

## Austin Utilities wins the Sue Kelly Community Service Award

Austin Utilities received the American Public Power Association Sue Kelly Community Service Award. The award recognizes the “good neighbor” activities we do that give back to the community we serve. Connections for Better Living is not just our tagline, it is something we strive for. We support several local non-profit organizations. We partner with the Red Cross by hosting blood drives and United Way with employee donations and volunteering for annual events. We support the Salvation Army with collecting customer donations for the HeatShare Program, serving community meals, and fundraising with Pizza Ranch. AU staff participates in customer outreach by hosting building tours, holding open houses, community education classes, and attending job fairs which allows students to learn about career opportunities within the utility industry. Last year, we implemented an Employee Volunteer Program, allowing employees to earn vacation time in exchange for volunteer hours. Here are some of the ways our staff has found to make a difference....



## E3 Students visit Ellis Water Tower

Sixty 5<sup>th</sup> and 6<sup>th</sup> grade students from Austin and Hayfield schools visited the Ellis Water Tower to learn about our water system. Students had an opportunity to learn about where our water comes from, how it is stored, and how to conserve. Students were able to tour the well house, ask questions and even sample our water.

## 2023 4th of July Parade

Eleven Austin Utilities employees and their family members participated in the Austin Chamber of Commerce's Annual 4th of July Parade. Volunteers kept children entertained handing out candy, hard hats, freeze pops and beach balls. Buddy the meter made an appearance promoting our water and keeping parade goers cool with squirt guns.



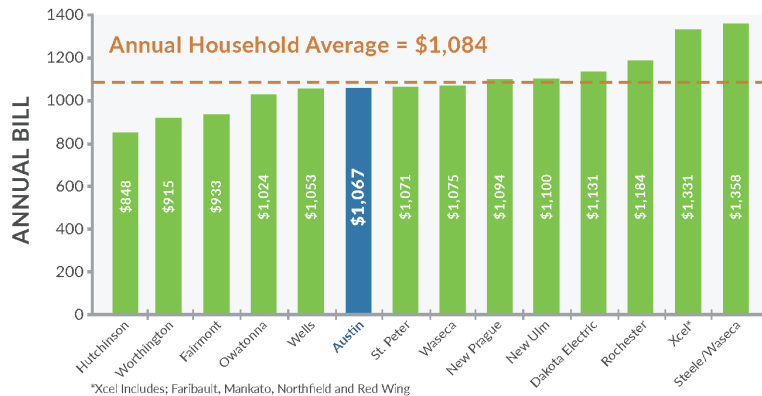
# Annual Cost Comparison to other local communities

based on rates from Jan-Dec 2022

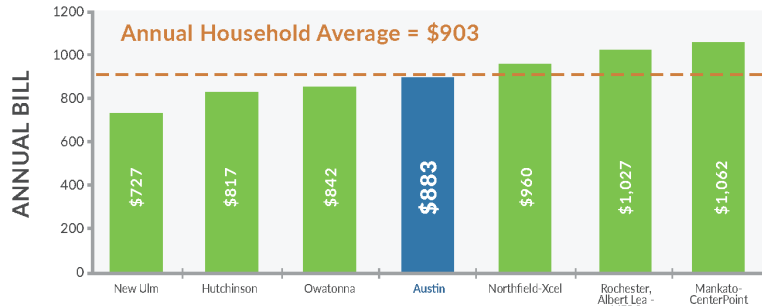
Compared to utility costs in other surrounding communities, Austin Utilities rates are average. As your local public not-for-profit utility, we strive to keep rates competitive. For more information about our rates check out our full 2023 Residential Rate Report available online.

## Safe. Reliable. Responsible.

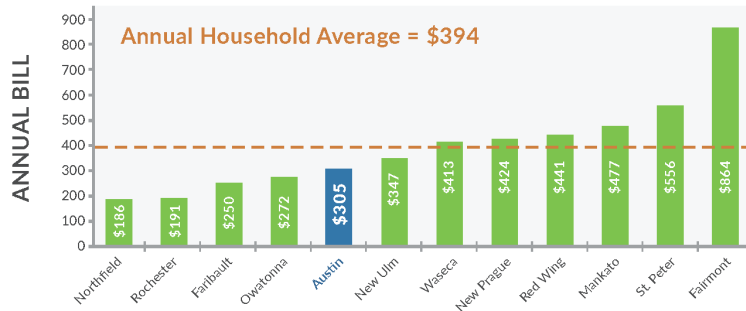
### Residential Electric Cost Comparison



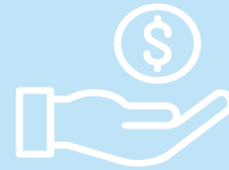
### Residential Gas Cost Comparison



### Residential Water Cost Comparison



# Cost Comparisons



The average cost of electricity to power your home per day is \$2.81.



**VS**



The average cell phone cost per day is \$4.18.

The average cost of gas per day to heat your home is \$2.48.



**VS**



The average cost of a gallon of gasoline is \$3.45.

The average cost of water per day is \$1.01.



**VS**



The average bottle of water costs \$0.84.

We welcome comments at [talk2AU@AustinUtilities.com](mailto:talk2AU@AustinUtilities.com) or by calling 507.433.8886.



