

General Manager's Report

Austin Energy Utility Oversight Committee

Charles Dickerson
Chief Operating Officer



December 6, 2018

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Report Agenda

- Upcoming items for Council
- Online Customer Care portal updates
- Innovation: US Green Building Council recognition
- Recognition of Austin Energy employees



Upcoming items for Council


- excess liability insurance
- arc-resistant switchgear
- eminent domain for transmission line upgrades



Third Party Payment Vendor and Online Customer Care Portal




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City of Austin Utilities
Online Customer Care

[Help](#) [Contact Us](#) [Log In](#)


 New Look for COA Utilities Online - Our quick survey only takes a minute or two to complete. [Give us your feedback](#) >


My Account

 Login

Log In


[Forgot password?](#)

 New? Register




Make a Quick Payment

Transaction fees apply. \$2.39 for residential, \$3.95 for commercial accounts.



Report a Power Outage

View map/report outages and register to get text alerts.



Utility Rates & Fees

Austin City Council adopted changes for FY 19. All changes effective November 1, 2018.



Innovation update: US Green Building Council recognition for Mueller redevelopment



Employee recognition: AE University organizers

- John Thurston
- Donna Stephans
- Charles Williams





**Customer Driven.
Community Focused.SM**

