

AUSTIN UTILITIES

MINUTES OF MEETING

4:00 pm, June 12th, 2024
Date

Regular Meeting

Jay Lutz
President

Members Present:

Jay Lutz, President
Jeanne Sheehan, Commissioner
Tyler Hulsebus, Commissioner
Kristin Johnson, Commissioner

Others Present:

Mark Nibaur, General Manager
Alex Bumgardner, Utility Operations Director
Marc Oleson, IT Director
Kory Robinson, Finance & Customer Care Director
Melissa Swenson, Communications & Energy Services Manager

Members Absent:

Steve Greenman, Commissioner

President Jay Lutz called the meeting to order.

Moved by Kristin Johnson, seconded by Jeanne Sheehan, to approve the meeting agenda. Approved unanimously.

Moved by Tyler Hulsebus, seconded by Jeanne Sheehan, to approve the regular meeting minutes of May 21st and special meeting minutes of June 3rd, 2024. Approved unanimously.

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

Mark Nibaur, General Manager, presented potential increases to AU's Economic Development Incentives. The request is to increase the 4 electric demand categories by 50%. The basis of the request is to be more in line with what other entities are offering. Discussion was held on how the formulas were developed, how much other groups like the Port Authority, City, County and DCA were offering, and whether the increases should be made now or wait until a developer is interested. Commissioners also suggested creating a cap on the dollar amount that could be granted. Staff will work on clarifying those details and bring more information to an upcoming board meeting.

Kory Robinson, Finance & Customer Care Director, presented a high level summary of the full financials found in the appendix, showing both month-to-date and year-to-date comparisons to budget and prior year actuals, as well as usage comparisons. These financial dashboards were reviewed and Commissioners requested they be added to the monthly appendix and reported on as an agenda item quarterly.

Mark Nibaur, General Manager, presented a request from the Mower Co. CEO program to renew as a Business Partner Investor for the next 3 years with a contribution of \$1,000 each year. Discussion was held on whether the donation met the public purpose requirement. The general manager believes it meets the definition because it is educational. Moved by Kristin Johnson, seconded by Jeanne Sheehan, to approve the contribution of \$1,000 a year for the next 3 years. Approved unanimously.

Melissa Swenson, Communications & Energy Services Manager, presented an overview of AU's Spring 2024 customer survey results. Overall satisfaction with AU is high, at 87.3% and the NPS (net promoter score) rebounded to 31.6 which is 10 points higher than the fall 2023 survey. Most of the negative concerns from customers were related to high rates and the cost of service availability. Staff also reviewed planned action items like an upcoming rate study and increasing communication with customers.

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

- SMMPA meeting minutes
- Safety committee minutes and new MMUA safety representative
- AU's strategic plan
- Retiree breakfast set for July 16th
- Progress of AU-SMMPA contract extension

The next regular board meeting was set for 4:00 pm, Tuesday, July 16th, 2024.

Moved by Tyler Hulsebus, seconded by Jeanne Sheehan, to adjourn. Approved unanimously. Adjourned at 5:35 pm.

President

Secretary