

General Manager's Report

Jackie Sargent
General Manager



January 29, 2020

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Efficient, safe response to January 16 outage

- Private contractor dug into electric network circuit
- Affected 11th St. to MLK Jr. Blvd. and Rio Grande St. to Red River St.
- AE crews replaced hundreds of feet of cable, transformers to restore power to all but one customer in under 6 hours



Upcoming Recommendations for Council Action

- IT-related procurements:
 - ***SmarteBuilding*** – energy management software
 - ***PowerPlan*** – asset management and cost recovery
 - ***Dell*** and ***Sirius*** – Strategic Infrastructure Transformation Program
 - ***Dell*** – amendment for AE and CTM hardware and software
 - ***Siemens Industry*** – CTECC building automation and fire alarm



Innovations, Events and Awards

- Launch of Energy Management Module for Residential Customers
- City of Austin Utilities Online Customer Care Portal



City of Austin Utilities
Online Customer Care

[Your Energy Use](#)

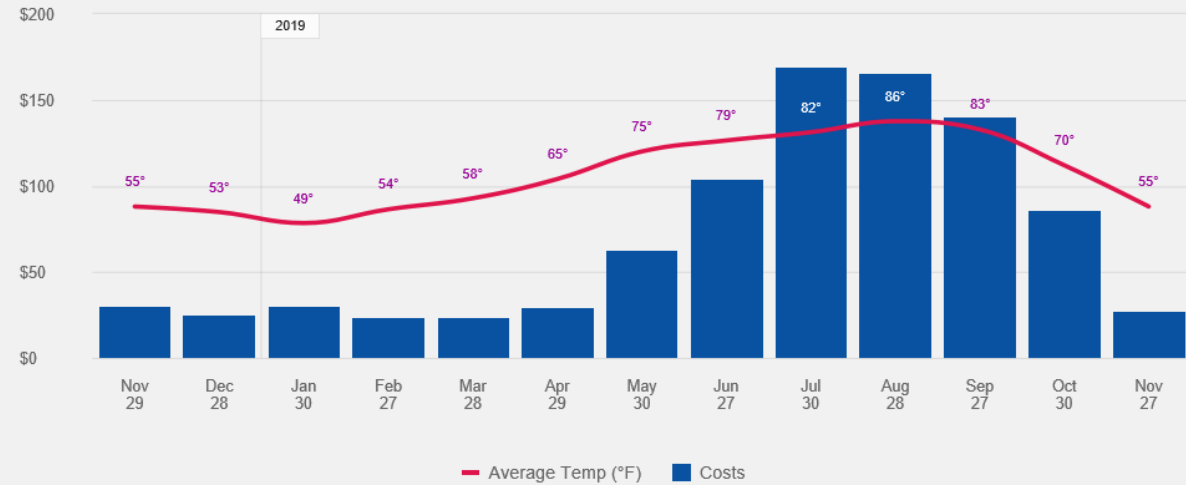
[Ways to Save](#)

[ELECTRICITY COSTS](#)

[ELECTRICITY USE](#)

[SIMILAR HOMES](#)

Nov 2018 - Nov 2019



These graphs show your Electricity Costs and Use compared to average local temperatures. Side-by-side, the graphs show your electric usage patterns. Read the [FAQ](#) to learn more.

The **Electricity Costs** graph shows the total of your **billed electric usage charges only** and does not include other customer charges, taxes, fees, or City of Austin program discounts or credits.

The **Electricity Use** graph shows your total electric usage only. If you are an *Austin Energy Value of Solar* customer, the **Energy Use** amount shows your **Whole House Consumption** as displayed on the electric portion of your utility bill. If you have a digital meter, dive deeper into your usage patterns by exploring daily or 15-minute usage graphs.

