General Manager's Report

Jackie Sargent
General Manager

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City of Austin Emergency Financial Assistance Plus 1 Program

- Additional $2.5 million in assistance since last report in June
- FY2020 total of $4.6 million (AE & AW)
- 10,600 customers
- Network of 56 nonprofit community services partners



- To request utility bill assistance go to www.austinbillhelp.com or call (512) 765-9721

Upcoming Recommendations for Council Action

- Managed contact center communications and infrastructure solution for the Utility Contact Center and Austin 3-1-1
- Customized utility vehicles
- Energy trading and risk management solution
- Domain Four Chillers Demolition project
- Autotransformer for Dunlap substation







Recent Awards and Events

2020 Recipient of the North American E-Visionary Award

EDTA®
Electric Drive Transportation Association

33 EVS
WORLD ELECTRIC VEHICLE SYMPOSIUM & EXPOSITION
JUNE 14 - 17, 2020 | PORTLAND, OR

AUSTIN ENERGY®



Recent Awards and Events

Austin Energy staff in Rio Grande Valley for Hurricane Hanna response

- Mason Ball
- Daniel Bouvier
- Donald Brandon
- Jonathon Caldwell
- Artist Canton
- Gary Chancellor
- Mason Dusablon
- Blake Roberson
- Andrew Rodriquez
- Marcus Riojas
- Brian Rivas
- William Satchell
- Max Sechrest
- Jago Tamayo
- Chuck Tomlin
- Paul Vasquez





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