

AUSTIN UTILITIES

MINUTES OF MEETING

4:00 pm, June 13th, 2023
Date

Regular Meeting

Kristin Johnson
President

Members Present:

Kristin Johnson, President
Jeanne Sheehan, Commissioner
Jay Lutz, Commissioner
Steve Greenman, Commissioner

Others Present:

Mark Nibaur, General Manager
Alex Bumgardner, Utility Operations Director
Dan Ulland, Employee Relations Director
Marc Oleson, Information Technology Director
Kelly Lady, Marketing & Energy Services Manager
Melissa Swenson, Customer Service Supervisor

Members Absent:

Tom Baudler, Commissioner

President Kristin Johnson called the meeting to order.

Moved by Jeanne Sheehan, seconded by Jay Lutz, to approve the meeting agenda. Approved unanimously.

Moved by Jay Lutz, seconded by Jeanne Sheehan, to approve the regular meeting minutes of May 16th, 2023. Approved unanimously.

Moved by Jay Lutz, seconded by Steve Greenman, to approve the disbursements summary, accounts payable list, additional bills and expenses, and authorize warrants to be drawn for their payment. Approved unanimously.

Mark Nibaur, General Manager, and Kelly Lady, Marketing and Energy Services Manager, presented the results of the 1st Quarter 2023 customer survey. AU's NPS (Net Promoter Score) dropped to 31.4. The average NPS score AU has received since 2018 is 51.9. Respondents in the 50-64 age group showed the largest drop in NPS. Most of the lower rankings were in the "Value for the Money" category. Commissioners questioned the validity of the numbers and asked staff to check with the survey provider. They also recommended discussing the results with the Customer Advisory Panel. AU's overall satisfaction rating remained consistently strong at 86%.

Mark Nibaur, General Manager, also updated the Board on the following:

- SMMPA meeting minutes
- Safety committee minutes
- MMUA summer conference
- MMUA regional meeting held June 7th.
- Energy Services Retirement-Replacement Open House for Trade Allies and Key Accounts June 14th.

The next regular Board meeting was scheduled for 4:00 pm, July 11th due a scheduling conflict on the third Tuesday.

Moved by Steve Greenman, seconded by Jay Lutz, to adjourn. Approved unanimously. Adjourned 4:55 pm.

President

Secretary