

# Meeting of the Electric Utility Commission

## June 8, 2020

### The Electric Utility Commission is to be held June 8, 2020 with Social Distancing Modifications

Public comment will be allowed via telephone; no in-person input will be allowed. **All speakers must register in advance of Sunday, June 7 by Noon.** All public comment will occur at the beginning of the meeting.

To speak remotely at the **Electric Utility Commission** meeting, residents must:

- Call or email the board liaison at **512-497-0966** or [jeff.vice@austinenergy.com](mailto:jeff.vice@austinenergy.com) no later than noon, Sunday, June 7. The information required is the **speaker name, item number(s) they wish to speak on, whether they are for/against/neutral, and a telephone number or email address.**
- Once a request to speak has been called in or emailed to the board liaison, residents will receive either an email or phone call providing the telephone number to call on the day of the scheduled meeting.
- Speakers must call in at least 15 minutes prior to meeting start in order to speak, late callers will not be accepted and will not be able to speak.
- Speakers will be placed in a queue until their time to speak; each speaker will have up to three minutes to speak.
- Handouts or other information may be emailed to [jeff.vice@austinenergy.com](mailto:jeff.vice@austinenergy.com) by noon, Saturday before the scheduled meeting. This information will be provided to Board and Commission members in advance of the meeting.
- If this meeting is broadcast live, residents may watch the meeting here: <http://www.austintexas.gov/page/watch-atxn-live>



## Electric Utility Commission

June 8, 2020 ▪ 10:00 AM – 11:30AM

VIA VIDEOCONFERENCING

<http://www.austintexas.gov/page/watch-atxn-live>  
Austin, Texas

### AGENDA

#### Members:

Marty Hopkins, Chair (Casar)

Dave Tuttle, Vice Chair (Alter)

Jim Boyle (Pool)

Cary Ferchill (Adler)

Karen Hadden (Kitchen)

Cyrus Reed (Tovo)

Rachel Stone (Harper-Madison)

Matt Weldon (Flannigan)

Stefan Wray (Renteria)

Vacancy (Ellis)

Vacancy (Garza)

For more information, please visit: [www.austintexas.gov/euc](http://www.austintexas.gov/euc)

**Reading and Action on Consent Agenda:** Items 2-3 may be acted upon by one motion. No separate discussion or action on any of the items is necessary unless desired by a Commissioner.

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#### CALL MEETING TO ORDER

1. **APPROVAL OF MINUTES** – Approve minutes of the May 11, 2020 regular meeting.

#### NEW BUSINESS – CONSENT

( ) = Target Council Meeting Date; [ ] = RCA Type

2. (6/11) [Purchasing: Various depts; AE's portion approximately \$1.6M] Authorize negotiation and execution of a multi-term cooperative contract through Staples Contract & Commercial LLC, with Summus Industries Inc. (MBE), to provide office supplies and related services, for up to five years for a total contract amount not to exceed \$13,432,500.
3. (6/11) [Office of Real Estate Services: Various depts; AE's portion approximately \$3.82M] Approve negotiation and execution of an amendment to the Master Service Agreement entered into on December 29, 2017 to include an additional 560 square feet of cage, rack, and support space for a data center supporting Austin Energy for a 66 1/2-month term and to extend CTM's Master Service Agreement for an additional 26-month term in order to align the terms, for a total amount not to exceed \$4,342,291.

#### STAFF BRIEFINGS & REPORTS

4. Update on Austin Energy's new headquarters building.
5. Customer Care Update.
6. Online Customer Care Portal Update (including comparing AE's Energy Management Module to SmartMeter Texas).

## **ITEMS FROM COMMISSIONERS**

7. Discussion and possible action regarding the Climate Emergency Resolution Working Group [Resolution No. 20190808-078]. (Wray, Hadden)

## **OTHER BUSINESS**

8. Report regarding City Council action on items previously reviewed by the EUC.
9. Discuss potential future agenda items.

## **ADJOURNMENT**



## Electric Utility Commission May 11, 2020 Minutes

The Electric Utility Commission (EUC) convened a regularly scheduled meeting via videoconference/WebEx. Meeting called to order by Chair Ferchill at 10:12a.m. Present were Commissioners Boyle, Hadden, Hopkins, Reed, Stone, Tuttle and Weldon. Commissioner Wray was absent and there are two vacancies.

1. **APPROVAL OF MINUTES** – Approve minutes of the March 9, 2020 regular and special called joint commission meetings.

**Motion (Hopkins) to approve minutes; seconded (Reed); passed on a vote of 8-0, with Commissioner Wray absent and two vacancies.**

### NEW BUSINESS – CONSENT

( ) = Target Council Meeting Date; [ ] = RCA Type

**Motion (Hopkins) to recommend Items 2, 3 and 5-7; seconded (Weldon); passed on a vote of 8-0, with Commissioner Wray absent and two vacancies. Following discussion, Motion (Reed) to recommend Item 4; seconded (Weldon); passed on a vote of 8-0, with Commissioner Wray absent and two vacancies.**

