

AUSTIN UTILITIES

MINUTES OF MEETING

4:00 pm, May 20th, 2025	Regular Meeting	Steve Greenman
Date		President

Members Present: Steve Greenman, President Jay Lutz, Commissioner Geoff Baker, Commissioner Tyler Hulsebus, Commissioner Kristin Johnson, Commissioner	Others Present: Mark Nibaur, General Manager Alex Bumgardner, Utility Operations Director Kory Robinson, Finance & Customer Care Director Dan Ulland, Employee Relations Director Melissa Swenson, Communications and Energy Services Manager
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Members Absent:

President Steve Greenman called the meeting to order.

Moved by Geoff Baker, seconded by Jay Lutz, to amend the agenda by moving item No. 08 General Manager search update to the last agenda item of the meeting. Approved unanimously.

Moved by Geoff Baker, seconded by Tyler Hulsebus, to approve the regular meeting minutes of April 15th, 2025. 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.

President Steve Greenman presented the 2025 AU-SMMPA Scholarship to Reese Norton. Reese’s essay was chosen as the winner of the \$1,000 scholarship funded through SMMPA. Reese is an Austin High School senior and will be attending PennWest Clarion University in the fall.

Mark Nibaur, General Manager, and Melissa Swenson, Communications and Energy Services Manager requested a \$1,000 sponsorship of the Recharge Austin event on June 12th. The event is a collaboration between AU, Riverland and Recharge America. It will focus on electrification - electric vehicles and bikes (including test drives), electric powered equipment and customer education on electric efficiency and sustainability. Portions of the sponsorship funds will be donated to our robotics clubs here in Austin. Moved by Geoff Baker, seconded by Tyler Hulsebus, to approve the sponsorship request as presented. Approved unanimously.

Mark Nibaur, General Manager, and Melissa Swenson, Communications and Energy Services Manager, reviewed AU’s recent customer survey results. Overall satisfaction with AU is high, at 86.4% however, the Net Provider Score (NPS) fell slightly to 36.6. Discussion was held on future goals for NPS scores, on the age ranges of customers responding, and how to engage a younger demographic.

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

- SMMPA meeting minutes
- Safety committee minutes - Gas Service dept. 3 yrs accident free
- MMUA Legislative debrief meeting
- MMUA Summer conference information
- Nature Ridge 4 development and city assessment plan

Commissioner Johnson asked to have a financial dashboard presented to the Commissioners quarterly and to have monthly financials shared with the board as soon as they are completed.

The next regular board meeting was set for 4:00 pm, June 17th, 2025. Mark Nibaur noted he will not be able to attend that meeting. Commissioner Hulsebus noted he would need to leave the meeting by 5pm.

Dan Ulland, Employee Relations Director, presented to the Board on update regarding the search for a new GM. Mark Nibaur also added commentary.

- Search process – 30 candidates applied. 6 were chosen to interview. The Board discussed the process, including having a second round of interviews with two Board members maximum, bringing the search down to 2 finalists and then having a short 3rd interview for each finalist in an open Board meeting. After this, the Personnel Committee would meet to make a recommendation for the Board to vote at a follow-up meeting to elect a new GM.
- Psychological Assessment – Dan reviewed the information provided by MDA Leadership, along with their process, results and costs. The Board felt it was expensive and that they would like to see an offering more in the \$1K - \$2K range. They would also only offer this to the top 2 finalists. Dan will review with MDA Leadership on potential adjustments to their offering.
- Name – Dan reviewed the process of using coded names to not reveal candidate names going forward.
- Residency – the Board discussed the prior decision to require all candidates to be a customer of Austin Utilities and its affect on current candidates. It was agreed to change the wording of the job description to be “must be a member of the Austin community” and leave that interpretation up to the Board, if in question.
- Interim GM role – Mark Nibaur discussed his willingness to be available after his planned retirement date of 9/5/25 if necessary to help AU find a qualified GM. The Board was pleased as this will provide AU with more time to not just fill the position as quickly as possible.
- Bonus – Commissioner Lutz brought up his concerns regarding the current GM bonus structure, which does not contain any specific goals or outcomes required for bonus payment, nor does it have any basis for the amount. Commissioner Baker mentioned that it was originally designed to provide additional compensation to work with the existing salary scale, which was replaced in 2018 by the BPS. Everyone agreed that is should be assigned to a goal(s) completion and that further discussion is warranted.
- Survey comments – it was mentioned that the Board should all have access to recent employee surveys to be aware of comments made by employees regarding the GM search and candidate selection. Dan will provide this information to Board members shortly.

Moved by Tyler Hulsebus, seconded by Kristin Johnson, to adjourn. Approved unanimously at 5:29 pm.

	_____ President
_____ Secretary	