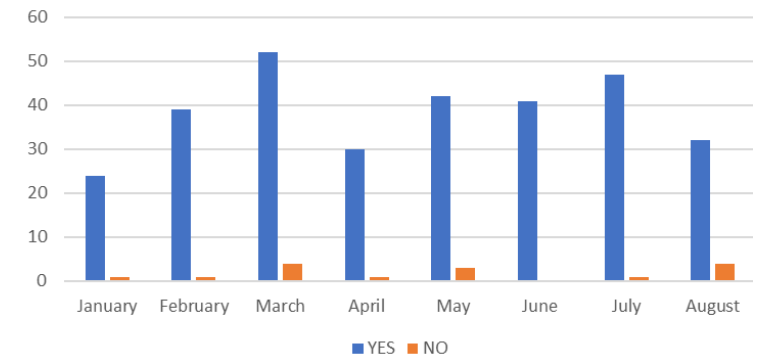
Q3: Would you recommend BPUB to a friend or family member?



Q4: Did the agent have knowledge of BPUB's policies and procedures?

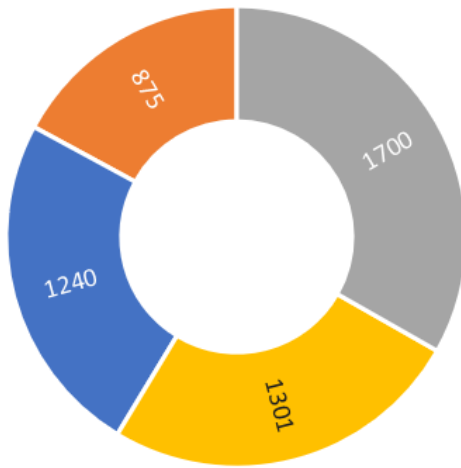


Q5: Was the agent professional during the call?



Customer Service Statistics

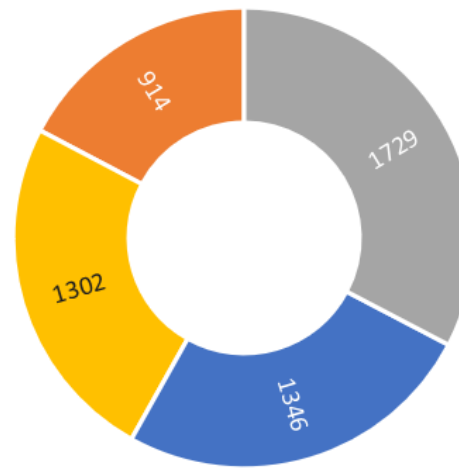
Calendar Year 2024



■ Appts. ■ Issues ■ Emails ■ Move Ins

Avg # of Requests Per CSR	
Monthly	426
Daily	21

Calendar Year 2025



■ Appts. ■ Issues ■ Emails ■ Move Ins

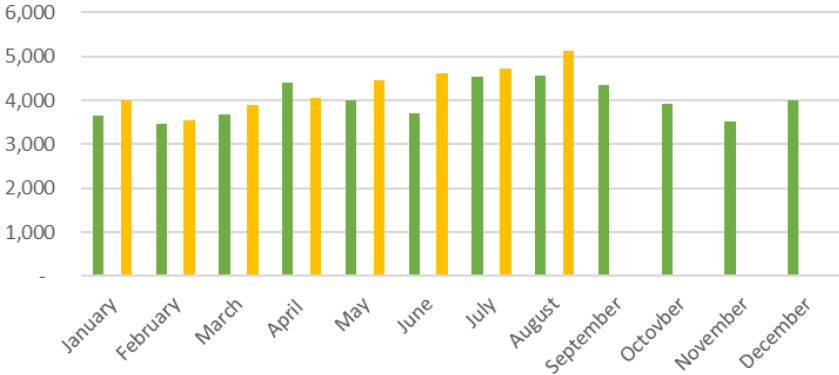
Avg # of Requests Per CSR	
Monthly	441
Daily	37

INITIATIVES:

1. Customer Satisfaction Survey
 - a. Over 90K surveys sent out to residential and commercial customers
 - b. Findings scheduled to be presented to BOD 10-13-2025
2. RingCentral
 - a. Reporting / Forecasting capabilities
3. Call Center After Hours Pilot
 - a. 12 week pilot
4. Wait Well
 - a. New customer appointment system
 - b. Ability to rate customer transactions