Innovations, Events and Awards



City of Austin Utilities
Online Customer Care

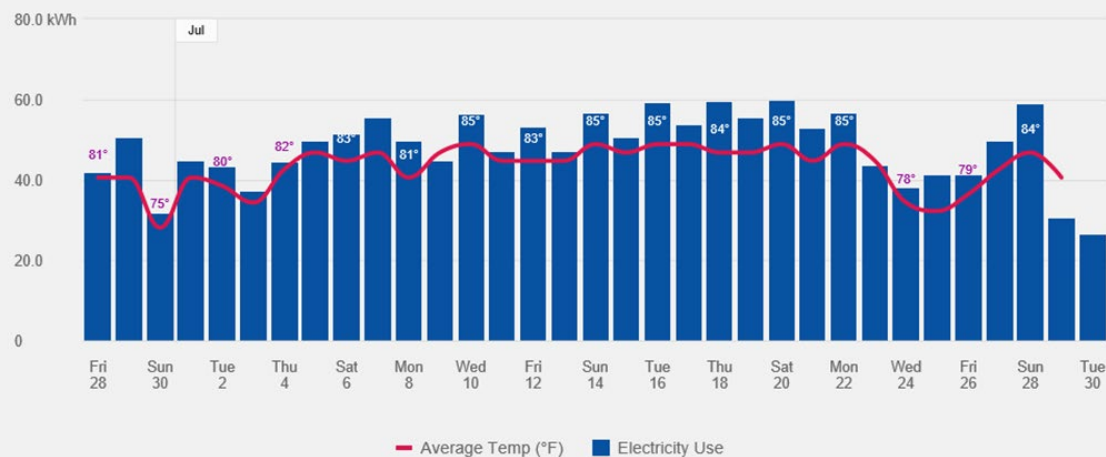
[Your Energy Use](#)

[Ways to Save](#)

ELECTRICITY COSTS [ELECTRICITY USE](#) SIMILAR HOMES

This month's electricity charges ▾

< Jun 28, 2019 - Jul 30, 2019 >



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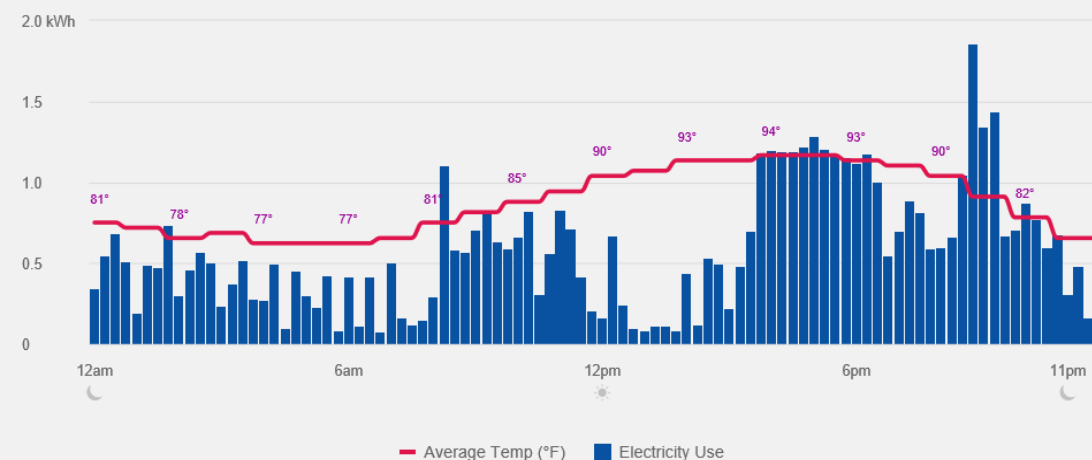
[Your Energy Use](#)

[Ways to Save](#)

