

AUSTIN UTILITIES
MINUTES OF MEETING

4:00 pm, July 21st, 2026
Regular Meeting
Tyler Hulsebus
Date
President

- Members Present: Tyler Hulsebus, President; Jay Lutz, Commissioner; Kristin Johnson, Commissioner; Steve Greenman, Commissioner; Geoff Baker, Commissioner
- Members Absent: None
- Others Present: Tom Dankert, General Manager; Sarah Douty, Administrative Coordinator; Marc Oleson, Information Technology Director; Alex Bumgardner, Utility Operations Director; Kory Robinson, Finance & Customer Care Director; Dan Ulland, Employee Relations Director; Michelle Orozco, Customer Service Supervisor; Melissa Swenson, Marketing and Energy Services Manager; Meredith Manahan, Communications Assistant

President Tyler Hulsebus called the meeting to order at 4:00 pm.

Moved by Geoff Baker, seconded by Jay Lutz, to approve the agenda. Approved unanimously.

Moved by Geoff Baker, seconded by Steve Greenman, to approve the regular meeting minutes of June 16th, 2026. Approved unanimously.

Moved by Jay Lutz, seconded by Kristin Johnson, to approve the disbursements summary, accounts payable list, additional bills and expenses, and authorize warrants to be drawn for their payment. Approved unanimously.

Michelle Orozco, Customer Service Supervisor, presented the 2nd Quarter charge-offs. A total of \$37,171 was charged off, with 59% of that being from renters. Moved by Geoff Baker, seconded by Steve Greenman, to approve the charge offs as presented. Approved unanimously.

Tom Dankert, General Manager, presented Resolution No. 346, extending the conditional purchase agreement with the City of Austin regarding the Downtown Water Reservoir. The City of Austin and the Rec Center are in agreement of the extension allowing an additional 10 years to remove the reservoir, allowing it to remain in service longer. Moved by Geoff Baker, seconded by Jay Lutz, to approve Resolution No. 346. Roll call vote taken and approved 5 yeas to 0 nays.

Steve Greenman was awarded the MMUA Community Service Award for 2026. The award will be presented at the MMUA Summer Conference. Michelle Orozco was also awarded the Rising Star award. Moved by Jay Lutz, seconded by Kristen Johnson, to approve a travel request for Commissioner Steve Greenman to attend the MMUA Summer Conference in St. Cloud, MN, August 16th -18th. Approved unanimously.

Staff Reports:

Marc Oleson, Information Technology Director, updated the Board on his appointment to the APPA Cybersecurity Committee and discussed the recent Aclara meter software outage, which staff resolved quickly.

Dan Ulland, Employee Relations Director, noted that AU was the recipient of a grant to assist with the purchase of a hydrant buddy for fire hydrant maintenance.

Alex Bumgardner, Utility Operations Director, reported that 100% of the AMI residential water meters have been installed and discussed the MISO Peak Alert from the previous week. Discussion was held on ways to alert customers and creating communication pieces explaining the mechanics of load control devices.

Melissa Swenson, Marketing and Energy Services Manager, reviewed the latest customer survey results, noting that the NPS score increased by 40% and overall customer satisfaction increased to 88.1% of respondents. Discussion was held on how AU should utilize the information and if the frequency of the surveys should be reduced.

Tom Dankert, General Manager, updated the Board on the following:

- SMMPA meeting minutes
- Safety committee minutes
- 6-month travel budget update
- Strategic and Leadership planning options for Board work sessions

The next regular board meeting was rescheduled for 4:00 pm on Monday, August 24th, 2026, due to conflicting with the MMUA Summer Conference.

Moved by Geoff Baker, seconded by Kristin Johnson, to adjourn. Approved unanimously at 4:51 pm.

Secretary
President