

MONTHLY PERFORMANCE DASHBOARD



A report highlighting key Austin Energy metrics for January FY 2017

FINANCIAL HEALTH

Standard and Poor's Bond Rating

Current

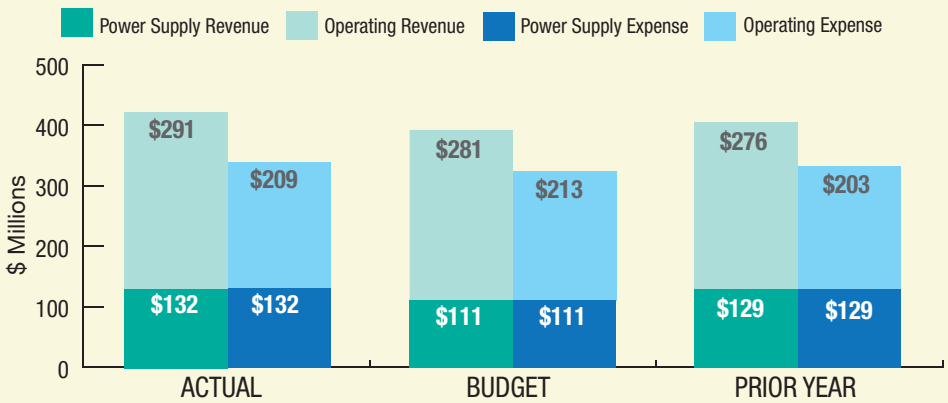
Target

AA

AA

Budget Based Revenues and Expenses

Fiscal Year to Jan 2017



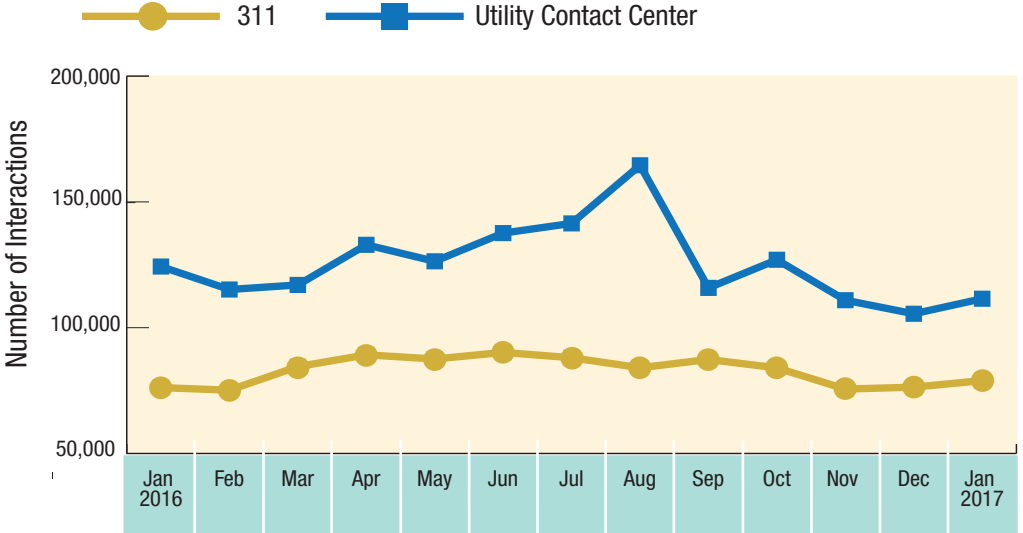
	Actual	Target	Prior Year
Days Cash on Hand	229	≥ 150	178
Debt Service Coverage Ratio	3.6	≥ 2.0	3.1
Debt to Capital Ratio	43.4%	≤ 50.0%	44.4%

(In Millions)	Actual	Target	Prior Year
Working Capital	\$379	\$125	\$287
Contingency Reserve	\$97	\$96	\$153
Power Supply Stabilization	\$89	\$89	\$0
Capital Reserve	\$12	\$78	\$0
TOTALS	\$577	\$388	\$439

