

# General Manager's Report

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General Manager



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# Upcoming Recommendations for Council Action

- Professional Engineering Services - Rainey Street Substation
- Construction Contract – Bluff Springs Substation
- Distribution Padmount Transformers
- Professional Engineering Services Rotation List



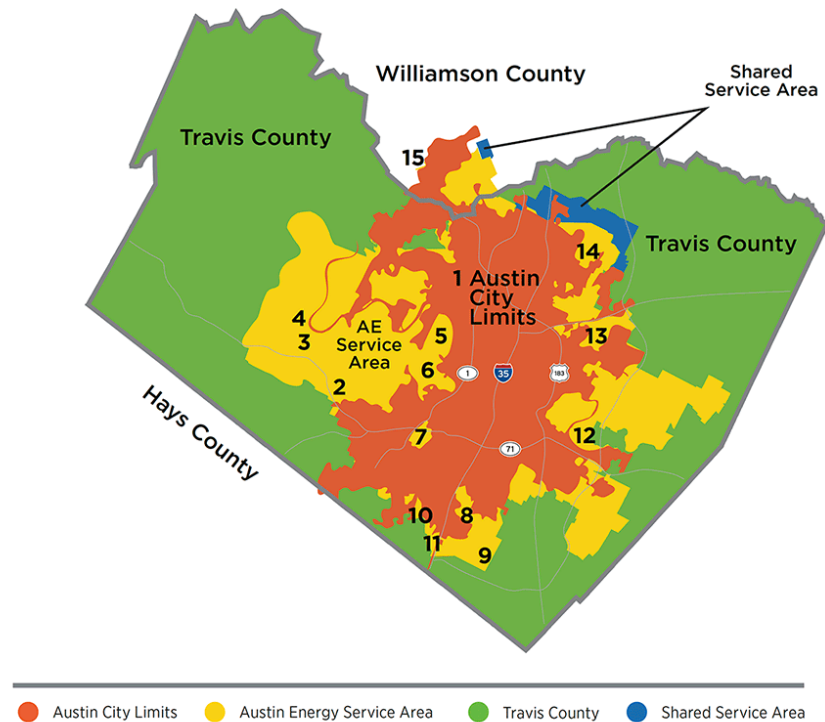
# Upcoming Recommendations for Council Action

## • Franchise Agreements

## • Plus-One Payment Assistance

### **AUSTIN ENERGY SERVICE AREA**

50% City of Austin • 50% Outside City of Austin



**Facing Financial Hardship? We're Here to Help.**

**1. See if You Qualify for Help on Utilities:**  
• [austinenergy.com/go/cap](https://austinenergy.com/go/cap)

**2. Explore Your Options:**

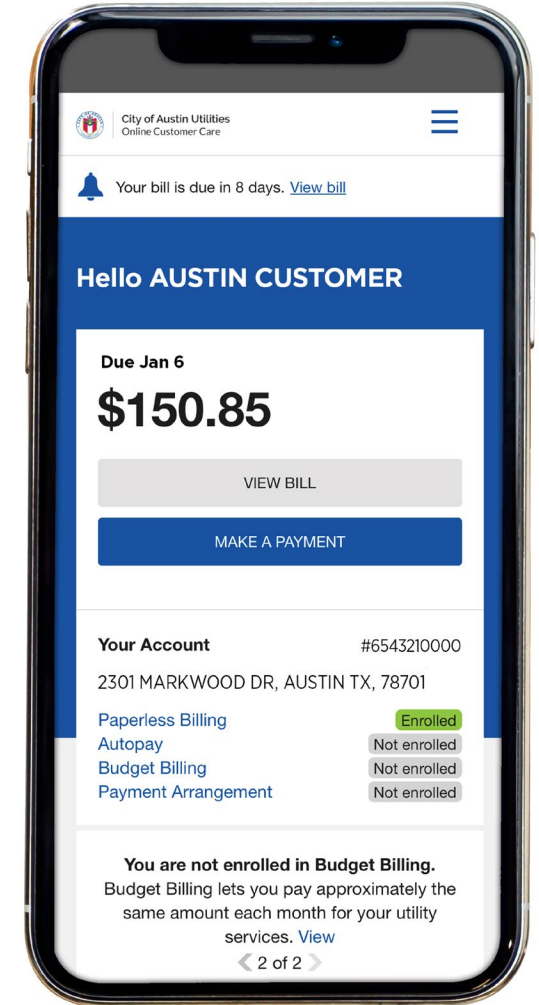
- Utility Bill Discounts
- Emergency Financial Assistance
- Payment Arrangement
- Budget Billing
- Medically Vulnerable Services

**3. Submit Your Application:**  
• Start today at [austinenergy.com/go/cap](https://austinenergy.com/go/cap)

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# New COA Utilities Online Portal

- Updated Utilities Online Customer Care site (COAUtilities.com) went live on January 24th.
- Better user experience.
- New dashboard - see account status.
- Easily start, stop, or transfer utility services online.



# Recent Awards and Events

## U.S. Department of Energy

*\$1 million Building Technologies Proving Ground Grant*





**Customer Driven.  
Community Focused.<sup>SM</sup>**