ELECTRICITY COSTS [ELECTRICITY USE](#) SIMILAR HOMES

Day view ▾

< Wednesday, Jul 10 >



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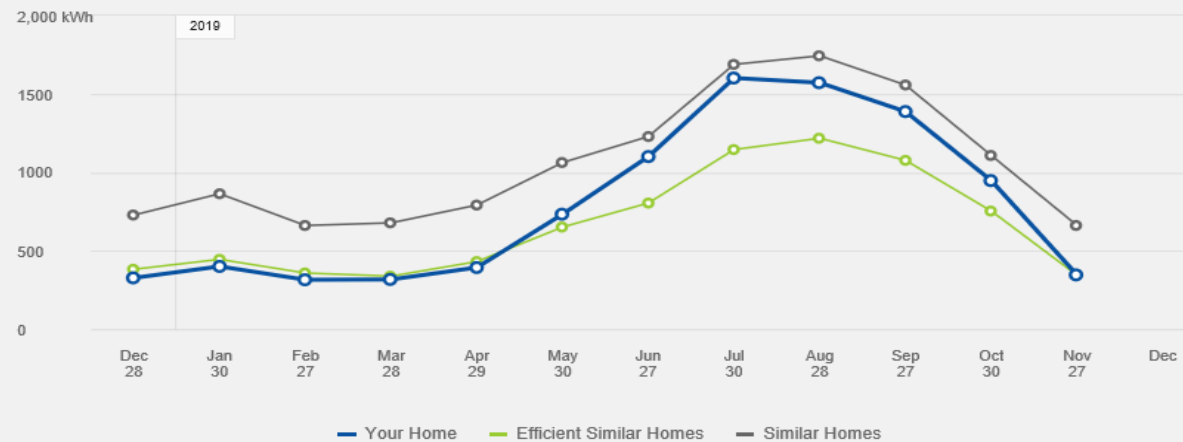
City of Austin Utilities
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[Your Energy Use](#)

[Ways to Save](#)

ELECTRICITY COSTS | ELECTRICITY USE | [SIMILAR HOMES](#)

Dec 2018 - Nov 2019



[What homes are compared?](#) ▲

Based on what we know about you, we compare you to **100 similar homes** with these characteristics:

- ✓ **Location:** Within 0.4 miles
- ✓ **Home size:** 2115 ft²
- ✓ **Building type:** 100% are single family houses
- ✓ **Occupants:** about 2

Efficient homes are the 20% that use the least amount of energy.
Visit your Home Energy Analysis to update your information and see what uses most.

[SEE HOME ENERGY ANALYSIS](#)



Innovations, Events and Awards

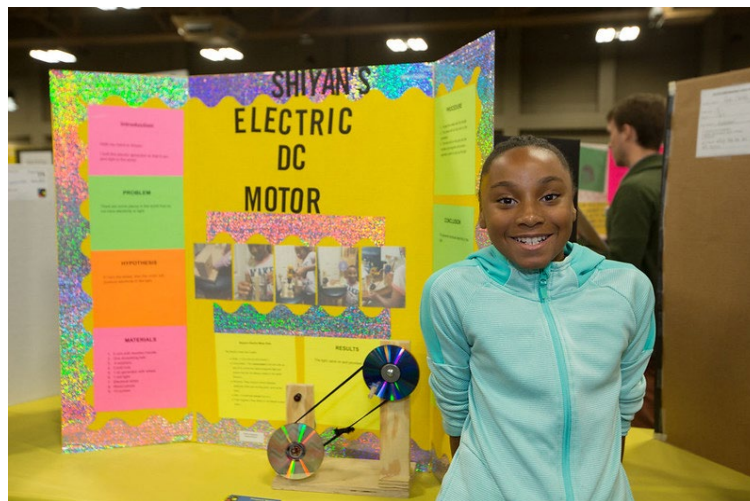
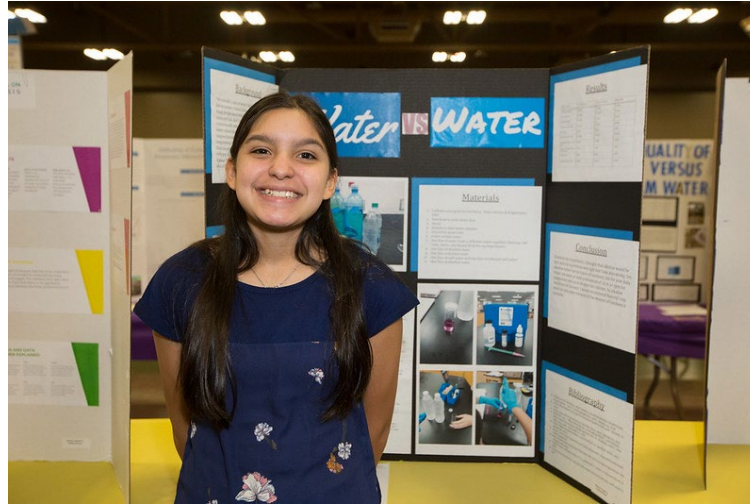


Lighting a Brighter Future



Innovations, Events and Awards

Austin Energy Regional Science Festival – February 20-23



Innovations, Events and **Awards**





**Customer Driven.
Community Focused.SM**

