


Prepare for Increased Energy Costs

Inflation is impacting every part of daily life and every industry in the global economy from grocery stores to gas stations. Austin Utilities is not immune from these economic realities. The price of natural gas that we purchase for our customers has increased significantly over the past 6-8 months. Austin Utilities cannot control the natural gas market and does not benefit financially from the higher prices. The utility industry is not only experiencing higher natural gas costs but electric costs are moving up as well. Costs for natural gas that are above budgeted costs are passed directly to customers as part of the Purchased Gas Adjustment (we use a Purchased Cost Adjustment (PCA) to pay for electricity costs above budget).



Customers of Austin Utilities are fortunate that AU has worked to avoid dramatic increases to our customers.

Gas Service		
Service Availability		17.00
Gas Usage	104 CCF @ 0.6074	63.17
Purchase Gas Adjustment	104 CCF @ 0.0383	3.98
Total Gas Charges		84.15

Our gas hedging and pre-pay strategies leave less than 25% of our natural gas purchases to be exposed to daily market conditions. We are currently seeing future gas prices that are about 14% higher than last winter, which would mean about a 4% increase to customer's bills. It is important to understand that none of these increased costs stay with Austin Utilities; every dollar of the PGA increase will be used to pay for the increased energy costs we are experiencing.

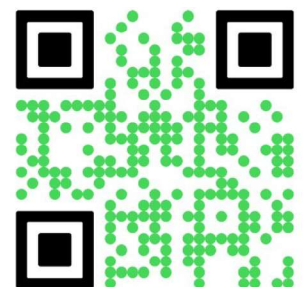
Gas prices are currently trending back down but we still encourage customers to take measures to reduce energy usage, especially heading into the cold winter months.

- Get simple energy conservation tips for your home at www.austinutilities.com.
- Our Conserve and Save® rebate program helps offset the cost of energy efficiency upgrades to your home or business.
- Our House Call home energy audit program provides you with a list of energy saving ideas specific to your home for a small copay of \$50 (\$300 value). Call to apply.

If you need assistance with your energy bill, please contact Customer Service at (507) 433-8886.

Top 5 reasons to be an Energy Hero:

1. You can help your community
2. You can make a positive impact
3. You will be benefiting the environment
4. You can help control the peak demand to keep rates low
5. It is easy to become an Energy Hero!



To sign up scan the QR code or visit our website at austinutilities.com

AU in School

Austin Utilities wrapped up the fourth year of their popular Project Conserve and Save program, a collaborative partnership with the National Energy Foundation (NEF). This program provides all Austin 4th graders education about energy efficiency and concludes with a take home kit of energy saving devices the student installs with a family member. In 2022, 416 kits were sent home with students. We continue to see a high rate of installation of kit items that help our customers save energy and money at home.



Home Energy Worksheets are used to survey the participant's experience. Here is what they had to say:

- ◆ 70% of parents say participation changed the way they use energy in the home.
- ◆ 88% of parents say they would like to see the program continued in local schools.
- ◆ 87% of parents say they will continue to use the products after the completion of the program.

Here is what 2022 Parents of Participants had to say:

"These are great initiatives that we enjoyed discussing with our child."

"I really enjoyed this program. It was educational and fun to do with my child."

"It really helped my child become more aware on how to conserve energy and water. Thank you!"

In April 2022, Austin Utilities presented electric vehicle education to 370 grade nine students in Austin. During the lunch period, AU's Electric Vehicle Owners club hosted an event that allowed students to ask the EV owners questions and even allowed them to sit inside the cars.



Online surveys were used to measure the participants experience. Here is what they had to say:

- ◆ 88% have gained general knowledge about EVs.
- ◆ 79% indicated the roadblocks to owning an EV were vehicle cost and availability of charging.
- ◆ 79% have a more favorable attitude about EVs after participating in the rEV program

Here is what participants said :

"I'm honestly very interested in electric vehicles."

"I already planned to buy a Tesla but now that I know more I feel more confident in my decision."

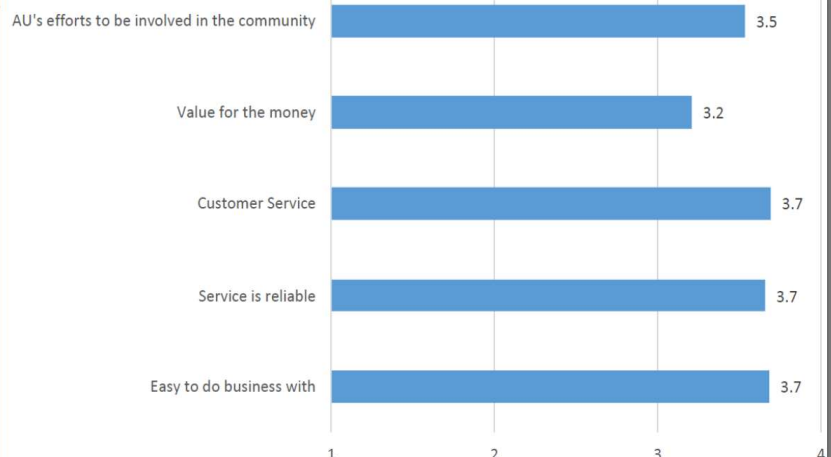
"This is really cool and I like it."

