

**Follow-up re July 20 Staff Presentation to EUC
Commissioner Roa's Questions and Staff Response
September 21, 2015**

1. Please provide information on renewable contracts the number and types of customers that have received rebates for installing solar photovoltaic panels. Some categories of interest are: homeowners versus renters versus apartment owners, income category, zip code, income level, and other aggregated data that would help describe residential customers that typically benefit from solar rebates.

Regarding request above, we only gather data by zip code (including incentives provided, # of systems, and total kW, by zip). Please see attached map of installations.

2. Please clarify collection practices. What options does a customer have to avoid termination of service?

Response pending.

3. Mr. Cullick stated that AE provided data to Council on the top 5 companies that have deferred payment arrangements. Please provide a copy of the information provided to Council.

Response pending.

4. Please provide additional information on AE's 1673 FTE's (how many of those are in the field, i.e., power plants, linemen, servicemen, customer service. Please provide a breakdown of FTE's by the different divisions within Austin Energy.

Please see attached tables.

5. On average how many contract employees worked for Austin Energy per month in 2104? Please provide a breakdown of contract workers by the different divisions within Austin Energy and the Cost.

Austin Energy has staff augmentation contracts with vendors like Apple One for Customer Care and DIR for IT for which we issue their employees an Austin Energy Contractor Badge; however, please note that not all contractors are issued AE Badges. We have other service contracts like those with vendors such as Mastec and Pike for which, when jobs are assigned, their labor force is sent out to do the job. We also have AE temporary employees that are hired and processed through our Human Resources IT system (Banner), yet who were issued Contractor Badges even though their employment was directly with AE and not associated with a contract, such as returning

retirees. Some contract employees are task-based and therefore come on and off multiple times depending on the tasks requirements. We may have a contract employee work a week, a month, several weeks or months or even a couple days depending on the task. This information request is not available and would require extensive research.

6. What is the average hourly rate paid by Austin Energy for contract employees? What is the average hourly rate paid directly to the contract employee?

For Contract Employees, we have varying rates that we pay per contract requirements; we do not have what the vendors pay their employees.

7. What is Mr. Cullick's plan and schedule for working with the community to develop an effective outreach and marketing campaign for ECAD?

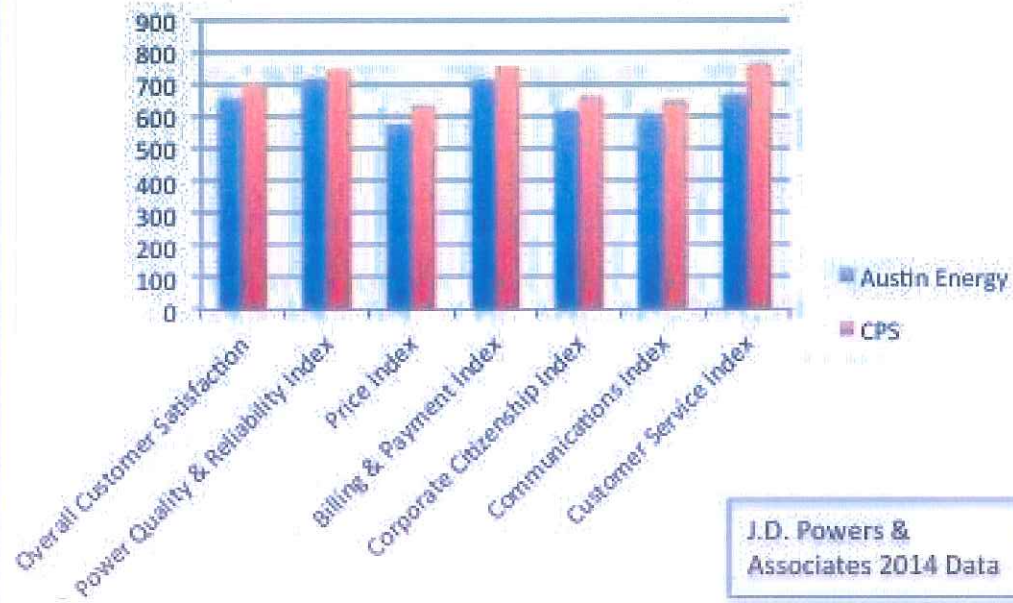
Response pending.

