

# **Bob Kahn** General Manager **Austin Energy** OUNDED

#### A MESSAGE FROM THE GENERAL MANAGER

The last year brought new challenges and new milestones for Austin Energy as we continued delivering reliable service to a growing community. We served nearly 557,000 customers, delivering more than 14 billion kilowatthours of electricity while ensuring reliability through record-breaking peaks in both summer and winter demand. Through it all, our mission remained the same—to safely deliver clean, affordable, reliable energy and excellent customer service year-round.

One of our most significant achievements last year was finalizing work on the Resource, Generation and Climate Protection Plan to 2035, — culminating in City Council approval shortly after the close of the fiscal year, in December 2024. It sets the course for a cleaner, more resilient energy future by balancing affordability, sustainability and reliability as we transition to 100% carbon-free energy. Thanks to our employees, stakeholders, customers and our Mayor and City Council for their collaboration in shaping our energy future.

We also made great strides in securing federal support for renewable energy. As part of the Texas Solar for All Coalition, Austin Energy was awarded a \$31.6 million grant to expand solar access for low-income households. This investment will help thousands of residents reduce their energy costs while enhancing grid resiliency and supporting workforce development in clean energy.

These accomplishments, along with advancements in wildfire detection technology, continued system reliability efforts and community-driven energy solutions, reflect our ongoing commitment to innovation and service.

This report highlights what we've achieved and how we're preparing for the future—because powering Austin means planning for what's next.

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#### FACTS AND FIGURES

BALANCE SHEET				
	Fiscal Year Ended			
\$ In Millions	Sept. 30, 2024	Sept. 30, 2023	Change	
Cash	\$286	\$175	\$111	
Account Receivable (net)	185	181	4	
Power Supply Under Recovery		112	(112)	
Other Under Recoveries	3		3	
Debt Service	89	89		
Contingency Reserve	125	109	16	
Power Supply Stablization Reserve	114	40	74	
Capital Reserve	75	71	4	
Nuclear Decommissioning Reserve	278	258	20	
Other Restricted Assets	269	303	(34)	
Other Assets and Deferred Outflows	1,981	2,084	(103)	
Capital Assets	3,220	3,067	153	
Total Assets and Deferred Outflows	\$6,625	\$6,489	\$136	
Current Liabilities	300	329	(29)	
Power Supply Over Recovery	62		62	
Other Over Recoveries	40	22	18	
Revenue Bonds	2,037	2,142	(105)	
Commercial Paper	268	77	191	
Other Long-Term Liabilities and Deferred Inflows	2,127	2,153	(26)	
Retained Earnings	1,791	1,766	25	
Total Liabilities, Deferred Inflows, and Fund Equity	\$6,625	\$6,489	\$136	

#### **INCOME STATEMENT**

Fisca	Fiscal Year Ended			
Sept. 30, 2024	Sept. 30, 2023			
\$1,141	\$1,094			
544	695			
481	634			
802	895			
224	228			
178	32			
(38)	54			
(115)	(115)			
\$25	\$(29)			
2.4	2.4			
57%	56%			
	\$1,141 544 481 802 224 178 (38) (115) \$25 2.4			

