



**THE AUSTIN ENERGY UTILITY OVERSIGHT COMMITTEE WILL MEET
ON THURSDAY, APRIL 28, 2016 AT 9:00 AM, AUSTIN CITY HALL
301 W. SECOND STREET
AUSTIN, TEXAS**

**Sheri Gallo, Chair
Steve Adler
Ora Houston
Delia Garza
Sabino “Pio” Renteria**

**Leslie Pool, Vice Chair
Gregorio Casar
Ann Kitchen
Don Zimmerman
Ellen Troxclair
Kathie Tovo**

AGENDA

The Austin Energy Utility Oversight Committee consists of a quorum of the City Council. However, no action will be taken except as the Austin Energy Utility Oversight Committee.

The Austin Energy Utility Oversight Committee may go into a closed session on any item on this agenda under Texas Government Code Section 551.071 to receive advice from legal counsel or Section 551.086 to discuss utility competitive matters.

CALL TO ORDER

Approval of Minutes

1. Approve the minutes of the Austin Energy Utility Oversight Committee meeting of March 28, 2016.

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.

Briefing

3. General Manager's report (30 minutes):
 - upcoming procurements: hearings officer, collections agencies, metering and power transformers,
 - strategic direction overview,
 - rate review update.(Notes: SPONSOR: Council Member Sheri Gallo, CO 1: Council Member Leslie Pool, CO 2: Mayor Steve Adler)
4. Transition of Customer Information System hosting services, support, and maintenance. (20 minutes) (Notes: SPONSOR: Council Member Sheri Gallo, CO 1: Council Member Leslie Pool, CO 2: Mayor Steve Adler)
5. Options for staffing the Customer Care Contact Center with full-time employees, temporary employees, or through staffing firms. (30 minutes) (Notes: SPONSOR: Council Member Sheri Gallo, CO 1: Council Member Leslie Pool, CO 2: Mayor Steve Adler)
6. Customer Assistance Program update on automatic enrollment. (15 minutes) (Notes: SPONSOR: Council Member Sheri Gallo, CO 1: Council Member Leslie Pool, CO 2: Mayor Steve Adler)
7. Overview of on-site energy resources (district cooling). (30 minutes) (Notes: SPONSOR: Council Member Sheri Gallo, CO 1: Council Member Leslie Pool, CO 2: Mayor Steve Adler)
8. Update from City Manager Ott regarding the process to fill the position of Austin Energy General Manager. (15 minutes) (Notes: SPONSOR: Council Member Sheri Gallo, CO 1: Council Member Leslie Pool, CO 2: Mayor Steve Adler)

Discussion and Possible Action

9. Amend the 2016 meeting schedule of the Austin Energy Utility Oversight Committee. (10 minutes) (Notes: SPONSOR: Council Member Sheri Gallo, CO 1: Council Member Leslie Pool, CO 2: Mayor Steve Adler)

Future Items

10. Discussion of future agenda items.

ADJOURN

Reasonable modifications and equal access to communications will be provided upon request.



For assistance, please call 512-974-2210 or TTY users route through 711.

A person may request a Spanish language interpreter be made available by contacting the Office of the City Clerk not later than twenty-four hours before the scheduled time of the item on which the person wishes to speak. Please call (512) 974-2210 in advance or inform the City Clerk's staff present at the council meeting.

Cualquier persona puede solicitar servicios de intérprete en español comunicándose con la oficina del Secretario/a Municipal a no más tardar de veinte y cuatro horas antes de la hora determinada para el asunto sobre el cual la persona desea comentar. Por favor llame al (512) 974-2210 con anticipo o informe al personal del Secretario/a Municipal presente en la sesión del Consejo.