

Corporate Data

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Chief of Staff



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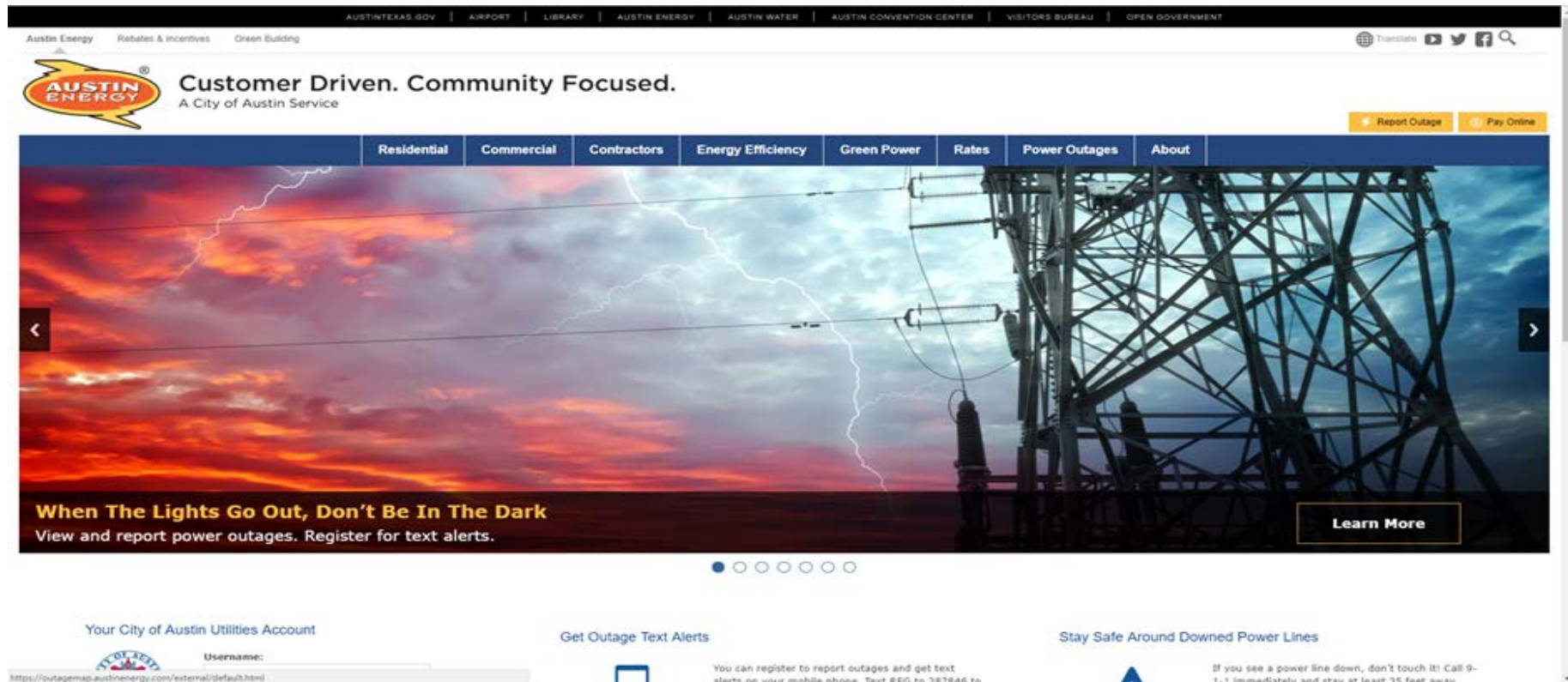
Fiscal Year 2015 Austin Energy Annual Performance Report

- 51 tables and 3 charts included in the report
- Categories of performance measures
 - Operations and Finance (Customer Sales, Bad Debt, Generation Capacity/Capacity Factor, etc)
 - Clean and Efficient (Plant Emissions, Energy Efficiency Program Expenditures, Solar Rebate Program, etc)
 - Affordable (Average Residential, Commercial and Industrial Rates, Power Supply Adjustment)
 - Excellent Customer Service (Line Clearance, Utility Contact Center, 3-1-1, etc)