\$1.78 Billion

Approved FY24 Budget

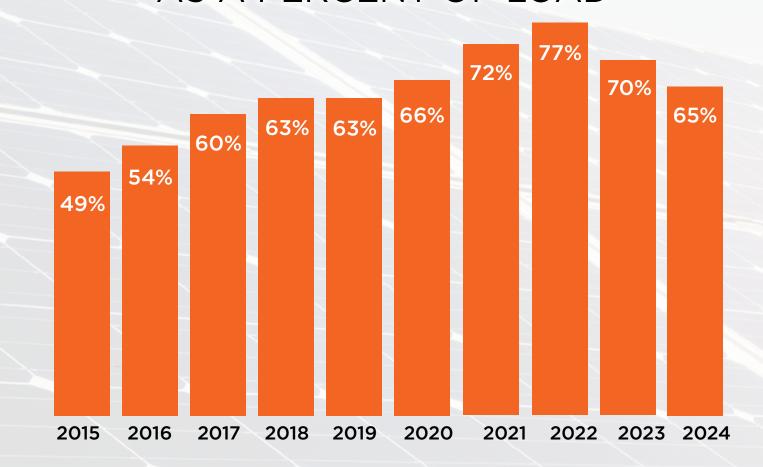
1,924
Total FY24
Employees

STANDARD AND POOR'S Bond Rating FY24

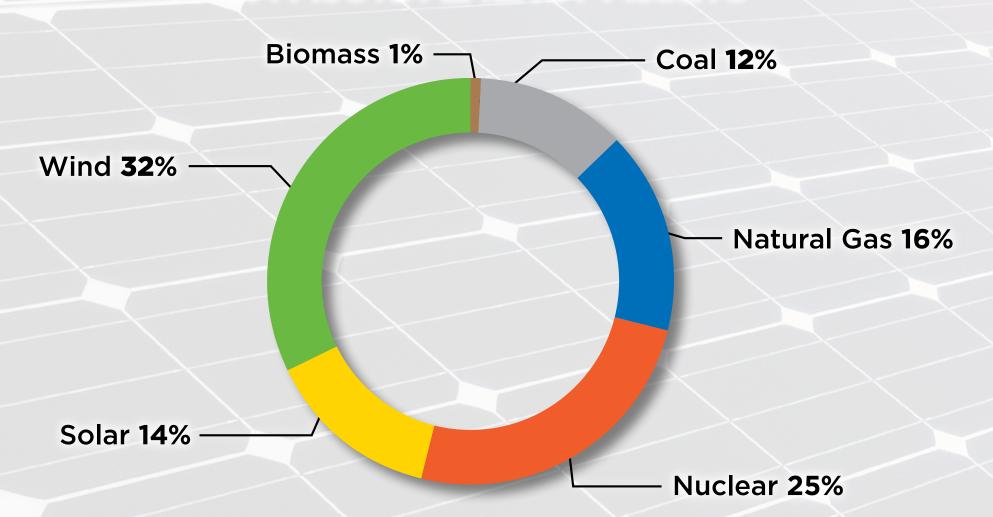


#### **GENERATING POWER**

#### **CARBON-FREE ENERGY** AS A PERCENT OF LOAD

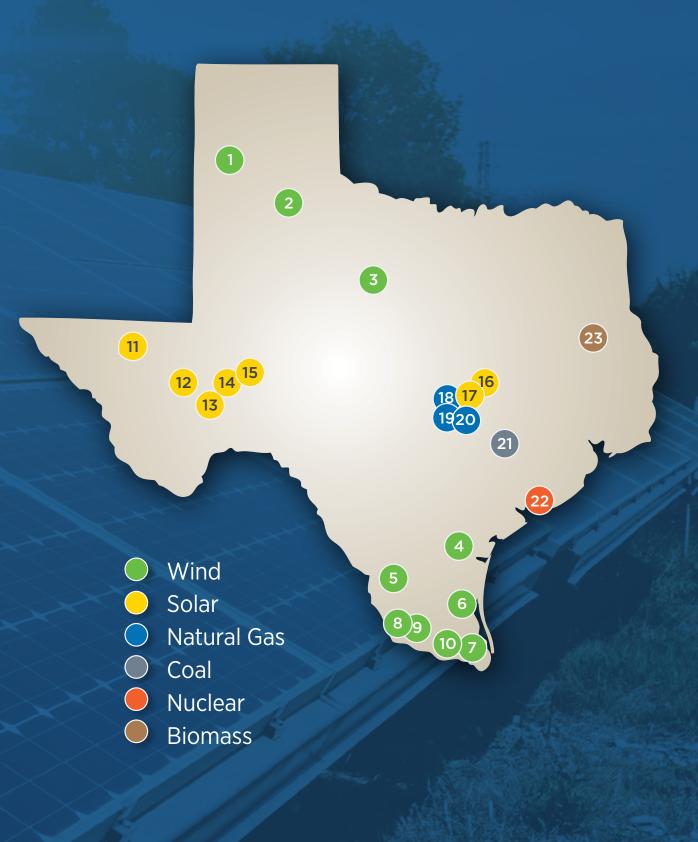


#### PERCENT OF ENERGY GENERATED FROM AUSTIN ENERGY ASSETS



#### GENERATION DETAILS AND LOCATIONS

	Name	Type	Installed Capacity
1	Jumbo Road	Wind	299.7
2	Whirlwind Energy Center	Wind	59.8
3	Hackberry Wind Project	Wind	165.6
4	Karankawa	Wind	206.6
5	Whitetail	Wind	92.3
6	Gulf Wind	Wind	170.0
7	Los Vientos 2	Wind	201.6
8	Los Vientos 3	Wind	200.0
9	Los Vientos 4	Wind	200.0
10	Raymond	Wind	200.0
11	Aragorn	Solar	180.0
12	Roserock	Solar	157.5
13	Waymark	Solar	178.5
14	East Pecos	Solar	118.5
15	Upton	Solar	157.5
16	East Blackland	Solar	144.0
17	Webberville Solar Project	Solar	30.0
18	Decker Creek Power Station	Natural Gas	200.0
19	Mueller Energy Center	Natural Gas	5.0
20	Sand Hill Energy Center	Natural Gas	595.0
21	Fayette Power Project	Coal	600.0
22	South Texas	Nuclear	430.0
23	Nacogdoches	Biomass	105.0



