



Electric Utility Commission

Annual Internal Review

This report covers the time period of 7/1/2016 to 6/30/2017

The Board/Commission mission statement (per the City Code) is:

(A) The commission shall review and analyze all policies and procedures of the electric utility, including the electric rate structure, fuel costs and charges, customer services, capital investments, new generation facilities, selection of types of fuel, budget, strategic planning, regulatory compliance, billing procedures, and the transfer of electric utility revenues from the utility fund to the general fund.

(B) The commission shall advise the city council, the city manager, the electric utility, city departments, and city boards, commissions, and committees on policy matters relating to the electric utility. All advisory information given shall simultaneously be forwarded to the city manager.

(C) The commission may review, study, and make recommendations to the Planning Commission on proposed electric utility projects for inclusion in the Capital Improvements Program.

(D) The commission may request that the city council hire an outside consultant every five years to make a comprehensive review of the policies and procedures of the electric utility. The commission may initiate an external or internal review of the policies and procedures of the electric utility. If the commission initiates a review, it shall report its findings to the city council and the city manager.

(E) The commission shall interpret the role of the electric utility to the public and the role of the public to the electric utility. The commission may hold a public hearing and briefing session every six months to explain new policies and to take citizens comments, suggestions, and complaints.

(F) The commission may make recommendations to the city council before final council action on a policy or procedure of the electric utility.

(G) The commission shall request from the city manager any information that it deems to pertain to the electric utility.

(H) The commission shall, as a body, review customer complaint procedures, accept specific customer grievances and complaints, and make recommendations to the city council and city manager based on its findings. This duty does not supersede, replace, or substitute for the appeal procedures provided to customers in the City Utility Service Regulations.

(I) The commission shall seek to promote close cooperation between the city council, other city boards, committees, and commissions, city departments and individuals, institutions and agencies concerned with the policies, procedures, and operations of the electric utility to the end that all similar activities within the City may be coordinated to secure the greatest public welfare.

1. Describe the board's actions supporting their mission during the previous calendar year. Address all elements of the board's mission statement as provided in the relevant sections of the City Code.

In keeping with its mission, the Electric Utility Commission (EUC) reviewed and analyzed policies and procedures of Austin Energy during the reporting period. The Commission:

- Reviewed, discussed and solicited public comments for 108 Requests for Council Action (RCA's) and made recommendations to Austin City Council regarding these requests.
- Reviewed and discussed Austin Energy staff briefings, presentations and updates on subjects including rate review updates, fleet electrification, Austin Energy's request for information on energy storage, cyber security, utility pole attachments, financial update, four presentations regarding the 2016 update to the Austin Energy Resource, Generation and Climate Protection Plan to 2025, Austin Energy Strategic Plan and Monthly Performance Dashboard reports including topics of Financial Health (Nov), Customer Collaboration, Employee Engagement, and Business Excellence, collections overview including payment arrangements and disconnections, Holly Street decommissioning, overview of the budget process, the Solar Ready Amendment, Financial Forecast, Annual Value of Solar Update, and the Commercial Time of Use pilot program
- Commissioners heard a presentation from Mr. Alfred Herrera, the Impartial Hearing Examiner.

- Established the Electric Utility Commission Resource Planning Working Group, which included Commissioners Hadden, Osborne, Ferchill, Stout and Heidebrecht. This group had 16 members who represented business, customer, low-income consumers, and environmental interests. The group held thirteen meetings between November 2016 and May 2017.
- At the June 19, 2017 meeting, Commissioners voted in favor of the Electric Utility Commission Resource Planning Working Group 2016-17 Recommendations for Resource Planning Update, a recommendation sent to the Austin City Council.
- Held a Commemoration of Commissioner Shudde Fath's 101st Birthday and thanked her for her many years of dedicated service and extensive contributions toward shaping Austin Energy policy. She has served on the EUC since 1977 and has donated her files from many of these years to Austin Energy.
- Elected new officers in June 2017. The Commission elected Karen Hadden as Chair and Cary Ferchill as Vice-Chair.

2. Determine if the board's actions throughout the year comply with the mission statement.

Throughout the July 1, 2016 to June 30, 2017 timeframe the actions of the Electric Utility Commission complied with the mission statement (bylaws) as outlined in the Ordinance.

3. List the board's goals and objectives for the new calendar year.

- Encourage public discussion on the future policies and programs of Austin Energy
- Provide public oversight of Austin Energy's annual budget and efforts to reduce costs and provide clean, reliable power
- Provide public oversight over long-term planning regarding electric rates
- Review and provide public input and oversight over Austin Energy's compliance with the Austin Climate Protection Plan, including how actions and proposed actions of the utility impact climate change, sustainability goals and water usage.
- Provide continued oversight and guidance regarding the Generation, Resource and Climate Protection Plan.

- Provide review for replacement of power from aging baseload and peaking assets that is consistent with the Council adopted plan.
- Encourage a process that would allow on-line billing for donations to Customer Assistance Programs (CAP).
- Encourage utility transparency in providing data important to the public, including data broken down by Council District, more data in the utility's Annual Performance Report and the inclusion of data regarding generation units in Quarterly reports.
- Encourage fair and equitable treatment of all customers, including demand charges that are not overly burdensome for small businesses.
- Encourage adoption and implementation of energy efficiency measures prioritized by the EUC Resource Planning Working Group.
- Encourage tours of Austin Energy Facilities by EUC members.
- Improve the Commission's process for requesting and receiving information from Austin Energy Staff.
- Encourage equitable distribution of energy efficiency benefits to low and low moderate-income customers and renters.
- Encourage excellence in Austin Energy customer satisfaction.