

AUSTIN UTILITIES

MINUTES OF MEETING

4:00 pm, March 17th, 2026

Regular Meeting

Tyler Hulsebus

Date

President

Members Present:

Tyler Hulsebus, President
Jay Lutz, Commissioner
Geoff Baker, Commissioner
Kristin Johnson, Commissioner
Steve Greenman, Commissioner

Others Present:

Tom Dankert, General Manager
Sarah Douty, Administrative Coordinator
Marc Oleson, Information Technology Director
Dan Ulland, Employee Relations Director
Alex Bumgardner, Utility Operations Director
Kory Robinson, Finance & Customer Care Director

Members Absent:

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

Moved by Geoff Baker, seconded by Kristin Johnson, to approve the agenda. Approved unanimously.

Moved by Geoff Baker, seconded by Jay Lutz, to approve the regular meeting minutes of February 17th, 2026. Approved unanimously.

Moved by Kristin Johnson, 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.

Public Comment – Annette Beasley, Owner of Vintage Vixens LLC, presented the Board with a “Request for Clarification and Consideration” regarding AU’s AMI Policy for Commercial properties. Ms. Beasley explained that she had attempted to opt-out of the AMI meter upgrade at her business after receiving a letter from AU that referenced an “opt-out option for home or business”. Alex Bumgardner, Utility Operations Director, explained that the wording in the letter had been an error and no opt-out program exists for commercial properties. Commissioner Baker apologized for the confusion and thanked Ms. Beasley for bringing the issue to the Board. Tom Dankert, General Manager, added that the intention is to have all meters upgraded to AMI technology. This is a benefit to AU as well as the customer.

Tom Dankert, General Manager, presented the proposed AU Petty Cash policy. The policy reflects statutory requirements for petty cash and travel reimbursements. A cash limit of \$250 per reimbursement was set. Any transaction over \$250 would be reimbursed through AU’s payroll system. The policy designates the Administrative Coordinator as the custodian and the total amount of the fund is set at \$1,000. Commissioners asked that a sentence be included to state that the Finance department is responsible for monthly reconciliation of the petty cash fund. Moved by Geoff Baker, seconded by Kristin Johnson, to approve the AU Petty Cash policy with the addition of the sentence stating the Finance department is responsible for monthly reconciliation. Approved unanimously.

Marc Oleson, Information Technology Director, and Dan Ulland, Employee Relations Director, updated the Board on AU’s Employee survey. Compared to 2025, scores increased in nearly all areas. Employee comments ranged from positive comments about the new GM to concerns about culture, favoritism, communication and succession planning. Commissioner Baker noted that these issues are not new problems and the Board is aware of these ongoing concerns. The survey results have been shared through internal communications with all employees.

Dan Ulland, Employee Relations Director, reviewed the 2026 personnel changes and current job vacancies. Several internal promotions have resulted from the Engineering Supervisor opening and the addition of Horizontal Directional Drill positions. The five current vacancies are Master Plumber, IT Network & Systems Administrator, Dispatch & System Operations Controller, GIS Analyst, and Customer Service Representative, part-time.

Marc Oleson, Information Technology Director, provided the Board with an overview of current cybersecurity issues and trends in response to conflicts in Iran.

Kory Robinson, Finance & Customer Care Director, updated the Board on current financials and how a delay in information from PERA has caused government agencies to hold off on closing out 2025 finances. Commissioner Lutz questioned whether the recent increase in PGA and water service fees would be seen as no longer a net neutral rate increase.

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

- SMMPA meeting minutes
- Safety committee minutes
- Curtis Webb resignation
- Increase in state mandated water service fee
- APPA 2025 Safety award for AU

Commissioner Lutz asked about a flyer he received in the mail from Austin Utilities. Staff explained it was from a third party hired to send required notices about pipeline safety to customers.

Commissioner Greenman asked for a status update on Time of Use rates. Kory Robinson, Finance & Customer Care Director, noted it will be rolled out to customers soon.

The next regular board meeting was set for 4:00 pm on Tuesday, April 21st, 2026.

Moved by Geoff Baker, seconded by Kristin Johnson, to adjourn. Approved unanimously at 5:00 pm.

President

Secretary