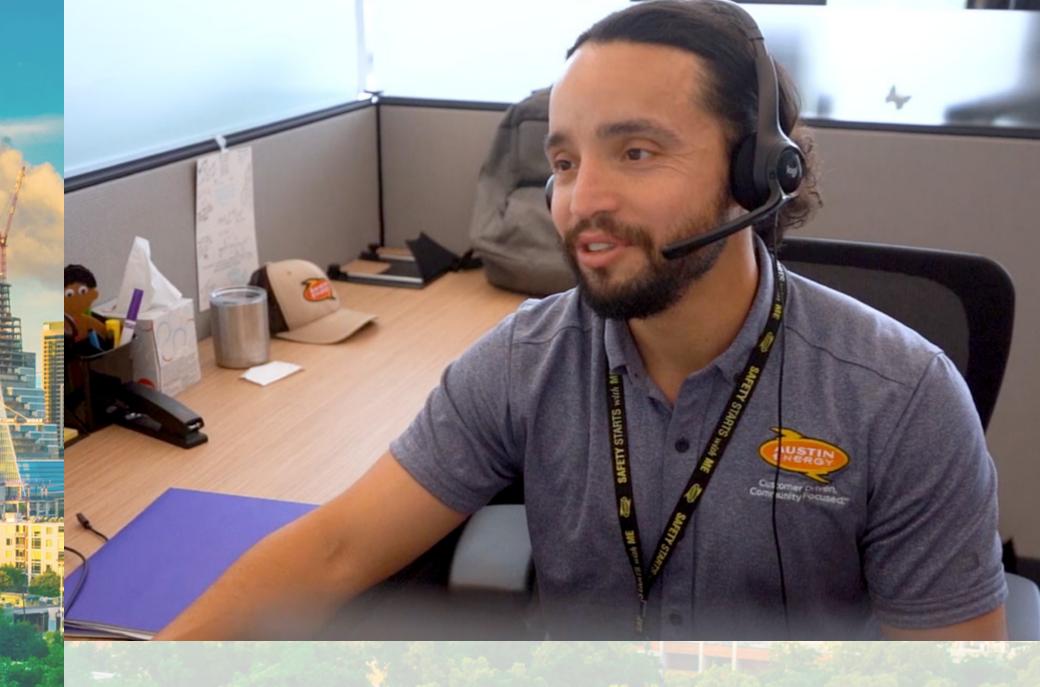
#### SERVING OUR CUSTOMERS

#### CUSTOMERS, CONSUMPTION AND SALES BY CLASS FY24

Customer Class	MWh	Revenue (\$)	Customer Count	
Residential	4,973,775	\$625,486,557	502,316	
Commercial	5,848,098	\$605,499,634	54,441	
Industrial	3,384,270	\$216,311,630	125	
FY Total	14,206,143	\$1,447,297,820	556,882	