2. (5/21) [Purchasing] Authorize award of a multi-term contract with **TransAmerican Power Products**, to provide distribution steel poles, for up to five years for a total contract amount not to exceed \$6,000,000.
3. (6/4) [Purchasing] Authorize negotiation and execution of a multi-term contract with **Technology International Inc.**, to provide neutral grounding resistors for up to five years for a total contract amount not to exceed \$790,000.
4. (6/4) [Purchasing] Authorize negotiation and execution of a multi-term contract with **CLEARResult Consulting Inc D/B/A CLEARResult**, to provide support services for energy efficiency retail instant savings program, for up to five years for a total contract amount not to exceed \$5,250,000.
5. (6/4) [Purchasing: Various depts; AE's portion approximately \$1.7M] Authorize negotiation and execution of a cooperative contract with **Home Depot USA Inc.**, to provide maintenance, repair, operating supplies, industrial supplies, and related products and services, for a term of 79 months for a total contract amount not to exceed \$13,107,300.
6. (6/4) [Purchasing: Various depts; AE's portion approximately \$550K] Authorize negotiation and execution of a multi-term cooperative contract with **Cornish Medical Electronics Corporation of Texas D/B/A Cornish Medical**, to provide automated external defibrillators, bleed kits, accessories, and related services, for up to three years for a total contract amount not to exceed \$5,410,000.
7. (7/30) [Purchasing: Various depts; AE's portion approximately \$3M] Authorize negotiation and execution of a multi-term contract with **EMR Elevator Inc. D/B/A EMR Elevator**

**Excellence**, to provide elevator and escalator preventive maintenance, repair, and modernization services, for up to five years for a total contract amount not to exceed \$16,540,000.

#### **STAFF BRIEFINGS & REPORTS**

8. 2<sup>nd</sup> Quarter Financial Briefing – **presented by Mark Dombroski, Deputy General Manager and CFO**
9. 2<sup>nd</sup> Quarter Operations Briefing – **presented by Charles Dickerson, Deputy General Manager and COO**

#### **ITEMS FROM COMMISSIONERS**

10. Discussion and possible action regarding the Climate Emergency Resolution Working Group [Resolution No. 20190808-078]. (Wray, Hadden)

#### **OTHER BUSINESS**

11. Officer Elections

**Motion (Ferchill) to nominate Marty Hopkins as Chair; seconded (Reed); passed on a vote of 8-0, with Commissioner Wray absent and two vacancies. Motion (Hopkins) to nominate Dave Tuttle as Vice Chair; seconded (Hadden); passed on a vote of 8-0, with Commissioner Wray absent and two vacancies.**

12. Report regarding City Council action on items previously reviewed by the EUC.
13. Discuss potential future agenda items.

- **Reed:** Update on Austin Energy HQ, particularly its Green Building features

**The meeting adjourned at 11:11 a.m.**

**Posting Language**

Authorize negotiation and execution of a multi-term cooperative contract through Staples Contract & Commercial LLC, with Summus Industries Inc. (MBE), to provide office supplies and related services, for up to five years for a total contract amount not to exceed \$13,432,500.

(Note: This procurement was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9D Minority Owned and Women Owned Business Enterprise Procurement Program. For the goods and services required for this procurement, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

**Lead Department**

Purchasing Office.

**Client Department(s)**

All City Departments.

**Fiscal Note**

Funding in the amount of \$943,667 is available in the Fiscal Year 2019-2020 Operating Budget of various City departments. Funding for the remaining contract term is contingent upon available funding in future budgets.

**Purchasing Language:**

Multiple vendors within this cooperative purchasing program were reviewed for these goods and services. The Purchasing Office has determined this contractor best meets the needs of the departments to provide the goods and services required at the best value for the City.

**Prior Council Action:****For More Information:**

Inquiries should be directed to the City Manager's Agenda Office, at 512-974-2991 or [AgendaOffice@austintexas.gov](mailto:AgendaOffice@austintexas.gov) or to Claudia Rodriguez, at 512-974-2959 or [ClaudiaR.Rodriguez@austintexas.gov](mailto:ClaudiaR.Rodriguez@austintexas.gov).

**Council Committee, Boards and Commission Action:**

June 8, 2020 – To be reviewed by the Electric Utility Commission.

June 10, 2020 - To be reviewed by the Water and Wastewater Commission.

**Additional Backup Information:**

The contract will provide a reliable source of office and workplace-related products and services used by various City departments. Staff will have quick and reliable access to products available from the contractor's online ordering system. The contract will offer a wide variety of office and workplace supplies, including: 100% recycled paper, sustainable desk supplies, toner, and safety supplies. Staples Contract & Commercial LLC warehouses items and delivers orders to over 265 City locations with next day delivery. These goods and related services are provided through a developed strategic alliance with Summus Industries Inc., an independently owned, operated, and City certified minority-owned business. The program enhances the value of services provided to the City through Summus Industries' customer service, ordering website, delivery tracking, order management, and overall experience in the office supply industry.

The Purchasing Office conducted an analysis and determined that the Summus Industries Inc. cooperative contract provides the best value to the City. The analysis included the review of multiple suppliers in the following categories: price comparison, review of sustainability efforts, delivery services, reporting, historically underutilized business partnerships, and online ordering capabilities.

The current contract will expire on July 31, 2020 and is utilized by all city departments for daily operations. Estimates for this new contract were determined based on information provided by departments for anticipated future needs and on historical spend. The recommended contractor is the current provider for these goods and services.

The Sourcwell cooperative establishes competitively bid contracts that can be utilized by the State and other government agencies through a cooperative agreement. Cooperative agreements save taxpayer dollars by leveraging the State's volume-buying power to drive down costs on hundreds of contracts through a streamlined cooperative purchasing program.

**Contract Detail:**

<b><u>Contract Term</u></b>	<b><u>Length of Term</u></b>	<b><u>Contract Authorization</u></b>
Initial Term	4 yrs.	\$10,746,000
Optional Extension 1	1 yr.	\$ 2,686,500
<b>TOTAL</b>	<b>5 yrs.</b>	<b>\$13,432,500</b>

**Note:** Contract Authorization amounts are based on the City's estimated annual usage.

**Strategic Outcome(s):**

Government That Works for All.



