

AUSTIN UTILITIES

MINUTES OF MEETING

4:00 pm, October 8th, 2019
Date

Regular Meeting

Geoff Baker
Presiding Officer

Members Present:

Geoff Baker, President
Steve Greenman, Commissioner
Tom Baudler, Commissioner
Jeanne Sheehan, Commissioner

Others Present:

Mark Nibaur, General Manager
Alex Bumgardner, Energy Resources & Utility Op. Dir.
Ann Christianson, Finance Manager
Tom Tylutki, Electric Operations Director
Todd Jorgenson, Gas & Water Operations Director.
Kim Duncomb, Customer & Employee Relations Dir.

Members Absent:

Tyler Hulsebus, Commissioner

President Geoff Baker called the meeting to order.

Moved by Tom Baudler, seconded by Steve Greenman, to approve the meeting agenda. Approved unanimously.

Moved by Steve Greenman, seconded by Tom Baudler, to approve the regular meeting minutes of September 10th, 2019. Approved unanimously.

Moved by Tom Baudler, seconded by Steve Greenman, to approve the disbursements summary, accounts payable list, additional bills and expenses, and authorize warrants to be drawn for their payment. Approved unanimously.

Ann Christianson, Finance Manager, presented a 2019 O&M and capital budget review and projections. The Budget committee is scheduled to meet on November 24th. Commissioner Baker requested any changes to the projections be sent to the committee in advance.

Melissa Swenson, Customer Service Supervisor, presented the 3rd Quarter charge offs. An updated amount was brought to the board due to a large payment coming in before the meeting. The updated amount for total charge offs is \$59,431.79. Moved by Tom Baudler, seconded by Steve Greenman, to approved the updated 3rd quarter charge offs. Approved unanimously.

Mark Nibaur, General Manager, and Kelly Lady, Marketing and Energy Services Manager, presented the 3rd Quarter customer survey results. AU's Net Promoter Score has declined steadily and is now a 25.6 score. Overall customer satisfaction remained high at 87%. No conclusive reason for the drop was identified. AU will continue with the projects already begun to help improve customer satisfaction and possibly clarify the NPS question a little more. Q Market will also be contacting some customers who responded with low scores to collect more information.

Alex Bumgardner, Energy Services and Utility Operations Director, presented an update on natural gas supply contracts. AU staff chose to move forward with BP as the Supplier under a new Operational Agency and Supply Agreement with an initial term of one year. The financial savings for AU is estimated to be approximately \$60,000 per year.

Commissioner Jeanne Sheehan arrived and joined the meeting at 4:25 pm.

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

- SMMPA minutes
- Safety Committee minutes
- Wellness program costs and benefits
- Upcoming Flu shot reminder
- Public Power and Public Natural Gas Week activities

The next regular Board meeting was scheduled for 4:00 pm, Tuesday, November 12th, 2019.

Moved by Jeanne Sheehan, seconded by Tom Baudler, to adjourn the meeting. Approved unanimously. Meeting adjourned at 4:37 pm.

President

Secretary