8. Has Mr. Cullick made any progress in reaching City Public Service San Antonio to gather information on its customer service survey?

Perhaps the best convention for comparing two organizations is the J.D. Powers Customer Satisfaction Survey. It is nationwide and well-respected. Austin Energy participates in the survey, which has recently published as its 2015 report an analysis of 2014 data.

The data, provided Austin Energy in the past few weeks, show Austin Energy trailing CPS in all categories with relatively small differences in Power Quality and Reliability (29 points) and larger (nearly 100 points) in the Customer Service category. Our Customer Service and our Communications Department are working together to improve customer perceptions in all categories of the Power survey.

Comparison of Austin Energy and CPS

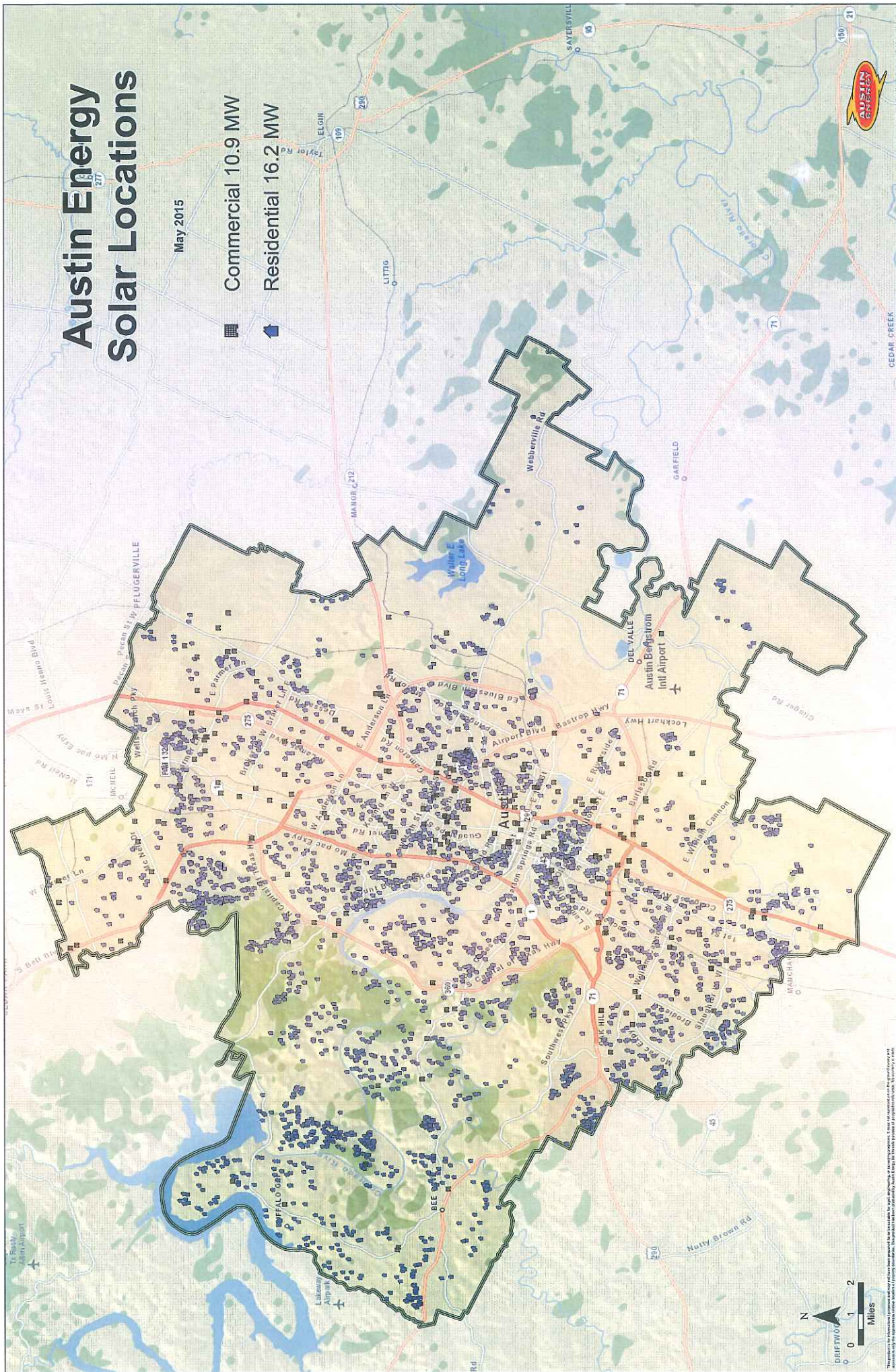


Austin Energy Solar Locations

May 2015

Commercial 10.9 MW

Residential 16.2 MW



This map is for informational purposes only and does not represent an offer of solar. Solar locations are shown as blue squares. The map is not intended to be used for any other purpose. The map is not intended to be used for any other purpose. The map is not intended to be used for any other purpose.

Austin Energy
FTE Count by Division
as of 08/30/15

Division Name	Total
Business Dev & Contract Comp	1
Chief Operating Officer	2
Corporate Communications	8
Corporate Quality	9
Customer Care	350
Customer Energy Solutions	109
Electric Service Delivery	544
Energy Development	1
Environmental Services	26
Facilities Management	24
Finance	134
General Manager's Office	4
Government Relations	3
Human Resources Office	23
Information Technology	148