## City of Austin

301 W. Second Street  
Austin, TX

## Recommendation for Action

File #: 20-2305, Agenda Item #: 29.

6/11/2020

**Posting Language**

Approve negotiation and execution of an amendment to the Master Service Agreement entered into on December 29, 2017 to include an additional 560 square feet of cage, rack, and support space for a data center supporting Austin Energy for a 66 1/2-month term and to extend CTM's Master Service Agreement for an additional 26-month term in order to align the terms, for a total amount not to exceed \$4,342,291.20.

**Lead Department**

Office of Real Estate Services.

**Fiscal Note**

This item has no fiscal impact.

**Prior Council Action:**

June 8, 2017 - Council approved a 60-month Master Service Agreement.

**For More Information:**

Alex Gale, Office of Real Estate Services, (512) 974-1416; Megan Herron, Office of Real Estate Services, (512) 974-5649; Bruce Hermes, Communication and Technology Management, (512) 974-1424; Kerrica Laake, Austin Energy, (512) 322-6013; Dolores Castillo, Austin Energy, (512) 505-3722; Stephen Elkins, Communication and Technology Management, (512) 974-1644

**Council Committee, Boards and Commission Action:**

June 8, 2020 -The Electric Utility Commission will review the 66-month Agreement.

**Additional Backup Information:**

The Communication and Technology Management ("CTM") data center serves both internal and external facing applications. Based on assessments of the data center, CTM recommends expanding within the modern colocation data center.

In 2016, CTM contracted with Hewlett Packard Enterprises ("HPE") to perform an analysis of the local colocation providers, and based on numerous objective criteria, HPE recommended that CTM relocate its data center to space within one of three particular colocation data centers whose redundant power architecture and purpose-built facilities protect against the loss of data connectivity, even in times of natural disaster or catastrophe.

On December 29, 2017, CTM entered into a Master Service Agreement with facility for an initial 63-month term, to expire on October 2, 2023. CTM plans to extend the term of the current Master Service Agreement to end coterminous with Austin Energy ("AE") on December 31, 2025.

This amended Master Service Agreement will provide AE with colocation facilities with appropriate space, power, cooling and related services to meet its Data Center requirements for disaster tolerance, IT resiliency and planned disaster recovery initiatives. Moving to a colocation data center facility provides for redundant power architecture, with purpose-built facilities that protect against the loss of data connectivity, even in times

of natural disaster or catastrophe.

The proposed 66 1/2-month extension to the Master Service Agreement will provide AE with power connections to the Greater Austin Area Telecommunications Network and AE Fiber Network. In addition, the Owner will provide AE with dedicated space on site to store, stage, prepare and manage onsite server equipment. The Owner will provide and install cages and rack equipment and will construct any support spaces at an estimated cost of \$45,440.00.\*

The proposed extension will amend, combine, and extend the entirety of the Master Service Agreement, as detailed below for a period commencing June 12, 2020, and expiring December 31, 2025.

Future expenses may include a disaster recovery site at another datacenter location. These potential expenses are estimated to occur in years 3-5.

The table below illustrates the additional estimated annual costs for the space attributed to AE, through December 31, 2025:

Agreement Term	Rack Space Rent	Annual Est. Total
6/12/2020 - 12/31/2020*	\$219,440.00	\$219,440.00
1/1/2021 - 12/31/2021	\$348,000.00	\$348,000.00
1/1/2022 - 12/31/2022***	\$354,960.00	\$354,960.00
1/1/2023 - 12/31/2023***	\$769,570.00	\$769,570.00
1/1/2024 - 12/31/2024***	\$738,600.00	\$738,600.00
1/1/2025 - 12/31/2025***	\$753,384.00	\$753,384.00
<b>Total Amount:</b>		<b>\$3,183,954.00</b>
<b>+ 20% Contingency:**</b>		<b>\$636,790.80</b>

\* - Including estimated cost of equipment purchase and installation, plus construction of the support space.

\*\* - Future expenses may include temporary electricity use increases while transitioning new equipment but before removing old equipment or buildout of new racks or network connection by provider. These potential expenses would be covered by the 20% contingency authorization.

\*\*\* - Future expenses may include a disaster recovery site at another datacenter location. These potential expenses are estimated to occur in years 3 -5.

The table below illustrates the estimated annual costs for the space attributed to CTM:

Agreement Term	Rack Space Rent	Support Area Rent	Other Expenses	Annual Est. Total
10/3/2023 - 12/31/2023	\$31,836.00	\$3,600.00	\$12,000.00	\$47,436.00
1/1/2024 - 12/31/2024	\$129,894.00	\$14,400.00	\$48,000.00	\$192,294.00

1/1/2025 - 12/31/2025	\$132,492.00	\$14,400.00	\$48,000.00	\$194,892.00
<b>Total Amount:</b>				<b>\$434,622.00</b>
<b>+ 20% Contingency**</b>				<b>\$86,924.40</b>

<b>Total RCA Request:</b>	<b>\$4,342,291.20</b>
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By utilizing space within a colocation center, other City departments that have information technology equipment in other data centers can be consolidated under one City colocation contract. Participation by other City departments will save both operational, capital and administrative costs.

The Strategic Facilities Governance Team reviewed and approved this facility request.

**Strategic Outcome(s):**

Government that Works for all.