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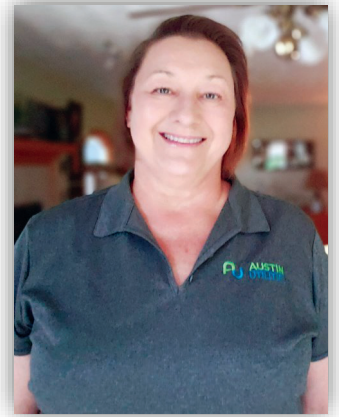
## Kelly Lady Retires

Lady joined Austin Utilities in 1993 as credit and collections secretary. She moved to operations administrative assistant in 1998 and in 2000 added the gas buying responsibility to her duties. She held the energy services consultant role until her promotion as marketing/energy services manager in 2013. On the gas side of the business, Kelly was part of a team that introduced a gas hedging strategy to Austin Utilities. It benefits customers by protecting customers from price spikes and smoothing out the highs and lows of supply and demand. In 2000, Kelly collaborated with representatives from Rochester Public Utilities and Owatonna Public Utilities to launch the residential Conserve and Save Rebate Program that incentivizes customers to save money by purchasing energy saving equipment. In 2015, Kelly, partnering with Riverland Community College, installed the first Electric Vehicle (EV) charger in Austin. Kelly's contributions in customer outreach will be lasting. She founded the EV Owners Club and the Customer Advisory Panel. Both groups help Austin Utilities gain knowledge and feedback to better serve our customers. She was the first at Austin Utilities to use social media to communicate with our customers. Most recently, she implemented online rebate processing, making it easier for customers to submit rebates when it is convenient for them. Kelly also spent time serving on many local, state and national boards. Most recently, she was the Chairperson for the American Public Gas Association Marketing Committee and received the J. Hardie Johnson Service Recognition, an award given to individuals retiring after serving 25 years in the gas service business and participating as an APGA member system representative.

The following advancement will take place as a result of the retirement: Melissa Swenson, Customer Service Supervisor, has been named Communications and Energy Services Manager, effective June 2023. Swenson began her Austin Utilities' career in March 2010 as Customer Service Representative. She was promoted to Customer Service Supervisor in 2014.



*Melissa Swenson*



*Kelly Lady*

## AMI INSTALLATIONS

**Allegiant Utility Services** has been chosen by Austin Utilities as their authorized contractor to perform electric and water meter replacements as part of AU's advanced meter infrastructure project.

These replacements will be completed at no cost to you and will take approximately 15-30 minutes. If you receive a letter or phone call from Allegiant Utility Services please work with them to make an appointment to replace your water or electric meter at a convenient time. Thank you.

**Allegiant**  
UTILITY SERVICES

866-925-8048

## Employee Spotlight

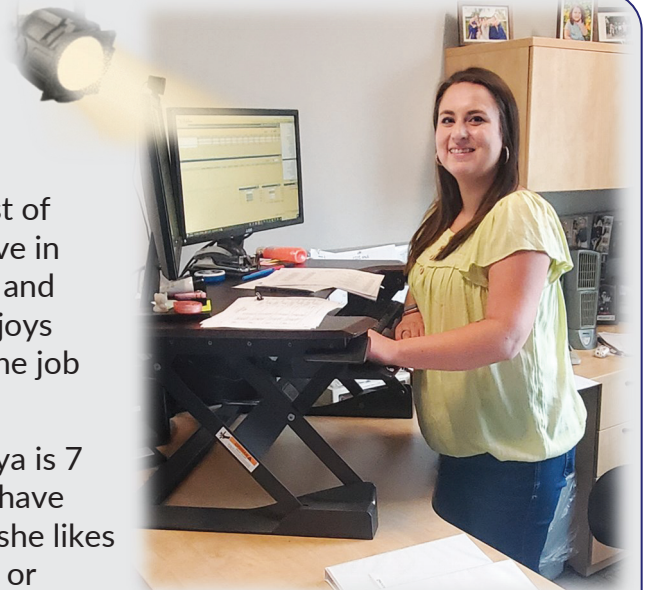
### Michelle Orozco

#### Customer Account Representative

Michelle joined AU's customer service department in August of 2016. She was promoted to customer account representative in May of 2021. Michelle is fluent in both English and Spanish and uses her skills to serve AU customers everyday. She also enjoys solving problems and working with co-workers who make the job fun.

Michelle and her husband, Daniel have three children, Thaliya is 7 yrs. old, Tomas is 4 yrs. old, and Theo is 1 yr. old. They also have two dogs named Bison and Bruno. When she has free time she likes to read, listen to music, and spend time outdoors swimming or gardening. When she is indoors she says she has a unique enjoyment for deep housework like cleaning carpets, washing baseboards and scrubbing the bathtub!

When her kids get older Michelle hopes to travel more. She'd like to see Hawaii and eventually the world.





## Is Budget Billing right for me?

Budget billing is a billing option that allows customers to pay a consistent, predictable amount for their utilities each month. Customers can avoid fluctuating bills that can result from weather changes. Your budget billing amount adjusts annually - making it easy to budget and plan for expenses.



If budget billing is an option for you, get your account number ready and click on the QR code to sign up today!



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## NOTICE



The City of Austin collects a 0.50% local option sales tax to fund flood mitigation projects. The Minnesota Department of Revenue collects the sales and use tax for the City of Austin, and then remits their collections to the City of Austin monthly. As part of the master agreement between the City of Austin and the Minnesota Department of Revenue, this notice must be published annually for residents and businesses that get billed from the Austin Utilities. More information can be found at [www.revenue.state.mn.us](http://www.revenue.state.mn.us) and at [www.ci.austin.mn.us](http://www.ci.austin.mn.us).

### Austin Utilities Board of Commissioners

Thomas C. Baudler     Jeanne Sheehan  
Steve Greenman     Kristin Johnson  
Jay Lutz

To contact or find more information on AU's elected Commissioners visit [www.austinutilities.com/pages/board](http://www.austinutilities.com/pages/board)

ONLINE NEWSLETTER & MORE INFO ON OUR WEBSITE



**AU will be Closed  
Monday, September 4th  
Labor Day**



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