Current City of Austin & Austin Energy Data Sources

Austin Energy website



Current City of Austin & Austin Energy Data Sources

The screenshot shows the Austin Energy website's 'Corporate Reports & Data Library' page. The browser address bar shows the URL: <https://austinenenergy.com/ae/about/reports-and-data-library/corporate-reports-and-data-library>. The website header includes the Austin Energy logo and the tagline 'Customer Driven. Community Focused. A City of Austin Service'. A navigation menu lists various services: Residential, Commercial, Contractors, Energy Efficiency, Green Power, Rates, Power Outages, and About. Below this, a secondary menu includes Company Profile, Building a Better Austin, Community Outreach, Environment, Careers, Reports & Data Library (highlighted), and News. The main content area is titled 'Corporate Reports & Data Library' and contains the following sections:

- Corporate Reports & Data Library**
 - Corporate Reports
 - KPI Archive
 - Data Library
 - Customer Energy Solutions Program Updates
 - Generation Resource Planning Update
- Corporate Reports & Data Library**

Austin Energy publishes a variety of annual and quarterly reports covering financial data, generation planning, governance, energy efficiency, performance, and more.

 - Annual Corporate Reports** — Our annual corporate report covers financial integrity, energy resources, system reliability, customer satisfaction, energy efficiency, and emerging technologies. We also publish energy efficiency and financial reports, as well as reports for the Electric Utility Commission.
 - Data Library** — Our comprehensive repository of operational and financial information provides quick, easy access to our operational data. The majority of data is calculated according to the City of Austin's fiscal year which runs October 1 through September 30. Final audited figures for a fiscal year are generally available by summer of the following year.
- Current Key Performance Indicators**

The KPI Dashboard is a way for Austin Energy to clearly present its performance in key areas of the utility. This monthly report shows Austin Energy's progress in meeting targets and goals set out by policy, best practices, and the Austin City Council.

[Download the complete KPI Dashboard for April/May 2018 \(pdf\)](#)
- Highlights for the April/May 2018 Dashboard:**
 - Strong financial health continues for Austin Energy.
 - So far in FY 2018, Austin Energy has offset 42.1 percent of customer load with renewable energy.
 - Austin Energy's generation assets and other components helped bring power supply costs to \$9.5 million below load zone costs.
- Learn More**
 - [Email questions to Austin Energy Corporate Communications](#)

On the right side of the page, there is a featured image of two workers in safety gear, with the text: 'Austin Energy Annual Report Fiscal Year 2017'. Below this, it says: 'Financial health means Austin Energy is able to invest in innovative ways to collaborate with customers and provide the services they need.' and a button that says 'Download the Report'.

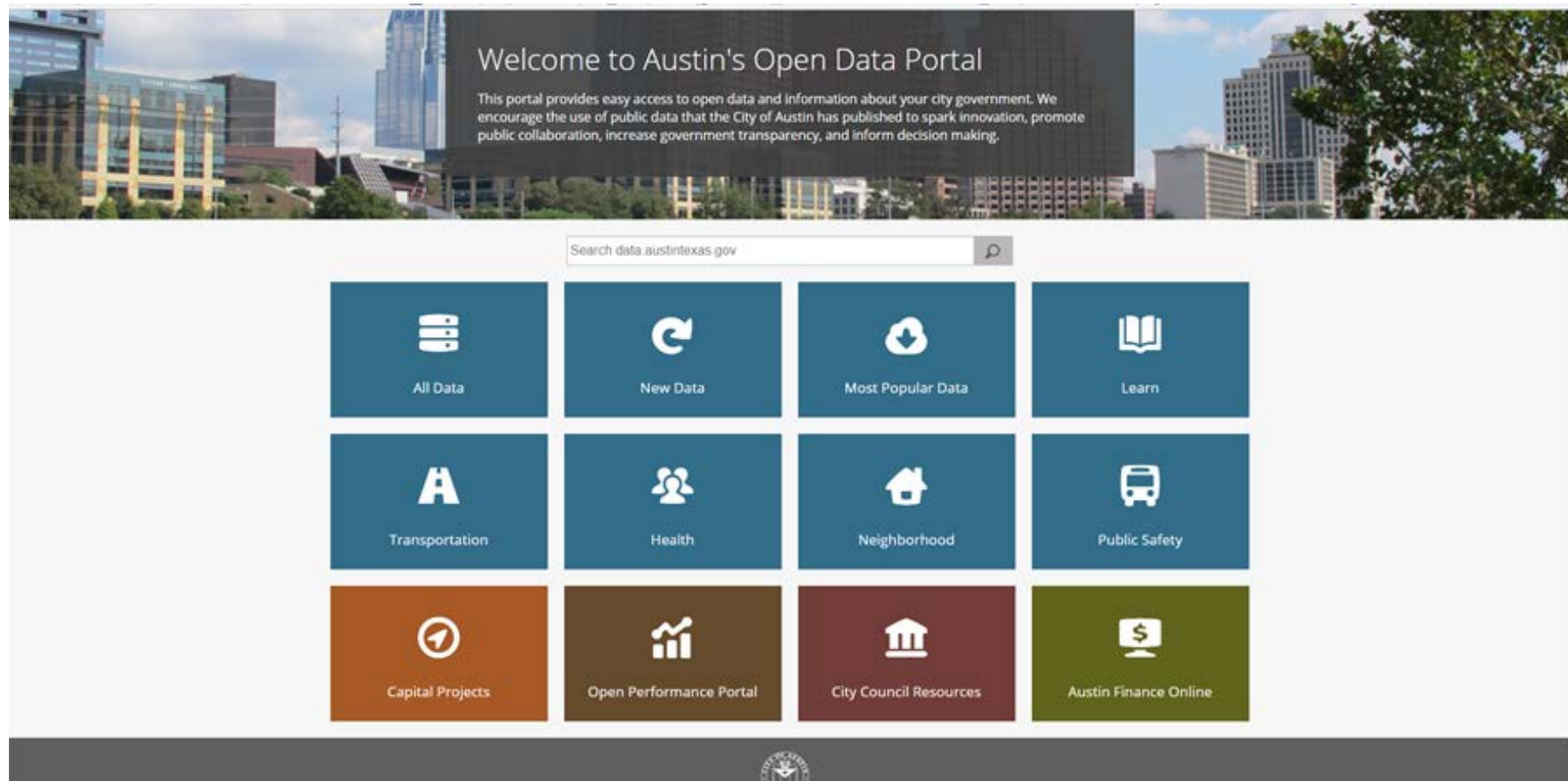
At the bottom of the browser window, a notification bar states: 'The "Trend Micro Osprey Plugin" add-on from "Trend Micro, Inc." is ready for use.' with 'Enable' and 'Don't enable' buttons.