2,705 MW Winter Peak - Jan. 2024



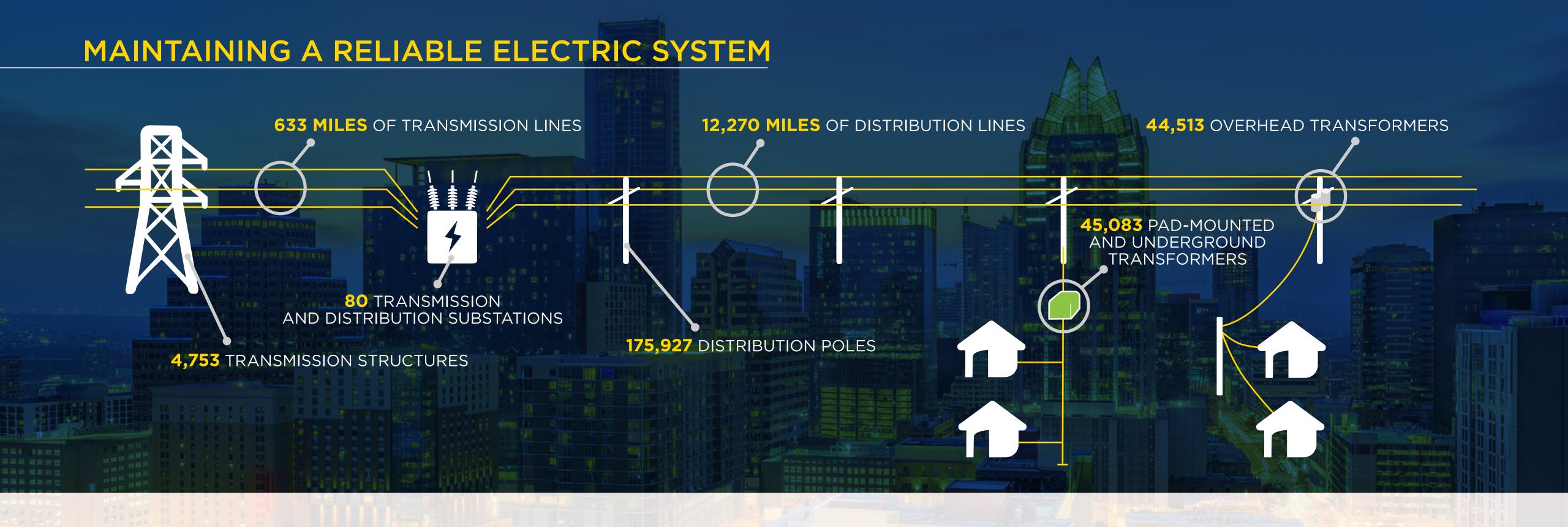
**CUSTOMER INTERACTIONS** 

1,137,782

INTERACTIONS FOR THE UTILITY CONTACT CENTER

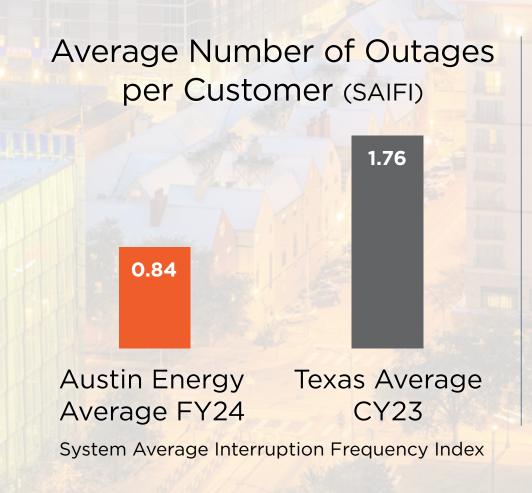
958,678

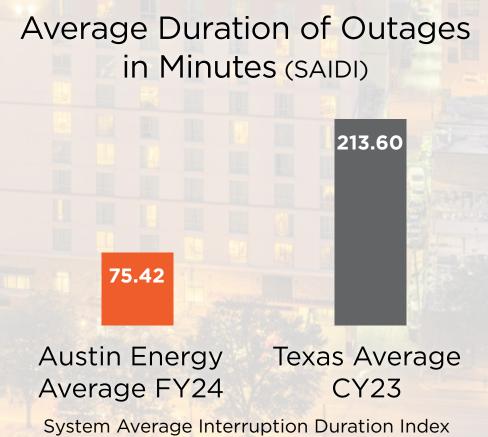
INTERACTIONS FOR AUSTIN 3-1-1

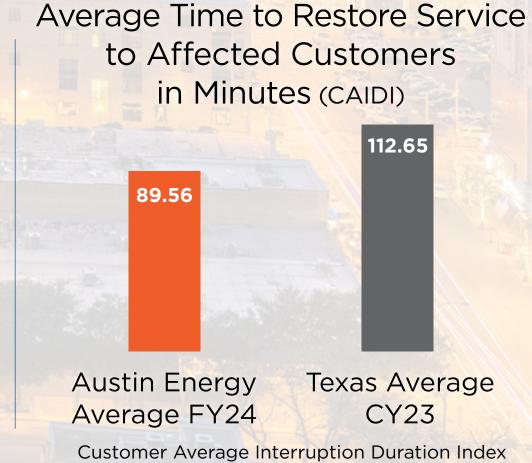


#### SYSTEM RELIABILITY FY24

Reliability means customers have the power they need, when they need it. **Austin Energy works 24/7** to keep the lights on and the power flowing for Central Texas residents. These numbers do not include major outage events.







# MAINTAINING A RELIABLE ELECTRIC SYSTEM AUSTIN ENERGY'S SERVICE AREA: 437 square miles Williamson County **Travis County** AUSTIN ENERGY SERVICE AREA SHARED SERVICE AREA AUSTIN CITY LIMITS TRAVIS COUNTY





#### SAFETY STARTS WITH US

Austin Energy's focus on safety paves the way for our clean, affordable, reliable energy and excellent customer service.

93 safety findings identified with 48 corrective actions taken, 27 preventative actions and 18 improvements.

#### **SUPPORTING OUR COMMUNITY**

#### CAP DISCOUNT PROGRAM VALUE BY UTILITY FY24

Austin Energy manages the City of Austin Customer Assistance **Program**, which offers several services to help residential customers facing hardships. One of those services is the CAP Discount Program.

The CAP Discount Program ended FY24 with 70,242 participants.