# Austin Energy Headquarters at Mueller Update

*Electric Utility Commission  
June, 2020*

*Andrew Moore  
P3 Program Manager  
Financial Services*



# AEHQ: Update

- New Approach for Facility Acquisition – Real Estate Transaction
  - Not a City of Austin/AE project
- Purchase and Sale Agreement signed May 2019.
- Fixed Price and Delivery Date.
- On Schedule for April 2021 completion and purchase.
- From RFP to Close – 3.5 years

# AEHQ: Update

3

- 277,000 Square Foot Class A Office Building
  - Accommodate 1,100 + employees
  - Expandable to 377,000 square feet
  - Centralizes all HQ functions
  - Public-oriented experience for 1<sup>st</sup> Floor
  - Community event/meeting space



# AEHQ: Green Building

4

- **Goal of AEGB 5-Star/LEED Platinum rating**
  - AEGB 4-Star/LEED Gold minimum
- **Well Building Certification – Gold rating**
  - Silver rating minimum
- Mueller is a LEED Neighborhood/Pecan Street
- Rooftop solar (400kw, 12-15% of total energy consumption)
- 10% Reduction embodied Carbon
- Reclaimed Water System
  - Irrigation/Flushing toilets
- Chilled Water System
  - Using Chilled Beams – Interior
- Bicycle Storage/Showers
- Energy Modeling



# AEGB and WELL

## AEGB Status – 5 Stars

YES – 77, YES & MAYBE – 84

Y	M		N			
77	7	8	4	<b>TOTALS</b>		

## LEED Status – Platinum

YES - 83, YES & MAYBE - 91

83	8	4	15	<b>TOTALS</b>	<b>110</b>
Certified: 40 to 49 points, Silver: 50 to 59 points, Gold: 60 to 79 points, Platinum: 80 to 110					

## WELL Status – Gold

YES – 103/197 (52%), YES & MAYBE – 138/197 (70%)

103	35	6	53	<b>TOTALS</b>
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## Levels of WELL Certification



SILVER

ALL preconditions  
NO optimizations



GOLD

ALL preconditions  
40% of applicable  
optimizations



PLATINUM

ALL preconditions  
80% of applicable  
optimizations

# Timeline

6

- Council: Approved negotiation and execution of Purchase & Sale Agreement and funding – December 13, 2018.
- Broke Ground – August 2019
- On Schedule for Completion/Closing – April 2021
- <https://public.workzonecam.com/projects/catellus1/muelleroffice/camera2/archive?archiveId=Home>

# Customer Collaboration: Utility Bill Relief Initiatives

Electric Utility Commission

Kerry Overton

Chief Customer Officer, Austin Energy



June 8, 2020

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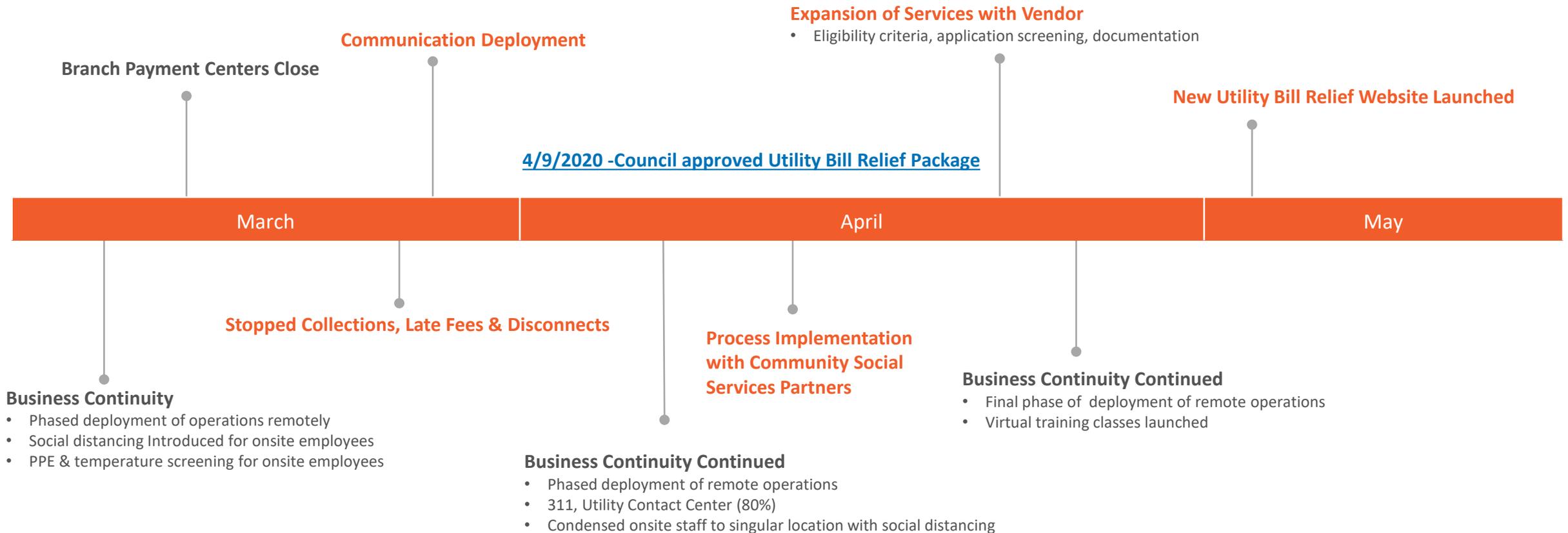
# Agenda

- Overview
- Customer Care COVID-19 Response
- Communications Strategy
- Utility Bill Relief Funding
- Customer & Community Outreach



**\*To request utility bill assistance go to [www.austinbillhelp.com](http://www.austinbillhelp.com)**

# Customer Care COVID-19 Response



# Communications Strategy



4/9/2020- Council Approved Utility Bill Relief Package

## Customer outreach campaigns:

- Outbound calls to disconnected customers
- Emails promoting suspended disconnections & late fees
- Changes made to Collections Letters
- Social Media messaging of branch closures & alternate ways to pay

