



**Customer Driven.
Community Focused.SM**

MEMORANDUM

TO: Mayor and Council Members

CC: Spencer Cronk, City Manager

FROM: Jackie A. Sargent, General Manager, Austin Energy *JAS*

DATE: January 30, 2023

SUBJECT: Austin Energy's FY22 Annual Report Now Available

I am proud to share [Austin Energy's FY22 Annual Report](#). The Austin Energy team provides essential services to Central Texas residents. As a customer-driven and community-focused organization, the utility must adapt and adjust to the changes in our growing city. As highlighted in this report, the Austin Energy team continued to meet these changing customer needs and expectations.

Austin Energy's FY22 Annual Report presents facts and figures that cover the range of our system and many of our services, including the following:

- 1,113,763 — interactions for the Utility Contact Center.
- 35,328 — customers, on average, enrolled in the CAP Discount Program.
- 12,106 — miles of distribution lines.
- 633 — miles of transmission lines.
- 2,969 — all-time summer peak demand in megawatts, set in July 2022.

The report also highlights specific achievements, including

- How our generation resources set records to help provide power to the Texas electric grid.
- Our crews' traveling to Arizona to bring power to Navajo families for the first time.
- The efforts we've made to improve lighting and safety in West Campus.

Austin Energy is a team of dedicated professionals working to safely deliver clean, affordable, reliable energy and excellent customer service 24/7. As you read through the Annual Report, I hope you better understand the team's commitment to powering the community forward.

Please feel free to share this report with others. If you have any questions or comments, please reach out to Tammy Cooper, Senior Vice President, Regulatory, Communications and Compliance at tammy.cooper@austinenergy.com.