**Austin Energy \$20,056,792** 

Total Value \$38,718,434 **Austin Water \$9,560,874** 

Austin Water (Wastewater) \$7,851,209

— Watershed Protection (Drainage) \$1,249,560



#### STATE FACILITIES, MILITARY BASES AND SCHOOL DISTRICTS FY24

\$2.8 M in discounts to Austin area school districts

**5339,452** in rebates to Austin area school districts

<sup>\$3</sup> M in discounts to state facilities and military bases

\$21,829 in energy efficiency incentives to state facilities and military bases



#### COMMUNITY ENGAGEMENT AND OUTREACH FY24

152 community events attended

12,028 students engaged

49 presentations

#### **CUSTOMER ENERGY SOLUTIONS FY24**



Commercial

18 projects rated

Multifamily

23 projects rated

**Single-Family** 

861 dwellings rated



**GREENCHOICE®** 

Commercial

371 participants

Residential

20,057 participants



SOLAR

**Community Solar** 

**397** participants

**Customer Sited Solar** 

659 total rebated solar

690 unincentivized solar



**ELECTRIC VEHICLES** 

2,722 Incentives issued

**Registered Vehicles** 

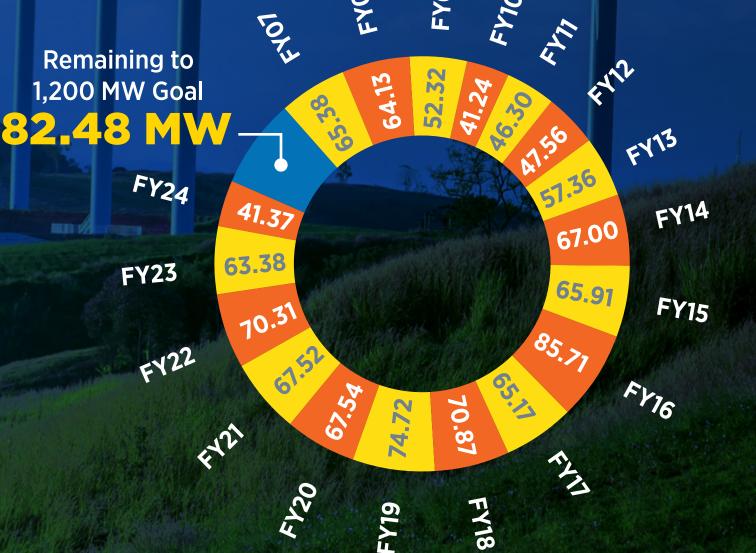
59,877 registered electric vehicles with the Texas Department of Motor Vehicles in Travis and Williamson counties.

**Charging Ports** 

1,600 Plug-In Austin charging ports

#### **Energy Efficiency Results** FY24

Customer Energy Solutions originally set a goal to save 1,200 Megawatts (MW) through its programs by 2030. As part of the updated Resource, Generation, and Climate Protection Plan to 2035, that goal has been accelerated to 2027. The focus has also shifted from simply measuring MW reductions to tracking Greenhouse Gas (GHG) emissions reductions across the entire program portfolio.



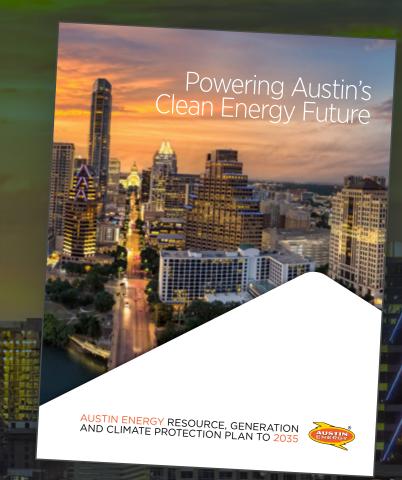


#### POWERING AUSTIN'S FUTURE

THE RESOURCE, GENERATION AND CLIMATE PROTECTION PLAN TO 2035

This year, Austin Energy worked toward a significant milestone with the completion of the Resource, Generation and Climate Protection Plan to 2035—our most ambitious and forward-thinking energy strategy yet. The plan received unanimous approval from Austin City Council in December 2024.

Throughout half of the fiscal year, Austin Energy worked closely with city leadership and the community to develop the 2035 Plan. Together, we built a plan that serves as a flexible roadmap to a clean energy future while addressing risks affecting our community, including increased electricity demand, insufficient local generation, limited transmission capacity and extreme weather events.



The 2035 Plan provides the framework for strengthening grid reliability, ensuring that Austin Energy can meet the growing energy needs of our customers. The plan includes key initiatives such as:

- Prioritizing customer energy solutions, such as demand response programs and energy efficiency initiatives.
- Increasing local generation capacity to reduce transmission congestion and improve reliability.
- Expanding utility-scale battery storage and peaker units to enhance grid resilience.

The 2035 Plan reinforces Austin Energy's industryleading goal of achieving 100% carbon-free energy by 2035. The plan outlines a strategic transition away from fossil fuels while ensuring a stable and affordable energy supply by:

- Phasing out coal generation and expanding investments in wind and solar power.
- Exploring advanced technologies such as geothermal and advanced nuclear energy.
- Supporting virtual power plants and integrating more customer-installed battery storage.

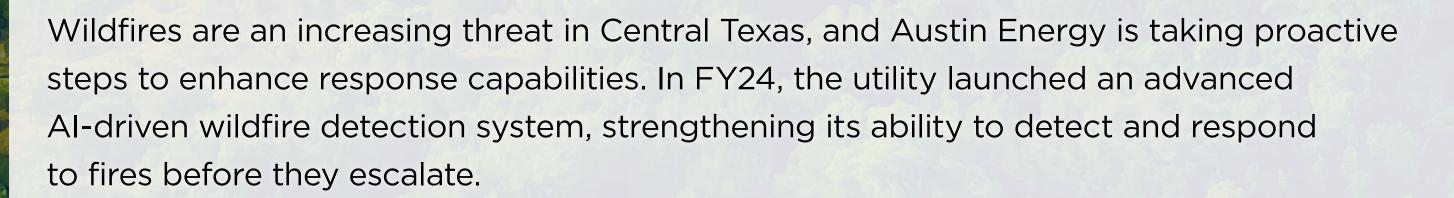


Public input played a crucial role in shaping the 2035 Plan. Austin Energy engaged a diverse cross-section of stakeholders, industry experts, and community members to develop a plan that aligns with Austin's values. The result is a strategy that balances reliability and environmental responsibility with affordability and equity, ensuring that all customers including the most vulnerable benefit from a cleaner, more resilient energy future.

With a clear path forward, we are ready to navigate the challenges of the evolving energy landscape and continue building a brighter, cleaner future for Austin.

To learn more about the Resource, Generation and Climate Protection Plan to 2035, visit Corporate Reports.