Integrated Energy Solutions	3
Legal Services	8
Local Government Issues	2
Marketing Communications	13
On-Site Energy Resources	31
Organizational Development	5
Power Supply & Market Ops	172
Regulatory Affairs & Corp Comm	4
Reliability Compliance Program	6
Safety & Health	12
Security Management	22
Shared Services	4
Workforce Dev & Risk Mgmt	2
Workforce Planning	3
Grand Total	1673

Austin Energy
FTE Count by Job Title
as of 08/30/15

Title	Total
Account Representative Sr	7
Accountant Associate	5
Accountant Senior	5
Accounting Technician	3
Administrative Senior	7
Administrative Specialist	40
Admnstr, CES Complnc	1
Admnstr, Contract	8
Admnstr, Grn Bldg and Sust	1
Admnstr, Utility Document Cnt	1
AE Chief of Staff	1
AE Chief Operating Officer	1
AE O&M Specialist	13
AE O&M Specialist Senior	12
AE Power Delivery Trainer	3
AE Utility Strategist	2
Attorney Senior	6
Bus Development Counselor Sr	1
Business Process Consultant	5
Business Process Consultant Sr	16
Business Process Spec	8
Business Systems Analyst Sr	1
Chemist	1
Chemist Senior	5
Client Relationship Analyst	16
Compl Analyst Sr	3
Conservation Program Assoc	6
Conservation Program Spec	18
Construction Analyst	2
Contract Compliance Spec Sr	7
Contract Compliance Specialist	1
Coord, Advertising & Outreach	2
Coord, Client Relationship	11
Coord, Customer Solutions	8
Coord, Facility Service	5
Coord, Line Clearance	7
Coord, Ocuptnl Health & Safety	7
Coord, Product Development	5
Coord, Program	7
Coord, Project	7
Coord, Security	1
Coord, Stores	8
Coord, Util Logistics & Plgn	1
Coord, Utility Emergency Mgmt	1
Coord, Vehicle	1
Coord, Wireless Engrg Project	1
Customer Service Planner B	8
Customer Service Planner C	22
Customer Service Rep	71
Customer Service Rep Sr	30