<https://austinenenergy.com/ae/about/reports-and-data-library/corporate-reports-and-data-library>

Current City of Austin & Austin Energy Data Sources

City of Austin Open Data Portal (<https://data.austintexas.gov>)



Corporate Reports & Data Library



www.austinenenergy.com

Item 10

Austin Energy

Austin Energy Quarterly Financial Report

Second Quarter Fiscal Year 2018 January - March

Electric Utility Commission
May 21, 2018

ABLE ENERGY AND EXCELLENT CUSTOMER SERVICE

CUSTOMER ENERGY SOLUTIONS

Program Progress Report FY2017

Austin Energy

Customer Driven. Community Focused.

AUSTIN ENERGY JUNE 2018

MONTHLY PERFORMANCE DASHBOARD

A report highlighting key Austin Energy metrics

FINANCIAL HEALTH

	Current	Target
Standard and Poor's Bond Rating	AA	AA

Budget Based Revenues and Expenses
Fiscal Year to Apr 2018

	Actual	Budget	Prior Year
Power Supply Revenue	\$498	\$499	\$491
Operating Revenue	\$337	\$338	\$348
Power Supply Expense	\$221	\$211	\$236
Operating Expense	\$221	\$211	\$236

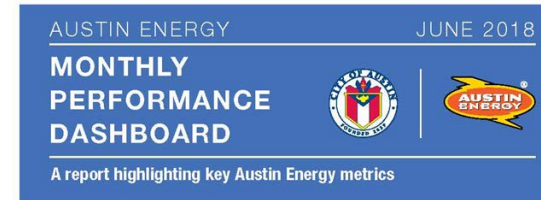
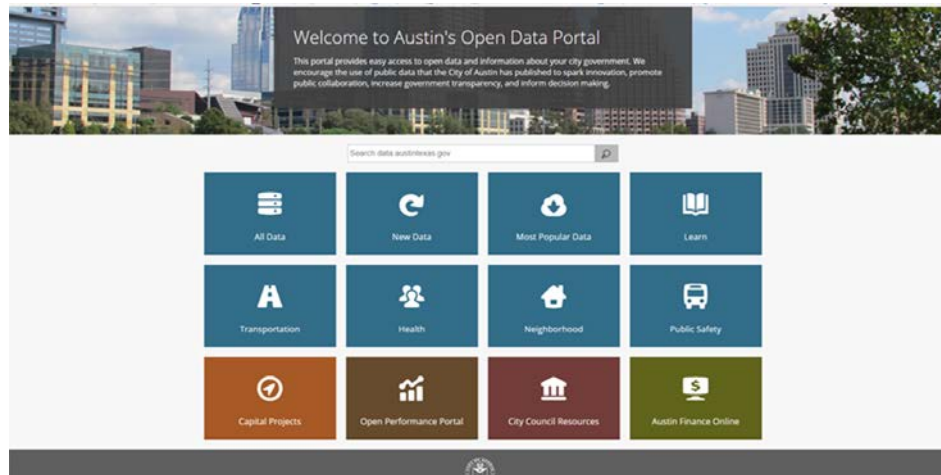
	Actual	Minimum	Prior Year
Days Cash on Hand	216	> 150	192
Debt Service Coverage	3.88	> 2.0	3.38
Debt to Capital Ratio	44.3%	< 50.0%	44.4%

