

General Manager's Report

Jackie A. Sargent
General Manager

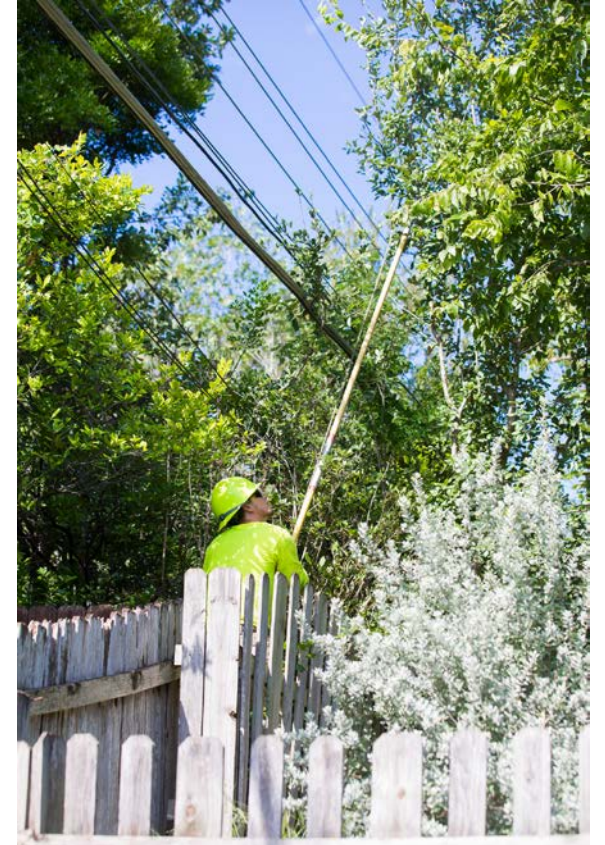


May 15, 2019

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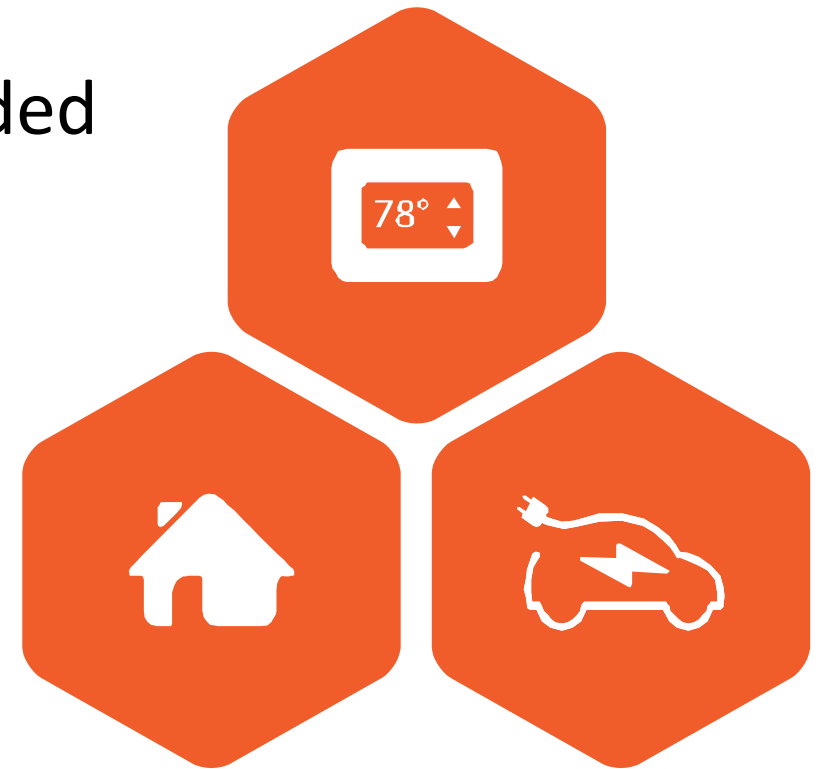
Upcoming Recommendations for Council Action

- Purchase power agreement for solar energy
- Eminent domain
- Line clearance
- Substation air switches
- Network storage products and services
- Utility pump maintenance
- Utility Contact Center quality monitoring services
- Mobile customer outreach trailer



Suspension of time-of-use rate

- Result of the 2012 rate case
- Not updated in 2016 rate case and suspended
- Affects 16 customers
- Option to transition to:
 - Regular residential rate
 - Residential time-of-use pilot rate
 - EV360 plug-in electric vehicle charging pilot rate



Recent Award

Expanding Excellence Award for Innovation in People & Process at Customer Service Week for Wrap Around Support Services Model

Ronnie Mendoza
Fred DeSoto
Sandra Castillo
Christopher Marshall
Leigh Craigmyle
Isidro Rodriguez
Jonathon Rodriguez
Jessica Twinning



Lucas Ornelas
Aisa Burgos
Crystal Rodriguez
Marguerite Jones
Mary Lou Rodriguez
Alexandra Castaneda
Daniel Bish





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