Cashiers Statistics

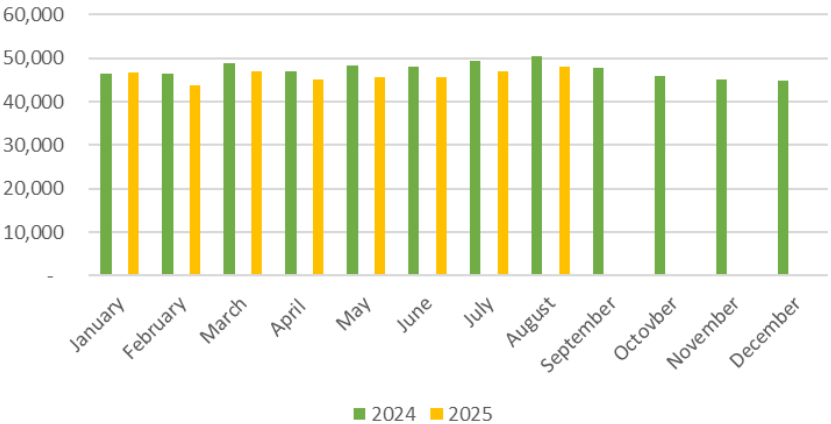
Walk Ins



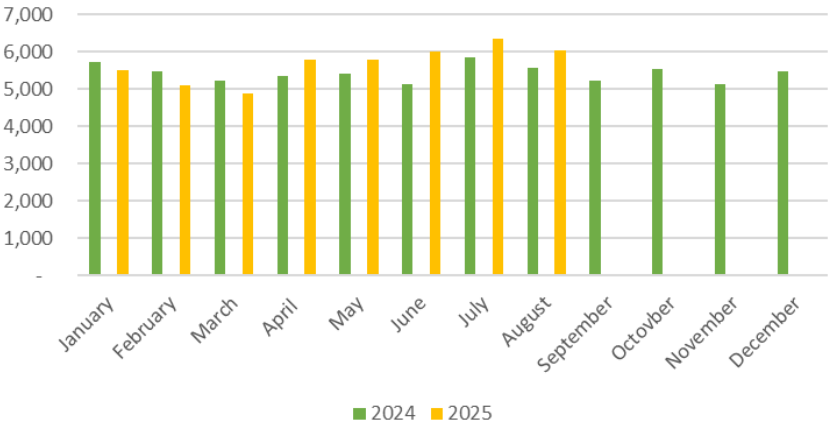
INITIATIVES:

- 1. Dynatouch
 - a. Provide additional payment location options to customers
 - b. COB MOU
- 2. TRB Transition

Online

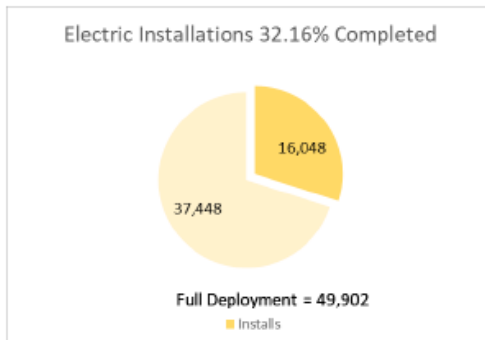
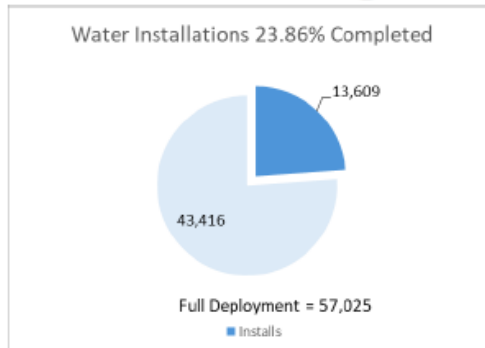


Drive Up

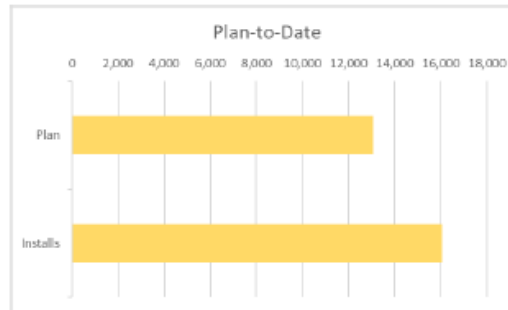


AMI Installation Tracking

Installation Tracking



Installations as of week of 9/8/2025



Lids			
Replaced	Remaining	Total	Completed
32,908	9,092	42,000	78%

INITIATIVES:

1. AMI Implementation
 - a. Bill Testing
 - b. Overtime and Cross Departmental support
 - c. Seamless integration

Customer Assistance Programs

Agencies:

- Catholic Charities of the Rio Grande Valley (CCRGV)
- Community Action Corporation of South Texas (CACOST)

Assistance Programs:

- SHARE
 - \$143,546.64 Balance as of 09/22/2025
 - ELIAP- Combined with SHARE as of Aug 12, 2025
- CEAP- Federally Funded Annually
 - Grant amount varies

INITIATIVES

- Assistance Program Guidelines Update
- Cross Trained CSR's
- Provided support to Billing / Call Center
- Collections Analyst position

Collections & Revenue Recovery

Fiscal Year 2024						
Agency	SHARE		ELIAP		CEAP	
CCRGV	1,124	\$209,117.00	64	\$12,800.00	N/A	N/A
CACOST	879	\$145,163.00	0	0	1,190	\$1,407,337.00
Totals	2,003	\$354,280.00	64	\$12,800.00	1,190	\$1,407,337.00

Fiscal Year 2025						
Agency	SHARE		ELIAP		CEAP	
CCRGV	5,374	\$759,647.72	13	\$2,600.00	N/A	N/A
CACOST	742	\$62,544.19	0	0	1126	\$1,336,062.36
Totals	6,116	\$822,191.91	13	\$2,600.00	1126	\$1,336,062.36



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EDDIE CAMPIRANO, SR. CUSTOMER SERVICE MANAGER



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Public Comments



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Next Meeting Date

NOVEMBER 19, 2025



BROWNSVILLE
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Adjournment
