

AUSTIN UTILITIES

MINUTES OF MEETING

4:00 pm, July 20th, 2021
Date

Regular Meeting

Steve Greenman
President

Members Present:

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

Others Present:

Mark Nibaur, General Manager
Alex Bumgardner, Utility Operations Director
Ann Christianson, Finance Manager
Dan Ulland, Employee Relations Director
Melissa Swenson, Customer Service Supervisor
Michelle Orozco, Customer Account Representative

Members Absent:

President Steve Greenman called the meeting to order.

Moved by Tom Baudler, seconded by Jeanne Sheehan, to approve the meeting agenda. Approved unanimously.

Moved by Jay Lutz, seconded by Kristin Johnson, to approve the regular meeting minutes of June 15th, 2021. 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. Approved unanimously.

Melissa Swenson, Customer Service Supervisor, presented the second quarter charge-offs. Total charge-offs were \$102,944.86. This is substantially higher than 2020 mainly due to state agency mandated collection restrictions due to COVID. Customer late fees will be charged again in August. Moved by Jeanne Sheehan, seconded by Jay Lutz, to approved the charge-offs as presented. Approved unanimously.

Dan Ulland, Employee Relations Director, presented AU's Diversity Statement. It addresses Diversity, Equity, and Inclusion. Staff is exploring potential training of staff on diversity as well. Discussion was also held on the lack of diversity among AU's Board of Commissioners.

Melissa Swenson, Customer Service Supervisor, and Michelle Orozco, Customer Account Representative, shared some of the features available through the Smarthub app. Text notifications are now available to customers. Commissioners participated by exploring the app on their smartphones.

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

- SMMPA minutes
- Safety Committee minutes
- 2nd Quarter Customer Survey results
- 69kv project update

Commissioner Lutz reported he has been in contact with the Mower County Water Management Committee.

Commissioner Sheehan shared an email from a customer about time of day metering. AU is already exploring those options.

The next regular Board meeting was not set due to expected absences. New date to be determined.

Moved by Jay Lutz, seconded by Kristin Johnson, to adjourn. Approved unanimously. Adjourned 5:05 pm.

President

Secretary