

AUSTIN UTILITIES

MINUTES OF MEETING

4:00 pm, April 20th, 2021
Date

Regular Meeting

Steve Greenman
President

Members Present:

Steve Greenman, President
Jay Lutz, Commissioner (via video call)
Tom Baudler, Commissioner (via video call)
Kristin Johnson, Commissioner (via video call)

Others Present:

Mark Nibaur, General Manager
Tom Tylutki, Electric Operations Director (via video call)
Alex Bumgardner, Utility Operations Director (via video call)
Ann Christianson, Finance Manager (via video call)
Dan Ulland, Employee Relations Director (via video call)
Kelly Lady, Marketing & Energy Services Mgr. (via video call)
Melissa Swenson, Customer Service Supervisor (via video call)

Members Absent:

Jeanne Sheehan, Commissioner

President Steve Greenman called the meeting to order. Due to COVID-19 limitations, most Commissioners participated through video call.

Moved by Tom Baudler, seconded by Kristin Johnson, to approve the meeting agenda. Roll call vote taken and approved unanimously.

Moved by Kristin Johnson, seconded by Tom Baudler, to approve the regular meeting minutes of March 16th, and the special meeting minutes of March 25th, 2021. Roll call vote taken and approved unanimously.

Moved by Tom Baudler, seconded by Jay Lutz, to approve the disbursements summary, accounts payable list, additional bills and expenses, and authorize warrants to be drawn for their payment. Roll call vote taken and approved unanimously.

Melissa Swenson, Customer Service Supervisor, presented the 1st Quarter charge-offs. An amendment to the original memo was presented due to a last minute payment that brought the total down a bit to \$35,350.95. Moved by Tom Baudler, seconded by Kristin Johnson, to approve the charge-offs as presented. Roll call vote taken and approved unanimously.

Ann Christianson, Finance Manager, and Craig Poppenhagen, CliftonLarsonAllen, presented the Austin Utilities 2020 Annual Financial Audit. The audit had no findings and AU had another strong year. Mr. Poppenhagen and Commissioners thanked Ann for her continued good work. Moved by Jay Lutz, seconded by Kristin Johnson, to approve the 2020 Annual Financial Audit and Internal Annual Report and forward to the Austin City Council as presented. Roll call vote taken and approved unanimously.

Alex Bumgardner, Utility Operations Director, presented an easement for AU's SW Substation. A portion of the property is needed for a bike trail. Moved by Tom Baudler, seconded by Jay Lutz, to approve the SW substation property easement as presented. Roll call vote taken and approved unanimously.

Mark Nibaur, General Manager, presented an update on COVID-19 and informed the Commissioners that the AU customer lobby will open full-time to customers again on May 10th.

Kelly Lady, Marketing and Energy Services Manager, provided a summary of the First Quarter 2021 Customer Survey. The survey showed an increase in the Net Provider Score with an all time high of 60.8. AU had implemented strategies to increase the NPS and improve overall customer satisfaction.

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

- SMMPA minutes
- Safety Committee minutes
- 2021 AU Sustainability report

The next regular Board meeting was scheduled for 4:00 pm, Tuesday, May 18th, 2021.

Moved by Tom Baudler, seconded by Jay Lutz, to adjourn. Roll call vote taken and approved unanimously. Adjourned 5:06 pm.

President

Secretary