(In Millions)	Actual	Minimum	Prior Year
Working Capital	\$385	\$131	\$362
Contingency Reserve	\$98	\$96	\$98
Power Supply Stabilization	\$95	\$102	\$89
Capital Reserve	\$43	\$81	\$12
TOTAL	\$621	\$410	\$561

Targets and Goals are continuous unless otherwise noted.



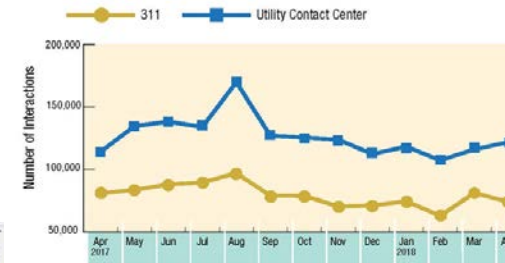
Customer Contact Data Available Online



CUSTOMER COLLABORATION

City of Austin Utility Contact Center and 311

CUSTOMER INTERACTIONS



SERVICE LEVEL

The service level target for the Utility Contact Center is 90 percent of all calls answered in 90 seconds.

The service level target for the 311 is 90 percent of all calls answered in 30 seconds.

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 2018	Feb	Mar	Apr 2018
Utility Contact Center (%)	90	90	91	90	91	90	90	88	93	93	95	94	94
311 (%)	92	94	91	86	87	91	95	96	95	95	94	90	90



Austin Energy is a 24/7 Utility

The value and community benefit Austin Energy brings to customers through innovative services on top of the work employees do every day.

At Austin Energy, we are an electric utility. The foundation of the business is to generate, transmit, and deliver electricity to customers. With more than 4,500 megawatts of generation capacity from both traditional and renewable sources, Austin Energy manages and maintains more than 12,000 miles of power lines to make sure our customers can get the power they need from the state-wide grid. And the utility has hundreds of staff and crew members to make sure our customers can call on us when they need us. To ensure that 475,000 customers served by Austin Energy.

Making sure those customers are connected to the services the City of Austin provides is a tremendous task that Austin Energy tackles every day through the Utility Contact Center.

Austin Energy manages billing for all City of Austin utilities, including Austin Water and Austin Resource Recovery. The Utility Contact Center is the connection between customers and the City of Austin. In FY 2017, the Contact Center handled more than 1.5 million interactions with City of Austin customers. On average, that's more than 120,000 interactions per month. That's everything from starting and stopping service to lowering account balances to helping residents find the services and programs that make Austin a desirable area to call home.

Every day, Austin Energy and its staff are Customer Driven and Community Focused, building the trust and value through its operations that ensure a successful future.

UTILITY CONTACT CENTER INTERACTIONS:

