



**AUSTIN ENERGY UTILITY OVERSIGHT COMMITTEE
MINUTES**

**REGULAR MEETING
FEBRUARY 27, 2017**

The Austin Energy Utility Oversight Committee convened in a regular meeting on Monday, February 27, 2017 at 301 W. 2nd Street in Austin, Texas.

Chair Leslie Pool called the committee meeting to order at 9:30 a.m.

Committee Members in attendance:

Council Member Leslie Pool, Chair
Mayor Steve Adler, Vice Chair
Mayor Pro Tem Kathie Tovo
Council Member Alison Alter
Council Member Gregorio Casar
Council Member Jimmy Flannigan
Council Member Delia Garza
Council Member Ora Houston
Council Member Ann Kitchen
Council Member Sabino "Pio" Renteria
Council Member Ellen Troxclair

APPROVAL OF MINUTES

- 1. Approve the minutes of the Austin Energy Utility Oversight Committee meeting of January 30, 2017.**

The minutes of the January 30, 2017 meeting were approved on Council Member Kitchen's motion, and Council Member Flannigan's second, on an 8-0 vote. Mayor Adler, and Council Members Casar and Renteria were off the dais.

CITIZEN COMMUNICATION: GENERAL

- 2. The first five speakers signed up before the meeting is called to order will each be allowed three minutes to speak on items not on the agenda.**

There was one speaker:

- Paul Robbins said that staff will be bringing forward modifications to the Customer Assistance Program to remove wealthy individuals.

DISCUSSION AND POSSIBLE ACTION

3. General Manager's report:

- **Austin Energy Regional Science Festival,**
- **Dell Seton Medical Center energy efficiency rebate,**
- **upcoming procurements: residential and commercial electric meters, information technology hardware and software.**

(Notes: SPONSOR: Council Member Leslie Pool, CO 1: Mayor Steve Adler, CO 2: Mayor Pro Tem Kathie Tovo)

Jackie Sargent, General Manager provided the update. Discussion included functionality of the meters to be purchased and benefits of the Regional Science Festival.

A request was made regarding how Austin Energy tracks usage for accessory dwelling units, especially if they are unpermitted.

4. Discussion of the Customer Collaboration section of the Austin Energy Monthly Performance Dashboard related to customer account services.

(Notes: SPONSOR: Council Member Leslie Pool, CO 1: Mayor Steve Adler, CO 2: Mayor Pro Tem Kathie Tovo)

Kerry Overton, Deputy General Manager and Chief Customer and Compliance Officer, and Dan Smith, Vice President of Electric Service Delivery, provided the presentation. Discussion included details of the late February power outage due to storm conditions and service level details and trends.

5. Update regarding the collections process, including payment arrangements and disconnections.

(Notes: SPONSOR: Council Member Leslie Pool, CO 1: Mayor Steve Adler, CO 2: Mayor Pro Tem Kathie Tovo)

Elaine Kelly-Diaz, Vice President of Customer Account Management; Mark Dombroski, Deputy General Manager and Chief Financial and Risk Officer; and Kerry Overton provided the briefing.

Discussion included the trends for account receivables and bad debt, the classification of bad debt, customer assistance programs, and the disconnection process. Requests were made for the payment arrangement ordinance, including the bona-fide reasons a person may qualify for another payment arrangement, and the numbers associated with the charts on certain slides.

6. Update regarding arrearage management.

(Notes: SPONSOR: Council Member Leslie Pool, CO 1: Mayor Steve Adler, CO 2: Mayor Pro Tem Kathie Tovo)

Jerry Galvan, Vice President of Customer Care Services, and Joseph Gonzales, Austin Water, provided the presentation. Discussion included program implementation timing and Austin Water's participation in the program. A request was made to have an item at the next meeting to provide an update.

There were three speakers:

- Paul Robbins stated there is no fiscal note associated with this program, and the Customer Assistance Program is currently unsustainable.
- Carol Biedrzycki stated her concerns that it has taken so long to bring forward an arrearage management program, and Austin Water should develop a funding mechanism so they can participate.

- Bob Batlan provided the history of the collaboration between Austin Energy and the customer advocacy group and reasons for an arrearage management program.

FUTURE ITEMS

7. Discussion of future agenda items.

This item was not addressed.

ADJOURN

Chair Pool adjourned the meeting at 11:13 a.m. without objection.

DRAFT