## STRENGTHENING WILDFIRE RESPONSE NEW AI-DRIVEN EARLY DETECTION SYSTEM



The system integrates artificial intelligence with ultra-high-definition, 360-degree cameras and real-time monitoring to scan for smoke and triangulate fire locations. Once a potential wildfire is detected, real-time alerts are sent to Austin Energy and local fire departments, helping first responders act quickly to contain the threat. By improving early detection, this initiative enhances public safety and grid reliability across Austin Energy's 437-square-mile service area.

The network of **13** strategically placed cameras covers most of Travis County and extends into parts of Hays, Bastrop,

Williamson and Burnet counties, ensuring broad coverage of high-risk areas. The system also supports Austin Energy in making critical decisions, such as initiating necessary power shut-offs during active fire conditions.

Developed in collaboration with the Austin Fire Department and other Texas Public Power utilities, this initiative enhances wildfire preparedness and reflects Austin Energy's commitment to forward-thinking solutions that protect the community and critical infrastructure as climate challenges grow.

#### SOLAR FOR ALL

EXPANDING ACCESS TO SOLAR WITH BATTERIES FOR INCOME ELIGIBLE HOUSEHOLDS



A brighter, more affordable energy future is on the horizon for Austin. Thanks to a historic federal investment, Austin Energy—through its participation in the Texas Solar for All Coalition, a statewide effort led by Harris County and made up of cities, counties, and community-based organizations serving over 11 million low-income and disadvantaged Texans—secured a **\$31.6 million** federal grant to increase solar access for low-income households.

The initiative will help lower utility bills for income-eligible customers by at least **20%** while providing critical backup power in the event of an outage.\* Solar installations will be paired with battery storage, allowing homes to retain power during grid disruptions. This effort prioritizes historically disadvantaged communities and medically vulnerable residents, ensuring they benefit from sustainable energy solutions.

Austin Energy will use the grant funds to establish long-term power purchase agreements and develop solar and battery installations across the city. After 15 years, participating households will gain ownership of the solar array and battery storage, providing continued energy savings. The program will also create local green jobs through workforce training initiatives, supporting a transition to a clean energy economy.

**Disclaimer**: The continuation of this program is subject to federal legislation and funding availability. As of this report, Austin Energy's participation in the Texas Solar for All Coalition is supported by a federal grant. Changes in federal policy, funding, or regulations may impact the program's scope, implementation, or duration. Austin Energy remains committed to advancing solar accessibility and affordability for the community.

#### BUILDING FOR THE FUTURE

STRENGTHENING AUSTIN'S ENERGY INFRASTRUCTURE



As Austin continues its rapid growth, Austin Energy is taking proactive steps to strengthen its infrastructure. Through substation expansions, grid reinforcements and targeted distribution improvements, the utility is enhancing the resilience of its system to meet increasing energy demands.

In addition to substation development, Austin Energy is reinforcing its distribution system to improve reliability and resilience. The Circuit Hardening program is strengthening power lines and poles while integrating advanced monitoring technologies to better withstand severe weather. In 2024, Austin Energy completed work on nine out of 17 circuits and installed 79 Smart Grid devices to enhance system performance.

To maintain grid integrity, the utility is also conducting comprehensive pole inspections and remediation efforts. This includes groundlevel assessments, aerial drone inspections, and targeted treatments to extend the lifespan of critical infrastructure. By proactively addressing potential weaknesses, Austin Energy is reducing the risk of service disruptions and ensuring long-term reliability.





Effective customer communication is a key priority for Austin Energy. To enhance real-time notifications and improve outreach, the utility implemented a major initiative in FY24: the auto-enrollment of residential customers into the SMS Outage Alert system. This initiative, developed in response to Winter Storm Mara, significantly expanded access to critical outage information.

In 2024, Austin Energy auto-enrolled more than **248,000** residential customers, dramatically increasing the number of participants in the service to more than **476,000**.

The auto-enrollment initiative strengthens Austin Energy's ability to communicate with customers during power disruptions. By doubling participation in the Outage Alert system, the utility can provide faster and more effective updates, improving customer experience and service reliability.

With more customers now connected, Austin Energy is better equipped to keep the community informed and engaged—before, during, and after outages.

#### SUPPORTING THOSE WHO NEED IT MOST



Austin Energy is committed to ensuring that medically vulnerable customers have access to the support they need. In FY24, the utility significantly expanded its outreach efforts to increase enrollments in the Medically Vulnerable Registry (MVR), ensuring that more residents who rely on life-sustaining medical equipment or have severe medical conditions could benefit from critical protections and support services. These efforts led to a 182% increase in MVR enrollments, growing from 195 to 549 customers in a single year.

To reach more eligible customers, Austin Energy strengthened its partnerships within the healthcare community. The utility expanded outreach to home medical equipment providers, engaged with all major area hospitals and clinic systems and partnered with the Travis County Medical Society (TCMS) to ensure medical professionals could help connect their patients with the MVR program. These efforts made it easier for medically vulnerable individuals to learn about and enroll in the program.