Dep GM, Shared Services	1
Department Executive Asst	1
Dir, AE Administrative Svcs	1
Dir, AE Budget/Accounting/Risk	4
Dir, AE Communications	1
Dir, AE Corp Improvement Svcs	1
Dir, AE Engineering&Tech Svcs	1
Dir, AE Reliably Complnc Prgm	1
Dir, Distribution	1
Dir, Energy & Mkt Operations	1
Dir, Energy Efficiency Service	1
Dir, Envrnmtl Services	1
Dir, Government Relations	1
Dir, Local Government Issues	1
Dir, On-Site Energy Resources	1
Dir, Pwr Project & Asset Mgmt	1
Dir, Smart Grid & Syst Operon	1
Dir, Trans &Substn Engr Constr	1
Distrib Electrician Crew Ldr	23
Distribution Constr Coord I	1
Distribution Constr Coord III	30
Distribution Constr Leader	3
Distribution Electrician III	147
Div Mgr, Contract Relations	1
Div Mgr, Info Systems	5
Division Chief	1
Economist	1
Electr Util Meter Svcs Invgr	8
Electrical Sys Controller Sr	14
Energy Market Analyst	3
Energy Market Analyst Senior	10
Energy Marketer	5
Engineer A	3
Engineer B	1
Engineer C	7
Engineer, Consulting	7
Engineer, Graduate A	4
Engineer, Graduate B	4
Engineering Associate A	3
Engineering Associate C	7
Engineering Technician B	1
Engineering Technician C	2
Environmental Cmplnc Spec	2
Environmental Cmplnc Spec Sr	3
Environmental Scientist Senior	1
Financial Advisor	2
Financial Consultant	1
Financial Planner Utility	6
General Mgr Electric Utility	1
Graphic Designer B	4
Grn Bldg and Sust Consult Sr	4
Grn Bldg and Sust Consultant	2
Human Resources Advisor	8
Hvy Equipment Operator II	2
Internal Auditor Senior	2

IT Application Analyst	20
IT Application Analyst Senior	9
IT Application Consultant	1
IT Application Developer	1
IT Application Developer Sr	14
IT Business Systems Analyst	2
IT Business Systems Analyst Sr	16
IT Data Architect	2
IT Data Base Administrator Sr	4
IT Geospatial Analyst Sr	5
IT Network Administrator	9
IT Network Administrator Sr	9
IT Network Consultant	5
IT Project Manager	10
IT Project Mgr Sr	7
IT Security Analyst	5
IT Supervisor Sr	18
IT Support Analyst	6
IT Support Analyst Sr	2
IT Systems Administrator	3
IT Systems Administrator Sr	8
IT Systems Consultant	7
Line Clearance Leader	2
Mail Services Clerk	2
Mail Services Clerk Senior	1
Maintenance Worker II	1
Maintenance Worker III	3
Market Research Analyst	2
Marketing Commun Consultant	6
Marketing Representative B	1
Materials Planner	2
Meter Electrician I	1
Meter Electrician II	9
Meter Services Rep Lead	2
Meter Services Representative	29
Mgr, Accounting - Utility	3
Mgr, AE Customer Account	5
Mgr, AE Customer Service	10
Mgr, AE Customer Svc Process	6
Mgr, AE Customer Svc Staff Dev	1
Mgr, AE Safety	1
Mgr, Contract Compliance	1
Mgr, Data Analytics&Bus Intell	1
Mgr, Distribution Process	3
Mgr, Energy Efficiency Svcs	4
Mgr, Energy Market	3
Mgr, Environ Svcs	1
Mgr, Facilities Planning	1
Mgr, Facilities Process	1
Mgr, Grn Bldg and Sust	1
Mgr, Human Resources	1
Mgr, Materials Control	1
Mgr, Power Plant (600+ MW)	2
Mgr, Project	9
Mgr, Public Invlvmt&Prop Acqn	1