## Utility Bill Relief outreach efforts:

- Emails to all customers
- Radio, print and digital ads
- Social Media Videos
- Expansion of Donate page on website
- New Plus 1 Donate flyers in English/Spanish
- IVR messaging changes

## Continue outreach efforts:

- Press Releases/Media Interviews
- Spanish language and public radio
- Utility News On-Bill Messaging
- Customer Programs Campaign
- Reopen Payment Centers
- Direct letter mailouts



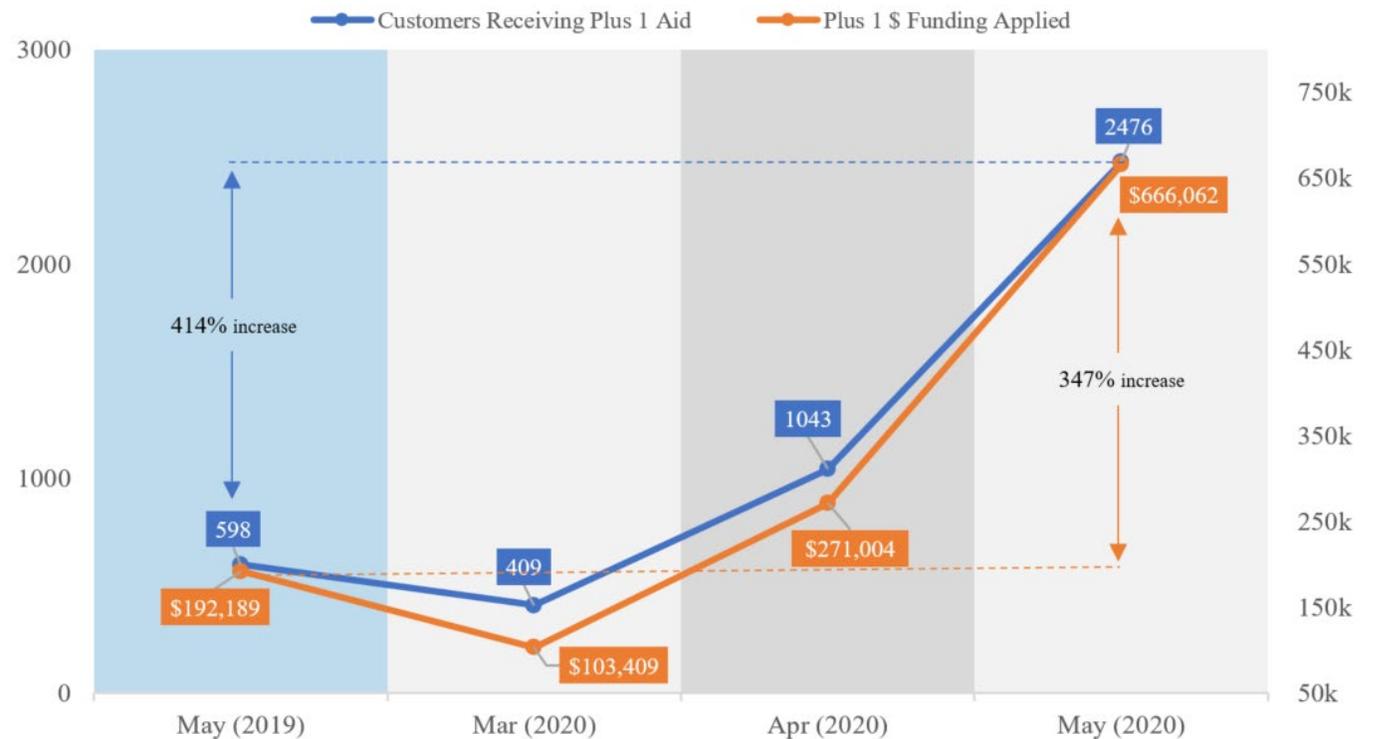
# Utility Bill Relief Funding: COVID-19

As part of COA Utilities' COVID-19 response, an additional \$10M was added on April, 9, 2020, to the Plus 1 fund.

## Bill Relief Funding Components

- Network of 56 community social service partners for disbursement of funds
- New COA Utilities Online application process [www.austinbillhelp.com](http://www.austinbillhelp.com)
- Increase in the maximum funding per household
- Increase in assistance from same partners within a 12-month period
- Additional Marketing on Bill Relief Assistance via social media and direct mail

## Plus 1 Financial Assistance Applied



\*10% of Customers have received multiple bill relief assistance since April, 9, 2020.



# Utility Bill Relief Funding: COVID-19

## Customer Outreach

296,761

Emails sent to Residential customers promoting the Utility Bill Relief Package

1,045

Outbound calls made with no payments since February 2020\*

17,043

Direct letters mailed to customers with a late payment for the 1<sup>st</sup> time within twelve months\*

3,553

Direct letters mailed for missed payment arrangements since March 15, 2020\*



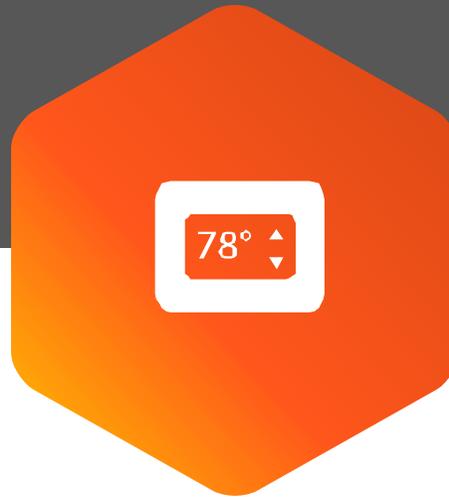
\*Focused outreach efforts on customers who exhibited different than normal payment behaviors.