Austin Energy also made key improvements to the MVR enrollment process to remove barriers and make it more accessible. Previously, only

doctors could certify MVR applications, but now any licensed medical practitioner—including clinicians, registered nurses and physical therapists—can complete the certification. The program was also expanded to include mental health conditions as a qualifying factor, ensuring that a broader range of medical needs are recognized. Additionally, a new online application portal replaced the previous mailonly system, allowing both customers and medical professionals to complete and submit applications more efficiently.

Customers can now benefit from extended recertification periods, reducing the burden of frequent renewals:

- MVR 1 (Customers who rely on lifesustaining equipment) - Certification extended from one year to lifetime.
- MVR 2 (Customers with severe medical conditions, such as paraplegia or hemiplegia) -Recertification now required every five years instead of annually.
- MVR 3 (Customers undergoing critical illness treatments, such as cancer treatment) - Recertification extended from 60 days to one year.

With these improvements, Austin Energy continues to ensure that medically vulnerable customers receive the support they need without unnecessary barriers.

Find additional resources at coautilities.com/go/mvr





#### POWERING OUR COMMUNITY LIGHTING UP LIVES ON THE NAVAJO NATION



For the third consecutive year, Austin Energy lineworkers participated in the Light Up Navajo initiative, traveling nearly 2,000 miles to bring electricity to homes for the first time. This year's effort was especially meaningful, as one of Austin Energy's own lineworkers, born on the Navajo Nation, returned home to help power his community (see video here). Over two weeks, a crew of 16 worked in Window Rock, Arizona, installing 10 miles of overhead electrical lines and 78 poles, bringing essential power to nine Navajo households.

Access to reliable electricity means more than just turning on a light switch—it provides refrigeration, heating and cooling, and everyday conveniences many take for granted. This initiative, in partnership with the Navajo Tribal Utility Authority and the American Public Power Association, extends Austin Energy's commitment to service beyond Central Texas, ensuring more communities have the power they need.

Each year, this effort strengthens not only the lives of those receiving electricity but also the expertise of Austin Energy's lineworkers, who gain valuable experience working in new environments. By continuing to support projects like Light Up Navajo, Austin Energy reinforces its mission to provide power where it's needed most.



In Austin Energy's ongoing effort to serve all customers in our diverse communities, **135** employees volunteered during the utility's Days of Service on October 9 and 10, 2024 accounting for more than **550** hours given back to those who need it most.

Days of Service allowed employees the opportunity to help with an array of local and national nonprofit organizations that support the community, including:

- Public park clean-up with Keep Austin
  Beautiful at Mabel Davis and Roy Guerrero
  Parks
- **Fresh food packaging** with the Central Texas Food Bank
- Garden harvesting and yardwork at Community First Village and Mobile Loaves & Fishes
- . **Meal preparation** for families staying at the Ronald McDonald House
- Home building for low-income families with Habitat for Humanity

The utility organized its Days of Service to coincide with Public Power Week and Customer Service Week—both of which highlight Austin Energy's value to the community as a municipally owned and operated utility.

Through service, education and investment, Austin Energy continues to power our community in meaningful ways.



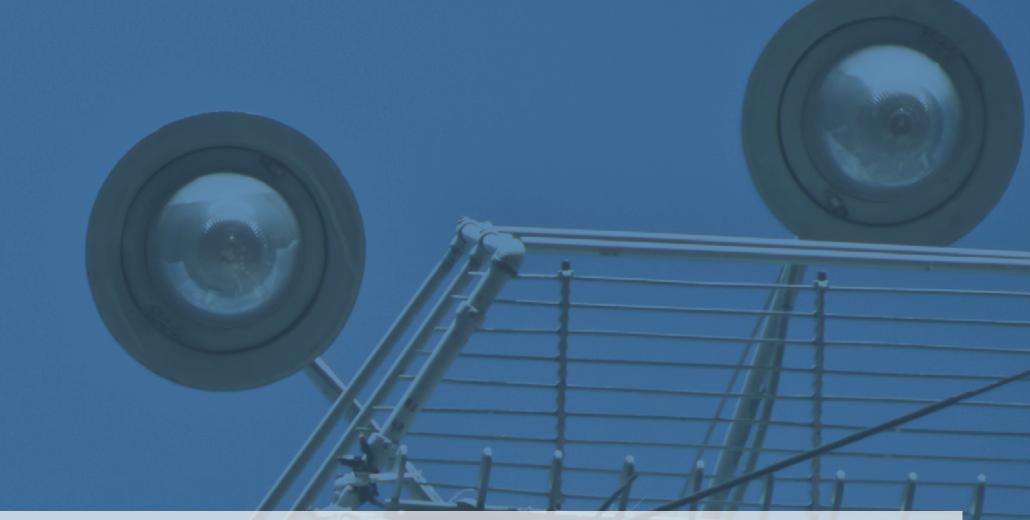
When disaster strikes, restoring power is one of the first steps toward recovery. After Hurricane Beryl left more than two million people without electricity, Austin Energy sent 20 lineworkers and support personnel to Houston to assist with restoration efforts.

