

AUSTIN UTILITIES

MINUTES OF MEETING

4:00 pm July 17th, 2018

Date

Regular Meeting

Tyler Hulsebus

Presiding Officer

Members Present:

Tyler Hulsebus, President
Tom Baudler, Commissioner
Geoff Baker, Commissioner

Others Present:

Mark Nibaur, General Manager
Alex Bumgardner, Energy Resources & Utility Op. Dir.
Todd Jorgenson, Gas & Water Operations Director
Kim Duncomb, Support Services Director
Ann Christianson, Finance Manager

Members Absent:

Jeanne Sheehan, Commissioner

President Tyler Hulsebus called the meeting to order.

Moved by Geoff Baker, seconded by Tom Baudler, to approve the meeting agenda. Approved unanimously.

Moved by Tom Baudler, seconded by Geoff Baker, to approve the regular meeting minutes of June 12th, 2018. Approved unanimously.

Moved by Tom Baudler, seconded by Geoff Baker, to approve the disbursements summary, accounts payable list, additional bills and expenses, and authorize warrants to be drawn for their payment. Approved unanimously.

QMarket research staff, Lisa Kittleson and Rick Naymark, presented results of AU's Customer Survey. Overall the report was positive. AU has high customer satisfaction ratings, is perceived as easy to do business with, reliable and involved in the community. The survey suggested improvements should be made in green energy options, explaining customer rates and fees, increasing customer access, better connection with community involvement, and discontinuing the comparison report. AU will expand its survey to include business customers in the future.

Mark Nibaur, General Manager, and Alex Bumgardner, Energy Resources & Utility Operations Director, updated the Board on progress relating to the BP natural gas pre-pay contract. The Austin City Council approved the gas supply contract. Commissioner Baker questioned the impact on AU's balance sheet. A financial assessment regarding financial risks and audit requirements is still being finalized.

Alex Bumgardner, Energy Resources & Utility Operations Director, provided an update on the Downtown Plant demolition. AU did not receive the \$600,000 DEED grant to help with cleanup of the site. Due to unknown conditions, change orders, and zoning requirements the cost overruns could total 2.3 million. Commissioner Baker asked for crisper accounting. AU staff will continue negotiating cost overruns with the demolition contractors and the Rec Center officials.

Melissa Swenson, Customer Service Supervisor, presented the 2nd quarter charge-offs. Moved by Geoff Baker, seconded by Tom Baudler, to accept the charge-offs as presented. Approved unanimously.

Melissa Swenson, Customer Service Supervisor, presented a proposed customer service policy to address incidents of over or under charging customers. After a brief discussion, moved by Geoff Baker, seconded by Tyler Hulsebus, to strike the 4th sentence regarding customer's income, and the 6th sentence regarding discovery and to approve the policy with a customer undercharge term of no longer than 1 year and a customer overcharge term of no longer than 6 years. Approved unanimously.

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

- SMMPA minutes
- Safety Committee minutes

The next regular Board meeting was discussed. Alternate dates in August will be considered due to absences on the second Tuesday.

Moved by Geoff Baker, seconded by Tom Baudler, to adjourn the meeting. Approved unanimously. Adjourned 5:20 pm.

President

Secretary