# Continued Community Outreach: Agency Partnerships & Customer Education



## Affordable Utility Summit

*Education opportunity specifically designed  
for partnering agencies*



## Summer Savings Campaign

*Education opportunity for energy saving  
tips, water conservation, and tools and  
apps to monitor usage*



## Community Connections Annual Resource Fair

*Customer Assistance Program sponsored  
event featuring education, services and  
resources  
for community*



**Integration of technology to create virtual experiences in light of current events are being explored.**

Thank you!

Questions?



**Customer Driven.  
Community Focused.<sup>SM</sup>**



# Appendix



## Website Metrics Highlights

**200% increase**

CAP page views over the  
same time in 2019

**457% increase**

New users on CAP pages  
over the same time in 2019

**6,048**

Total page views on new  
Utility Bill Relief page April 9  
- May 27

**3,351**

Total new users on Utility Bill  
Relief Page April 9 - May 27



**Demonstrates customer interest and engagement in the timely, relevant content provided!**

# Utility Bill Relief Marketing

**Facing Financial Hardship? We're Here to Help.**

- 1. See if You Qualify for Help on Utilities:**
  - [austinenergy.com/go/cap](http://austinenergy.com/go/cap)
- 2. Explore Your Options:**
  - Utility Bill Discounts
  - Emergency Financial Assistance
  - Payment Arrangement
  - Budget Billing
  - Medically Vulnerable Services
- 3. Submit Your Application:**
  - Start today at [austinenergy.com/go/cap](http://austinenergy.com/go/cap)

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Multichannel Infographic

**Facing Financial Hardship? Get Help on Utilities.**

[See if you qualify](http://austinenergy.com/go/cap)

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Digital Ads



**¿Tiene Dificultades Financieras? Obtenga Ayuda con los Servicios Públicos.**

- Descuentos en facturas de servicios públicos
- Asistencia financiera de emergencia
- Plan de pago diferido
- Plan de presupuesto
- Servicios para clientes con necesidades médicas

Vea si califica:  
[austinenergy.com/go/cap](http://austinenergy.com/go/cap)

City of Austin Utilities

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**Facing Financial Hardship? Get Help With Utilities.**

- Utility Bill Discounts
- Emergency Financial Assistance
- Payment Arrangement
- Budget Billing
- Medically Vulnerable Services

See if you qualify:  
[austinenergy.com/go/cap](http://austinenergy.com/go/cap)

City of Austin Utilities

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English and Spanish Print Ads

**Your Safety. Your Utilities. Our Priority.**

We want to keep your lights on and your water running.

The City of Austin cares about your health and safety. Smart actions can keep your utilities on and help you stay safe. Remember these tips during this time of caution:

**Get help with utilities:** Facing financial hardship? From utility bill discounts to budget billing, the City of Austin offers support for qualifying customers. See if you qualify: [austinenergy.com/go/cap](http://austinenergy.com/go/cap).

**Continue your service:** The City of Austin has stopped utility disconnects caused by non-payment. If your utilities were recently turned off because of unpaid bills, contact City of Austin Utilities **today** for a courtesy reconnection. Call **512-494-9400**.

**Consider new ways to pay:** For public safety reasons, the City of Austin Walk-In Utility Service Centers are currently closed. Check out other payment options by visiting [austinenergy.com/go/paymentoptions](http://austinenergy.com/go/paymentoptions) or call **3-1-1** for more information.

**Stop the scams:** Watch for possible scams during this time. Contact us if you have any doubts about a suspicious billing call or email. Call **512-494-9400**.

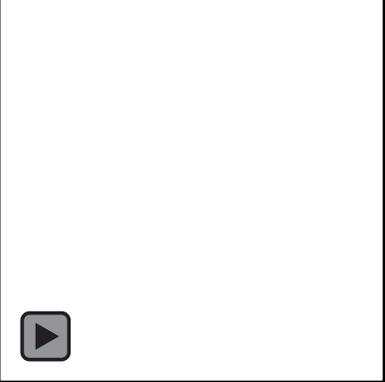
While physical distancing, stay connected to your City Utilities and City Information channels. However you spend your time at home, be safe and contact us if you need utility assistance.

City of Austin Utilities

For more information, please visit [austintexas.gov/COV](http://austintexas.gov/COV)

Video for social media

Addressed urgent need to communicate COA Utilities messaging.





# Facing Financial Hardship? We're Here to Help.

## 1. See if You Qualify for Help on Utilities:

- [austinenergy.com/go/cap](http://austinenergy.com/go/cap)

## 2. Explore Your Options:



- Utility Bill Discounts

- Emergency Financial Assistance



- Payment Arrangement

- Budget Billing



- Medically Vulnerable Services

## 3. Submit Your Application:

- Start today at [austinenergy.com/go/cap](http://austinenergy.com/go/cap)

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# ¿Tiene Dificultades Financieras? Estamos Aquí para Ayudar.