On July 9, 2024, the team departed with bucket trucks and equipment, prepared for long hours in challenging conditions. Joining more than 12,000 lineworkers and vegetation management professionals in a nationwide mutual aid effort, Austin Energy crews worked to bring stability back to affected communities.

Public power is built on collaboration. Through a national mutual aid network of more than 1,100 utilities, Austin Energy is always ready

to lend a hand when communities are in crisis. Supporting hurricane recovery efforts not only aids those in need but also strengthens Austin Energy's own emergency response capabilities, ensuring the utility remains prepared when severe weather impacts Central Texas.

#### RESTORING AUSTIN'S HISTORIC MOONLIGHT TOWERS





Preserving history is as vital as preparing for the future. For more than a century, Austin's moonlight towers have stood as a testament to the city's innovation and commitment to public power. In 2024, Austin Energy continued restoration efforts, refurbishing two of these iconic structures to ensure they remain part of the city's landscape for years to come.

First installed in 1895, the moonlight towers were Austin's earliest electric streetlights, illuminating neighborhoods and enhancing public safety. Today, **17** of the original 31 remain, making Austin the only city in the world with an operational tower lighting system. Restoration requires a meticulous process—dismantling, cleaning and reassembling each tower while maintaining their historic integrity.

Public power is about investing in the communities we serve. By restoring these towers, Austin Energy honors its past while reinforcing the value of reliable, community-owned energy. Since 2019, 10 towers have been refurbished, with more scheduled for restoration, including the next at E. 11th and Trinity Streets. Preserving these landmarks ensures that even as Austin grows, its history remains a visible and integral part of the city's identity.

#### **CUSTOMER ENERGY SOLUTIONS**

#### CONSERVATION PROGRAM PERFORMANCE FY24

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Execut	tive Summary	Participant Type	Participation	Energy Savings (MWh)	Demand Savings (MW)	Rebates
<b>EES</b> – E <b>GB</b> – G	Energy Efficiency Services reen Building emand Response					
Reside	ential					
EES - A	Appliance Efficiency Program	Customers	3,331	4,451	2.41	\$1,454,899
EES - H	Home Performance w/ Energy Star	Customers	336	515	0.367	\$716,095
EES - \	Weatherization Assistance & CAP WX	Customers	918	1233	0.634	\$7,118,161
EES - S	School Based Education	Participants	2,619	588	0.1122	\$138,958
200	Strategic Partnership Between Utilities and Retailers	Products Sold	174,841	9,215	1.2	\$533,555
EES - 1	Multifamily Standard	Apt Units	8,063	8,229	3.31	\$4,055,353
EES - 1	Multifamily Income Qualified	Apt Units	3,551	2,568	0.96	\$1,513,135
GB – R	esidential Ratings	Dwellings	504	464	0.40	\$0
GB – R	esidential Energy Code	Dwellings	2,029	2,253	1.63	\$0
Subtot	al Residential		21,351	29,516	11.02	\$15,530,156
Comm	nercial					
EES - (	Commercial Rebate	Customers	135	9,305	3.6	\$2,135,775
EES - S	Small Business	Customers	82	1,770	0.89	\$669,437
GB - M	Iultifamily Ratings	Dwellings	5,179	5,091	1.79	\$0
GB - M	Iultifamily Energy Code	Dwellings	11,942	9,066	6.00	\$0
GB - C	ommercial Ratings	1,000 sf	5,123	10,194	5.27	\$0
GB - C	ommercial Energy Code	1,000 sf	14,051	12,664	3.90	\$0
Subtot	al Commercial		36,512	48,090	21.45	\$2,805,212
Dema	nd Response (DR) — Annual Incremental	l				
DR - P	ower Partner	Devices	6,885	0	6.9	\$864,385
	ommercial Demand esponse (Load CO-OP)	Accounts	694	0	2	\$991,864
Subtot	al DR		7,579	0	8.90	\$1,856,249
Total D	DSM		65,442	77,606	41.37	\$20,191,617

#### RENEWABLE PROGRAM PERFORMANCE FY24

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Program	Participant Count	MW	MWh	Incentive (\$)
GreenChoice Commercial	371	- T- 3:	629,086	
GreenChoice Residential	20,057	allowers and	200,397	William Brist
Total Green Choice	20,428	1795.6	829,483	
是是在100mm,但是2000年(4)				
Community Solar CAP	189		2,233	The state of the s
Community Solar Market Rate	208		2,227	
Total Community Solar	397	4.4	4,460	
Residential Rebate	628	4.5	7,785	\$1,518,500
Commercial Incentives	31	7.6	13,148	\$2,876,379
Total Rebated Solar	659	12.1	20,933	\$4,394,879
		11/1/200		
Unincentivized Residential Solar	687	3.7	6,401	201
Unincentivized Commercial Solar	3	0.2	346	
Total Unincentivized Solar	690	3.9	6,747	
		11/20		
Total Rebated and Unincentivized Solar	1,349	16.1	27,680	\$4,394,879

Participation Subtotal Residential does not include Participant Type - Products Sold.

Numbers may not sum to tabulated totals due to rounding to 2 decimal points.

The participants and savings for the Municipal Program are captured within the Commercial and Load CO-OP Programs.