Average Monthly Interactions

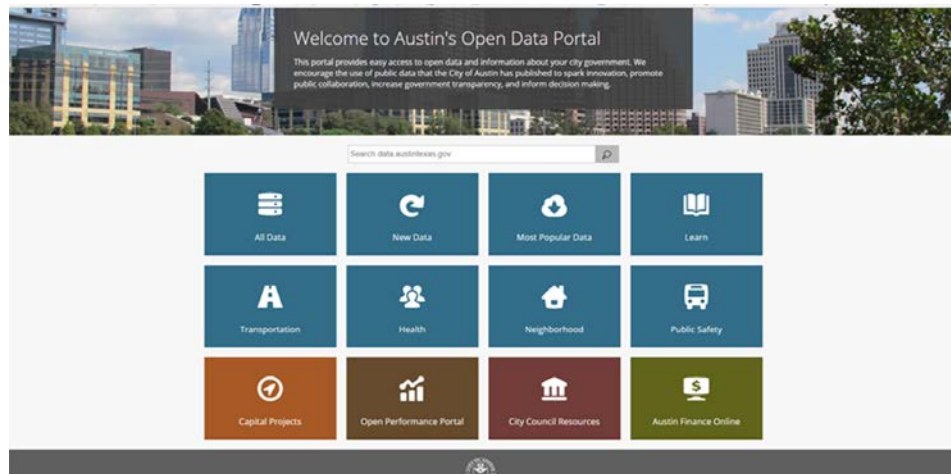
126,389

FY 2017 Total Interactions

1,516,673



Power Supply Data Available Online



AUSTIN ENERGY

JUNE 2018

MONTHLY PERFORMANCE DASHBOARD



A report highlighting key Austin Energy metrics

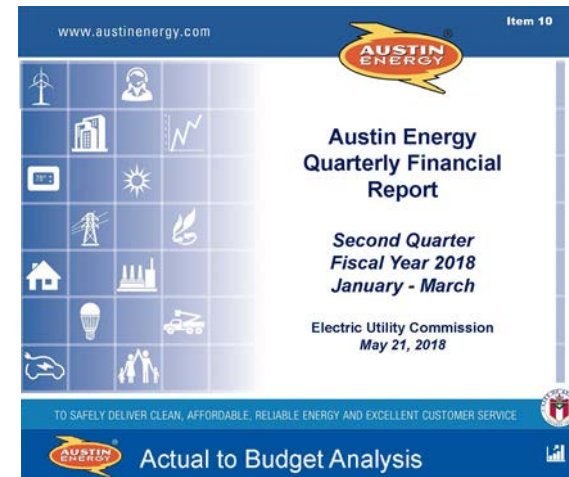
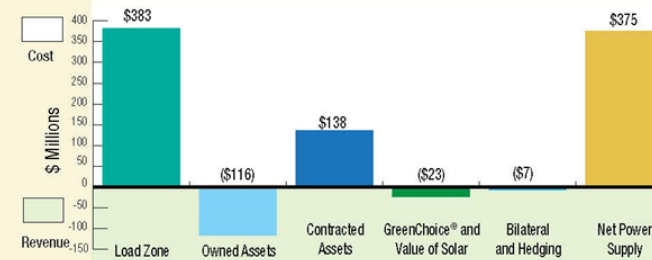
The Competitive Market

POWER SUPPLY ADJUSTMENT COST COMPONENTS

Twelve Months ending April 2018

This chart reflects costs/revenues that flow through to the Power Supply Adjustment.

Difference between Load Zone and Power Supply Costs: **-\$8.5 Million**



This information is unaudited and should be read in conjunction with the audited Comprehensive Financial Reports for the City of Austin, when published on.