## 1. Vea si califica para recibir ayuda con servicios públicos:

- [austinenergy.com/go/cap](http://austinenergy.com/go/cap)

## 2. Explore sus opciones:



- Descuentos en facturas de servicios públicos

- Asistencia financiera de emergencia



- Plan de pago diferido

- Plan de presupuesto



- Servicios para clientes con necesidades médicas

## 3. Enviar su solicitud:

- Comience hoy en [austinenergy.com/go/cap](http://austinenergy.com/go/cap)

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# Energy Management and Smart Meter Texas

**Kheira Ardjani**

*IT Systems Consultant, CIS Operations, IT Austin Energy*

**John Halter**

*IT BSA Senior, AMI, ESD Austin Energy*



# Energy Management

Monthly Electric Usage Billing Details

Graphic Visualizations with Weather Data

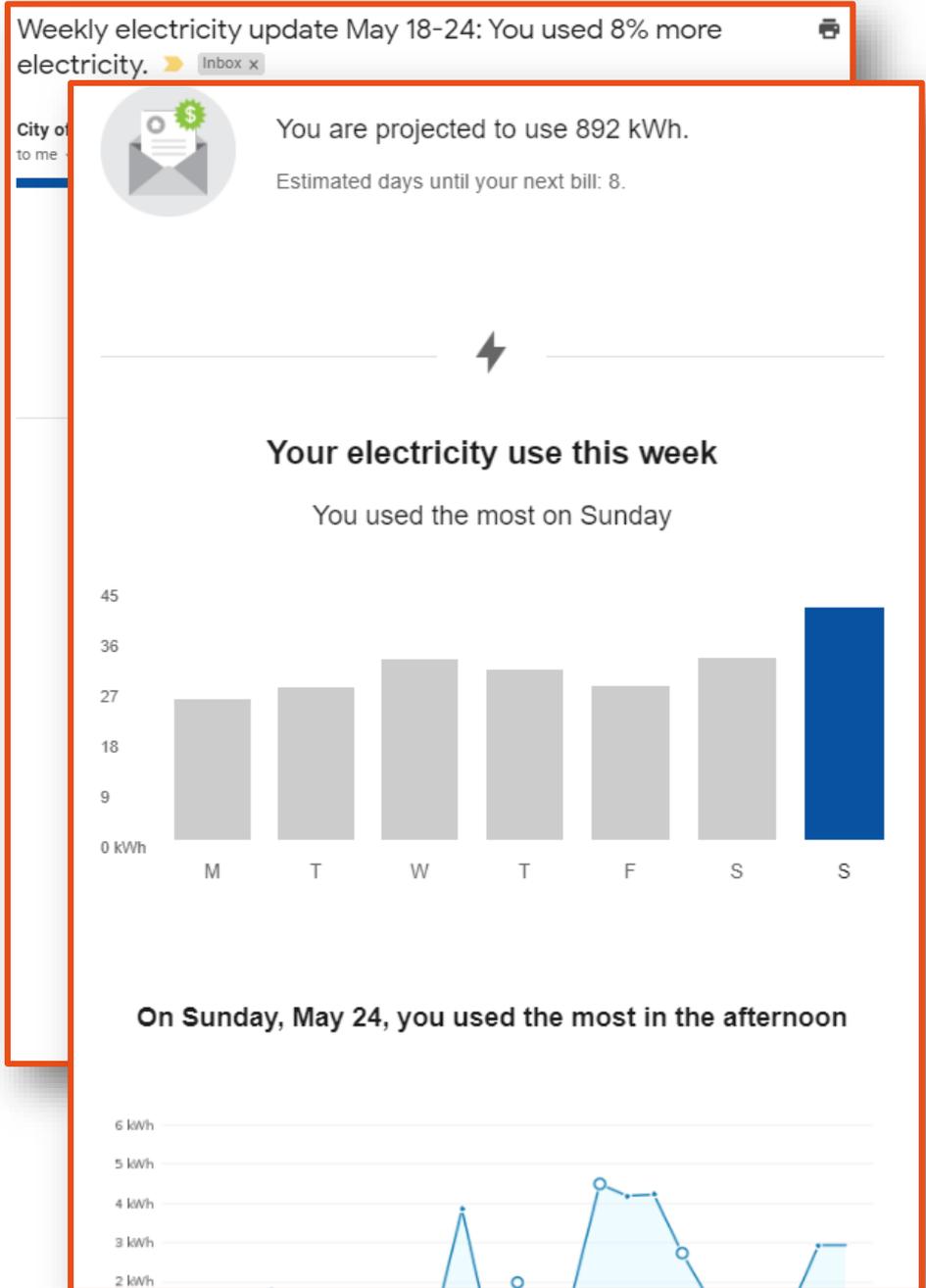
Daily / Interval Electric Meter Usage Details  
*(as available)*

