



**AUSTIN ENERGY UTILITY OVERSIGHT COMMITTEE  
MINUTES**

**REGULAR MEETING  
APRIL 28, 2016**

**The Austin Energy Utility Oversight Committee convened in a regular meeting on Thursday, April 28, 2016 at 301 W. 2<sup>nd</sup> Street in Austin, Texas.**

**Chair Sheri Gallo called the committee meeting to order at 9:10 a.m.**

**Committee Members in attendance:**

Chair Sheri Gallo  
Vice Chair Leslie Pool  
Mayor Steve Adler  
Council Member Delia Garza  
Council Member Ora Houston  
Council Member Ann Kitchen  
Council Member Sabino "Pio" Renteria  
Mayor Pro Tem Kathie Tovo  
Council Member Ellen Troxclair  
Council Member Don Zimmerman

**Committee Members absent:**

Council Member Gregorio Casar

**APPROVAL OF MINUTES**

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

The minutes of the March 28, 2016 meeting were approved on Vice Chair Pool's motion, and Council Member Kitchen's second, on a 7-0 vote. Council Members Casar, Garza, Troxclair, and Zimmerman were off the dais.

**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.**

There were four speakers:

- Paul Robbins spoke about concerns with Customer Assistance Program automatic enrollment.
- Ross Smith spoke about the possibilities of power on demand.
- Ruby Roa spoke about concerns with the training, wages, and benefits of contact center employees.
- Carol Biedrzycki spoke about concerns with the residential service pilot program in the current rate filing package.

## **BRIEFINGS**

### **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)**

Mark Dombroski, Austin Energy Interim General Manager; Elaina Ball, Interim Chief Operating Officer; Khalil Shalabi, Vice President, Energy Market Operations and Resource Planning; and Mark Dreyfus, Vice President, Regulatory Affairs and Corporate Communications, provided updates regarding the listed topics.

### **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)**

Yolanda Miller, Deputy Purchasing Officer, and Elaine Kelly-Diaz, Vice President, Customer Account Management provided the briefing. Jawana "JJ" Gutierrez, Vice President, Customer Care Services, and Khalil Shalabi also responded to questions.

A request was made for a future item to discuss the capability for customers to choose their own utility bill due date.

### **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)**

Kerry Overton, Deputy General Manager and Chief Administrative Officer, and Jawana "JJ" Gutierrez provided the briefing. Discussion included the use of full-time employees versus contract employees.

Requests were made to include any proposed cost savings for the different staffing options, as well as ensuring all costs are included in the estimates, such as long-term pensions. Another request was to provide how much the recommended staffing change will affect customer bills.

### **6. Customer Assistance Program update on automatic enrollment. (15 minutes) (Notes: SPONSOR: Council Member Sheri Gallo, CO 1: Mayor Steve Adler, CO 2: Council Member Ellen Troxclair)**

Jawana "JJ" Gutierrez provided the briefing.

### **7. Overview of on-site energy resources (district cooling). (30 minutes) (Notes: SPONSOR: Council Member Sheri Gallo, CO 1: Mayor Steve Adler, CO 2: Council Member Ellen Troxclair)**

Jim Collins, Director, On-Site Energy Resources, provided the briefing.

### **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: Mayor Steve Adler, CO 2: Council Member Ellen Troxclair)**

Discussion included concerns of the position's salary, qualifications, and the hiring schedule. It was suggested that the Mayor discuss the hiring schedule and community outreach with the City Manager. Full resumes of the finalists were also requested.

## **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)**

Jeff Vice, Director, Local Government Issues, outlined the proposed schedule. A motion was made by Vice Chair Pool and seconded by Council Member Zimmerman to approve the revised schedule, with the direction that Council meetings would start no earlier than 1:00 PM, in the event that a committee meeting and Council meeting are scheduled for the same date.

The motion was approved on a vote of 9-0, with Council Members Casar and Kitchen off the dais.

## **FUTURE ITEMS**

- 10. Discussion of future agenda items.**

This item was not addressed.

## **ADJOURN**

Vice Chair Pool adjourned the meeting at 11:32 a.m. without objection.

**The minutes were approved on this the 26th day of May 2016 on Council Member Garza's motion, Council Member Houston's second on a 7-0 vote. Mayor Pro Tem Tovo and Council Members Kitchen, Renteria, and Troxclair were off the dais.**