Mgr, Regulatory Audit	1
Mgr, Sales	1
Mgr, SCADA/EMS Control Engrng	1
Mgr, Security	1
Mgr, Supply Chain	1
Mgr, Support Services	1
Mgr, Util Budget and Fin	2
Mgr, Utility Financial	3
Mgr, Utility Marketing Svc	1
Nuclear & Coal Fuels Sppt Spec	2
Ocptnl Health & Safety Spec	1
Ocptnl Health & Safety Spec Sr	1
Ofcr, Chief Info - Elec Util	1
Ofcr, Chief Technology-Ele Utl	1
Ofcr, Quality Assurance	1
Orgnl Dev&Training Spec	4
Orgnl Dev&Training Spec Sr	5
Planner Senior	1
Power Control System Tech II	11
Power Control System Tech III	15
Power Plant Specialist	3
Power Plant Specialist Senior	5
Power Plant Technician	1
Power Plant Technician Senior	28
Power System Consulting Engr	8
Power System Engineer	14
Power System Engineer Sr	51
Power System Graduate Engineer	7
Power System Mgng Engineer	2
Power System Principal Engr	17
Prgm Coord, Conservation	5
Prgm Coord, Environmental	8
Prgm Mgr, AE Craft&Fld Staff D	1
Prgm Mgr, AE Quality/Complnc	6
Prgm Mgr, Customer Care	1
Prgm Mgr, Energy & Mkt Complnc	1
Prgm Mgr, Energy Development	2
Prgm Mgr, Environmental Conser	1
Prgm Mgr, Envrmntl Policy	1
Prgm Mgr, Fleet	1
Prgm Mgr, IAMgmt&Leasing	1
Prgm Mgr, Local Govt Affairs	3
Prgm Mgr, Risk Control	2
Prgm Mgr, Solar	1
Prgm Mgr, Trans Plng	1
Prgm Mgr, Trans Service Cmpln	1
Property Agent	2
Public Invlvmt&Real Estate Agn	5
Public Information Spec Sr	5
Pwr Delivery Equipment Op II	4
Pwr Plant Control Board Op	3
Pwr Plant Ctrl Instr Elec Tech	4
Pwr Plant Mechanic	6
Quality Improvement Specialist	3
Real Time Energy Mkt Op Sr	8

Records Analyst	1
Regulatory Planner Utility	10
Research Analyst	2
Research Analyst Senior	1
Right of Way Specialist	1
Risk Analyst	2
Risk Control Analyst	6
Sales Representative	2
SCADA/EMS Analyst I	1
SCADA/EMS Analyst II	2
SCADA/EMS Analyst Senior	7
Scheduler Analyst	16
Security Guard	12
Security Guard Lead	3
Sr VP, Electric Svc Delivery	1
Sr VP, Finance&Corporate Svcs	1
Stores Specialist	1
Stores Specialist Senior	22
Substation Elect Crew Leader	3
Substation Electrician III	21
Supt, Distribution Constr Main	3
Supt, Electrical Maintenance	1
Supt, Line Clearance	1
Supt, Network Constr & Maint	1
Supt, On-Site Energy Resource	2
Supt, Power Plant Maintenance	2
Supt, Power Plant Operator	2
Supt, Substation Constr & Maint	1
Supt, Substn Relay Constr&Main	1
Supt, Systems Operations	1
Supt, Trans Constr and Maint	1
Supv, Accounts Payable	1
Supv, Administrative	3
Supv, AE Distribution GIS	1
Supv, Claims and Collections	1
Supv, Customer Service	31
Supv, Distribution Electrician	19
Supv, Electric Metering	3
Supv, Electrical Sys Cntrlr	6
Supv, Energy Mkt	2
Supv, Environ Compl	1
Supv, Facilities	1
Supv, Human Resources	2
Supv, Laboratory Services	1
Supv, Power Control System	3
Supv, Power Plant Maintenance	3
Supv, Power Plant Operator	10
Supv, Pwr Plnt Ctrl Instrl Ele	1
Supv, Revenue Meas & Control	5
Supv, Security	3
Supv, Substation Electrician	2
Supv, Support Services	1
Supv, Survey	1
Supv, Utility Services	3
Supv, Warehouse	3

Survey Technician	3
Surveyor	1
Surveyor-In-Training (SIT)	1
Utility Account Analyst	8
Utility Account Specialist	55
Utility Financial Analyst	8
Utility Financial Analyst Sr	9
Utility Forester	2
Utility Process Consultant	18
Utility Rglty Policy Analyst	2
Utility Services Spec Sr	10
Utility Services Specialist	3
Vehicle Scheduler II	3
VP, Customer Acct Mgmt	1
VP, Customer Care Services	1
VP, Customer Energy Solutions	1
VP, Enrgy Mkt Ops & Rsc Plng	1
VP, Power Production	1
VP, Reg Affairs and Corp Comm	1
Grand Total	1673