Home ~~Energy~~ Audit

Personalized Usage Tips

Educational Weekly Energy Updates

Proactive Email Alerts for High Usage



# COA Utilities Opower Energy Management Program Tour



# Smart Meter Texas

Electric Usage Reports

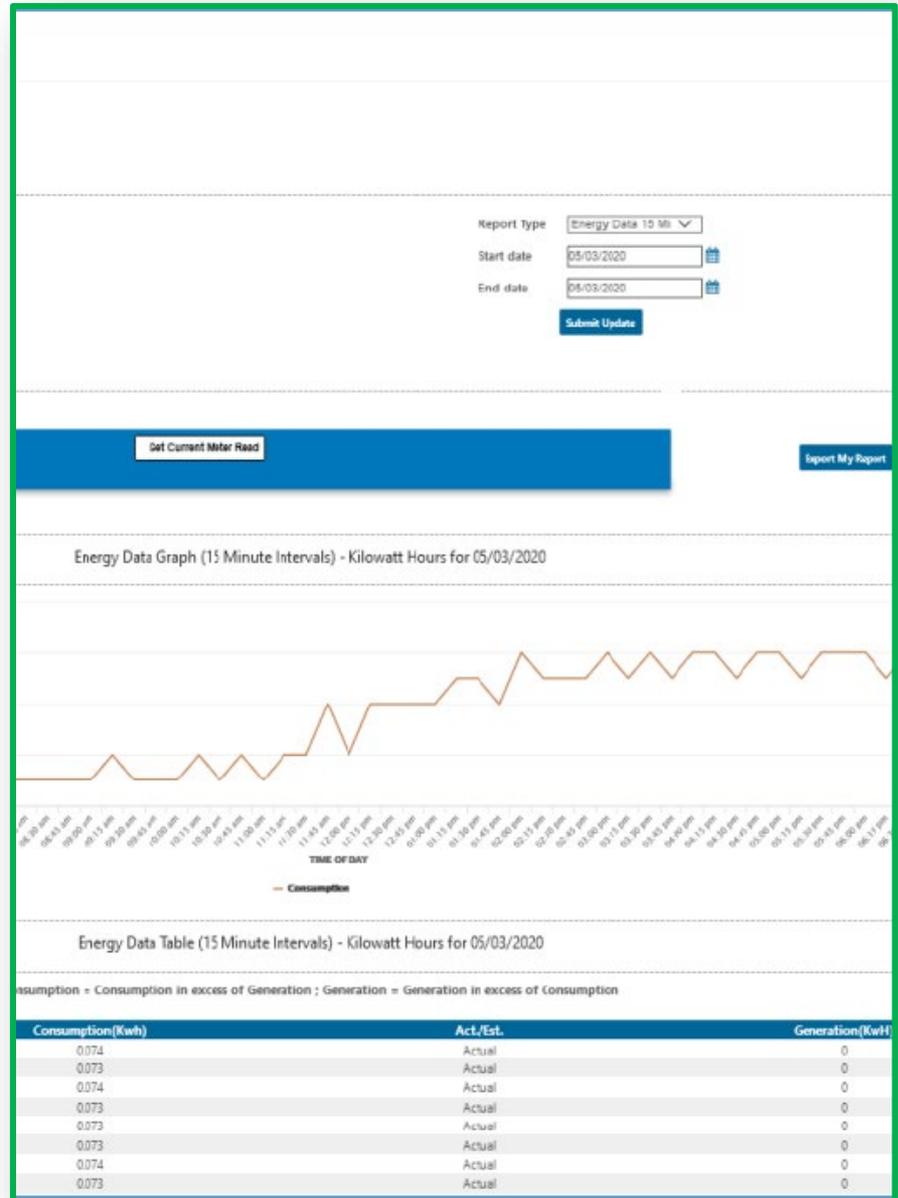
Electric Data Graphs

On Demand Reads

My Friend's Data

In-home Device Management

Third Party Agreements



# Smart Meter Texas Dashboard

SMART METER TEXAS

AD AndreaDFaherty

- Dashboard
- Smart Meters
- Report Request Status
- Manage Agreements
- Manage Subscriptions
- Feedback
- Help Center

**DASHBOARD**

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Description	NA	ESIID	1044372000000047
Address	399 N MILLER FOTEL, MANSFIELD, TX, 76063-2144	Meter Number	15182206
		Meter Multiplier	1

Report Type: Energy Data 15 Mi

Start date: 05/03/2020

End date: 05/03/2020

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Meter Read Data

Date	Latest End of Day Read	Meter Read	<a href="#">Get Current Meter Read</a>
05/03/2020	00:00:00	289.896	

Export Energy Usage Data

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Energy Data Graph (15 Minute Intervals) - Kilowatt Hours for 05/03/2020

Energy Data Table (15 Minute Intervals) - Kilowatt Hours for 05/03/2020

Consumption = Consumption in excess of Generation ; Generation = Generation in excess of Consumption

Start Time	End Time	Consumption(Kwh)	Act./Est.	Generation(Kwh)	Act./Est.
12:00 am	12:15 am	0.074	Actual	0	NA
12:15 am	12:30 am	0.073	Actual	0	NA
12:30 am	12:45 am	0.074	Actual	0	NA
12:45 am	01:00 am	0.073	Actual	0	NA
01:00 am	01:15 am	0.073	Actual	0	NA
01:15 am	01:30 am	0.073	Actual	0	NA
01:30 am	01:45 am	0.074	Actual	0	NA
01:45 am	02:00 am	0.073	Actual	0	NA



# QUESTIONS / DISCUSSION





**EUC Report re Council Action  
June 8, 2020**

**Items below approved by EUC May 11; Council approved on date indicated in parenthesis.**

2. (5/21) [Purchasing] Authorize award of a multi-term contract with TransAmerican Power Products, to provide distribution steel poles, for up to five years for a total contract amount not to exceed \$6,000,000.

3. (6/4) [Purchasing] Authorize negotiation and execution of a multi-term contract with Technology International Inc., to provide neutral grounding resistors for up to five years for a total contract amount not to exceed \$790,000.

4. (6/4) [Purchasing] Authorize negotiation and execution of a multi-term contract with CLEAResult Consulting Inc D/B/A CLEAResult, to provide support services for energy efficiency retail instant savings program, for up to five years for a total contract amount not to exceed \$5,250,000.

5. (6/4) [Purchasing: Various depts; AE's portion approximately \$1.7M] Authorize negotiation and execution of a cooperative contract with Home Depot USA Inc., to provide maintenance, repair, operating supplies, industrial supplies, and related products and services, for a term of 79 months for a total contract amount not to exceed \$13,107,300.

**Item below approved by EUC May 11; Council consideration on date indicated in parenthesis.**

6. (6/11) [Purchasing: Various depts; AE's portion approximately \$550K] Authorize negotiation and execution of a multi-term cooperative contract with Cornish Medical Electronics Corporation of Texas D/B/A Cornish Medical, to provide automated external defibrillators, bleed kits, accessories, and related services, for up to three years for a total contract amount not to exceed \$5,410,000.