



Sand Hill Energy Center



**Power Partner Thermostats**  
Receive a free programmable thermostat  
plus free installation and warranty



# City of Austin, Texas Austin Energy

**Mission:** *Deliver clean, affordable, reliable energy and excellent customer service.*

*Electric Utility Commission (EUC)  
Update on FY 2011 Proposed Budget  
July 19, 2010*



# Transparent Budget Process

- EUC meetings (May 17, June 21 and July 19)
  - Input and feedback from the community and Commissioners
  - Regular updates from the utility
- Comments considered in developing budget proposal
- Budget proposal is now substantially complete
- Additional input opportunity as City Manager review of budget proposal continues
- Further input opportunities as the City Council receives and reviews the Proposed Budget on July 28 until final adoption in mid-September





# Update – Customer Service Levels

## Service level reduction options considered

- 24 Hour Door Hanger Notification for Disconnect
  - \$500,000 per year savings
  - Current process (mail notification and door hanger) in place since 1972
- Tree Trimming Customer Notification Process
  - \$500,000 - \$1,000,000 per year savings
  - Current process in place since 2000
    - Door hanger, brochure and property specific vegetation work plan with signature of property owner or legal representative (or certified letter) before work begins

**Service level remains unchanged, reduction option NOT implemented**





# Update - Energy Efficiency Programs

## Conservation Rebates and Incentives Fund

- FY 2011 Budget \$18.5 million (FY 2010 \$16.4 million)
  - \$14.5 million for energy efficiency programs, an increase of \$2.5 million (21%) over FY 2010 Budget
  - \$4.0 million for solar rebate program

## Austin Energy Operating Fund

- \$1.0 million to balance thermostat equipment with installations planned in Power Partner program
- Generation plan studies fully funded

**Energy efficiency programs funded at a historical high.**

**Solar program maintained.**





## Update - Other

- 311 Call Center \$8.2 million total FY 2011 budget
  - Serves as disaster recovery and backup call center for utility services
  - Reimbursement based upon allocating cost for disaster recovery, then cost allocation by service levels
  - \$6.1 million reimbursement, increase of \$4.1 million over prior year
  - AE net cost at \$2.1 million, a \$3.5 million decrease from prior year

**Closed \$37.0 million of forecast FY 2011 funding gap.**





## Next Steps

- July 28 City Manager presents Proposed Budget to City Council
  - July 28 and August 18 and 25 Budget Work Sessions
  - August 19 and 26 Budget Public Hearings at Council Meetings
- August 16 Present Proposed Budget to Electric Utility Commission
- August 25 Budget Work Session – Enterprise Funds including Austin Energy
- September 13, 14 and 15 Council Budget Approval Readings



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