The Results Are In!

Thank you to the customers who participated in our Customer Satisfaction Survey sent in March. On a scale of 1 to 4 we rank high in all areas. Our lowest area of satisfaction was in the "Value for the money" factor.

On a 10 point scale with 10 being most important, we also asked customers how important it is for AU to provide renewable energy, the score was 8.1. We asked how much more they would pay for renewable energy and the average response was 5.8% more.

Satisfaction with Austin Utilities Q1 2022
(1 - Lowest, 4 - Highest)



If you receive our survey by email or postal mail, we appreciate your time responding. Your feedback is important to us.

4th of July Parade



Thank you to Adam Heimer, Alex Bumgardner, Mark Nibaur & their families for helping us spread the word on the low cost of tap water compared to bottled water during the Independence Day Parade. They were able to stay mostly dry as they made their way down main street handing out candy to spectators and letting them know they can save with every sip.



We took Meter Buddy and our Electric Vehicle Owners club to the 4th Ave Fest in June to share a lot of great information about electric vehicles. In total we had seven vehicles displayed. While parents looked at the cars, kids could color on the banner we brought.



Employee Spotlight

Adam Heimer Water/Chemical Technician

Adam Heimer started his career at AU in 2011 as a Light Equipment Operator. He had a variety of work experience and had been self-employed in the concrete business. In 2013 he was promoted to Heavy Equipment Operator and in 2020 he joined AU's Water department. He enjoys the regular trips around town testing the city's water supply, making sure it's safe for the community to drink.

Adam has a son, Leo, who is 12. He has a girlfriend, Lyndsey, and she has a daughter, Ila who is 9, and a son Coen, who is 6. Adam loves to go ice fishing, make trips to his cabin, and throw parties for all his family and friends. He's also a semi-professional arm wrestler and boasts a nearly perfect undefeated record against his co-workers. Retirement from AU is still many years away but Adam hopes to retire young and move to northern Minnesota to spend more time in his ice house.



CONSERVE & \$SAVE®

Save With Appliance
Rebates

Rebates:
Clothes Washer \$25-\$90
Dehumidifier \$15
Dishwasher \$25-\$40
Freezer \$25
Refrigerator \$25



On average, a 15 year old refrigerator uses twice as much energy as a new ENERGY STAR refrigerator.

Dishwashers are more eco-friendly and more hygienic than typical washing by hand and an ENERGY STAR certified dishwasher only costs about \$35 per year to run.

Time-of-Use Study - Participants Needed

We are looking for residential customers to participate in a load study that will help us determine Time-of-Use rates.

What are Time-of-Use rates?

Time-of-Use (TOU) is a residential rate plan where rates vary according to the time of day, season, and day type (weekday or weekend/holiday). Time-of-Use pricing encourages the most efficient use of the system and can reduce the overall costs for both the utility and customers. Residential customers could potentially save money on their utility bill by using energy during off-peak hours.

Why is Austin Utilities performing this time of use (TOU) study?

For Austin Utilities to establish Time-of-Use TOU rates we need to perform a cost-of-service study based on residential customer energy load data. When you agree to participate in this study, you will help us gather the data we need.

How will my costs change if I participate in this study?

It is important to know that participating in this study will not change the rate you are currently being charged. You will be billed the same rate you are currently being billed but the study will allow you to see when you use energy in relation to a future time of use rate.

For answers to additional questions or to sign up for the study please call (507) 433-8886 and ask for Melissa Swenson, Customer Service Supervisor or email talk2AU@austinutilities.com.

NOTICE

In compliance with the Code of Federal regulation #49, Part 192.16, Austin Utilities must notify each customer who owns buried natural gas piping after the meter.

1. Austin Utilities does not maintain the customer's buried piping.
2. If the customer's buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage.
3. Buried gas piping should be:
 - (a) periodically inspected for leaks.
 - (b) periodically inspected for corrosion if the piping is metallic.
 - (c) repaired if any unsafe condition is discovered.
4. When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand.
5. Austin Utilities and plumbing and heating contractors, can assist in locating, inspecting, and repairing the customer's buried piping.

Customers with buried natural gas piping should feel free to contact Austin Utilities at 433-8886. You can also find information at www.austinutilities.com.

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Thomas C. Baudler Jeanne Sheehan
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To contact or find more information on AU's elected Commissioners visit www.austinutilities.com/pages/board

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