CUSTOMER COLLABORATION

City of Austin Utility Contact Center and 311

CUSTOMER INTERACTIONS



SERVICE LEVEL

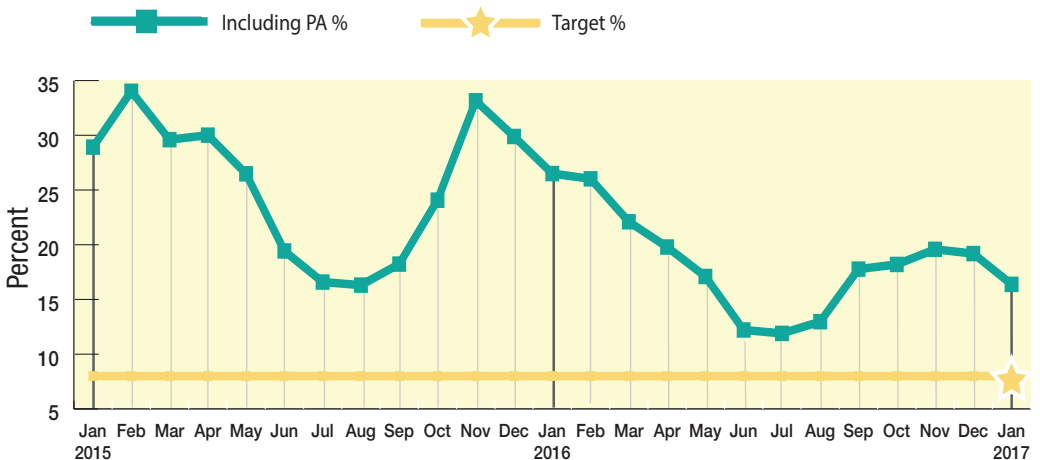
The service level target for the Utility Contact Center is 90 percent of all calls answered in 90 seconds.

The service level target for the 311 is 90 percent of all calls answered in 30 seconds.

Month	Jan 2016	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 2017
Utility Contact Center (%)	65	39	43	43	36	49	21	20	72	64	73	85	82
311 (%)	93	90	88	74	82	82	86	86	81	77	88	91	94

Active Accounts Receivable

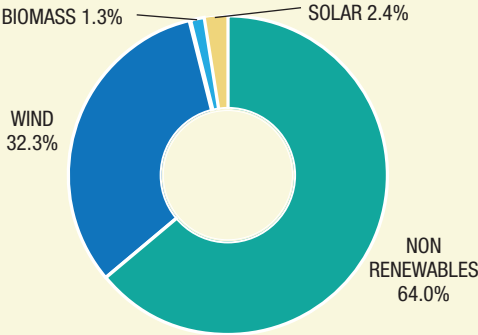
GREATER THAN 30 DAYS AS PERCENT OF MONTHLY BILLED REVENUE



ENVIRONMENT

Renewables

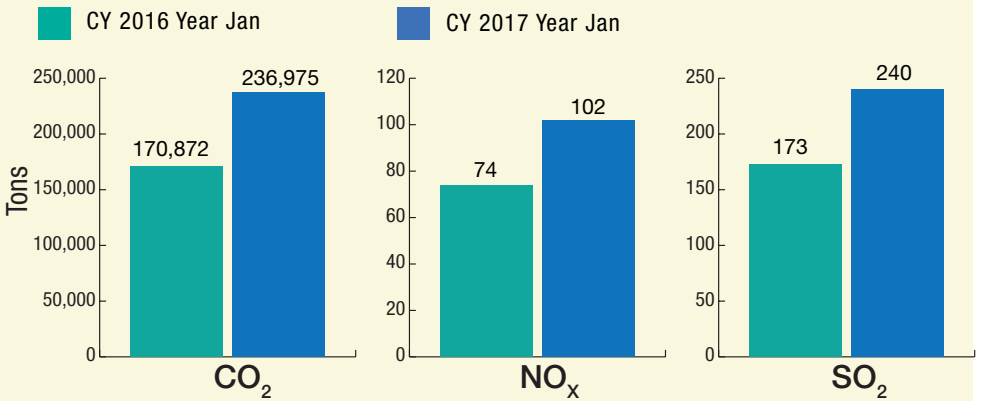
RENEWABLE ENERGY LOAD OFFSET Fiscal Year 2017 to Jan



Percent of Load (MWh)

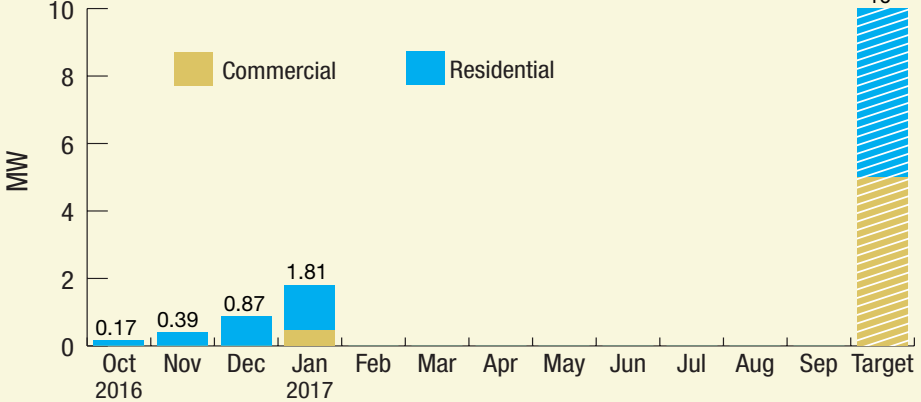
Austin Energy's approved Resource, Generation and Climate Protection Plan sets targets and benchmarks for the utility, including offsetting 55 percent of its customer load with renewable energy by 2025, 200 MW of local solar by 2025.