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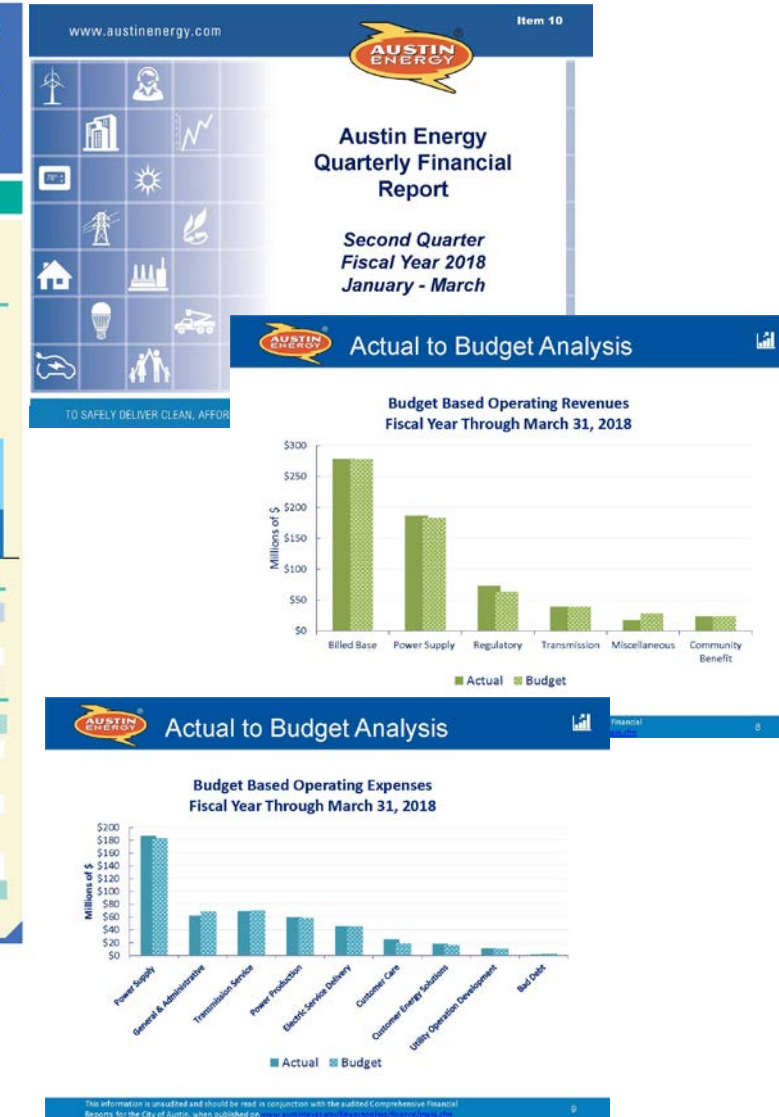
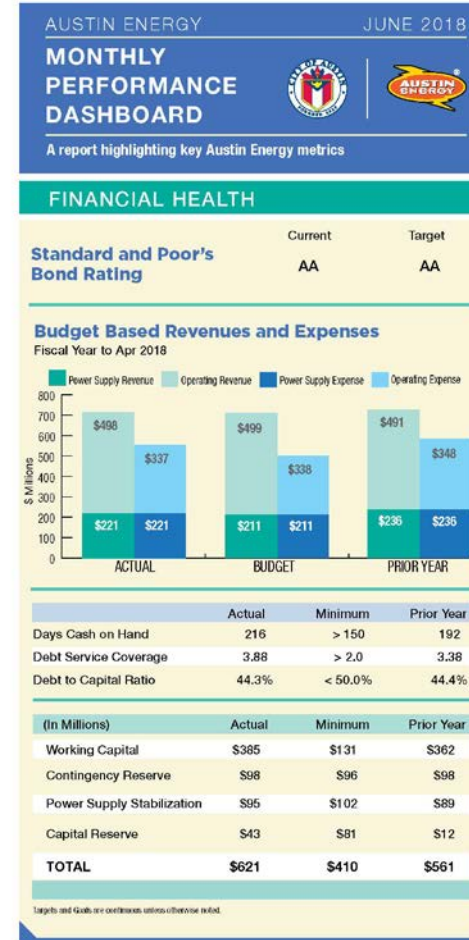


Revenue & Expense Data Available Online



FINANCIAL HIGHLIGHTS			
AUDITED INCOME STATEMENT			
\$ in millions	2Y ended 9/30/16	9/30/17	
Operating Revenues	\$ 932	\$ 913	
Power Supply Revenue	438	449	
Power Supply Expense	438	449	
Non-Power Supply Expenses	542	614	
Depreciation Expense	757	763	
Operating Income (Loss)	195	136	
Other Revenue (Expense)	(2)	(7)	
General Fund Transfer	105	108	
Net Income (Loss)	\$76	\$17	
Debt Service Coverage	3.0	3.4	
Debt to Equity Ratio	44%	44%	
AUDITED COMPARATIVE STATEMENT OF NET POSITION			
\$ in millions	9/30/2016	9/30/2017	Change
Cash	\$352	\$389	\$47
Accounts Receivable (net)	145	126	(19)
Other Under Recoveries	16	8	(8)
Debt Service - ST	54	45	(9)
Contingency Reserve	99	97	(2)
Power Supply Stabilization Reserve	0	95	95
Capital Reserve	9	12	3
Nuclear Decommissioning Reserve	232	214	(18)
Other Restricted Assets	108	88	(20)
Other Assets	709	791	82
Capital Assets	2,690	2,601	(89)
TOTAL ASSETS	\$4,404	\$4,468	\$64
Other Current Liabilities	38	85	47
Power Supply Cost Recovery	89	34	(55)
Other Over Recoveries	14	8	(6)
Revenue Bonds	1,367	1,303	(64)
Commercial Paper	88	145	57
Other Long-Term Liabilities	699	957	258
Retained Earnings	1,453	1,468	15
TOTAL LIABILITIES AND FUND EQUITY	\$4,404	\$4,468	\$64

STANDARD AND POOR'S
BOND RATING
AA AA





**Customer Driven.
Community Focused.**



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