AVOIDED EMISSIONS FROM RENEWABLE PURCHASES



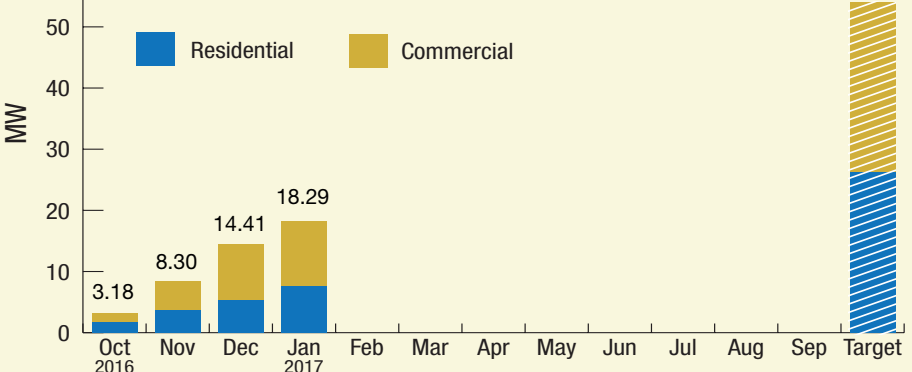
Local Solar

MW ADDITIONS OF LOCAL SOLAR CUMULATIVE BY MONTH



Energy Efficiency and Demand Response

CUMULATIVE MW SAVINGS THROUGH CUSTOMER ENERGY SOLUTIONS PROGRAMS



EMPLOYEE ENGAGEMENT

Listening to the Workforce Survey

OVERALL SATISFACTION

Austin Energy	70%
Target	80%

This chart will be updated with yearly results.

Gallup Survey

EMPLOYEE ENGAGEMENT

Austin Energy	3.87
Target	4.00

This chart will be updated semiannually.

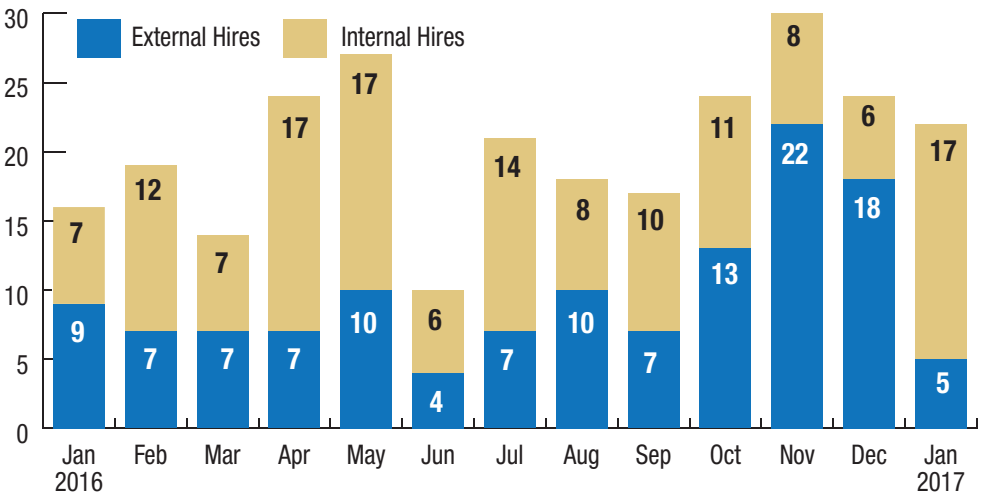
Safety Incidents

	FY to Jan 2017	Previous FY through Jan 2016	Industry Comparison	Target
Recordable Incident Rate*	1.54	2.39	2.40	0
Lost Time Incident Rate*	0.39	0.60	0.70	0

*per 100 employees

Austin Energy Hiring

Total Hires — External: 126 | Internal: 140



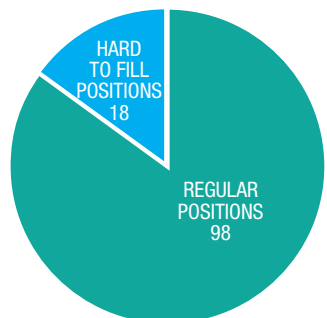
*Each internal hire results in a subsequent vacancy.

Vacancies

AVERAGE VACANCIES AND DAYS VACANT PER MONTH

	Nov	Dec	Jan	Target
Vacancy Rate per Month (%)	5.9	6.6	5.7	≤6.0
Average Days Vacant	193	178	193	≤120

TOTAL VACANCIES AS OF JAN 2017: 116



BUSINESS EXCELLENCE

Commercial Availability

Generation Source	Monthly Commercial Availability Jan 2017 (%)	Seasonal Commercial Availability Target (June-Sept) (%)
Decker Steam Units	55.95	95.00
Sand Hill Combined Cycle	88.00	95.00
Fayette	100.00	97.00
South Texas Project	100.00	100.00

Start Success

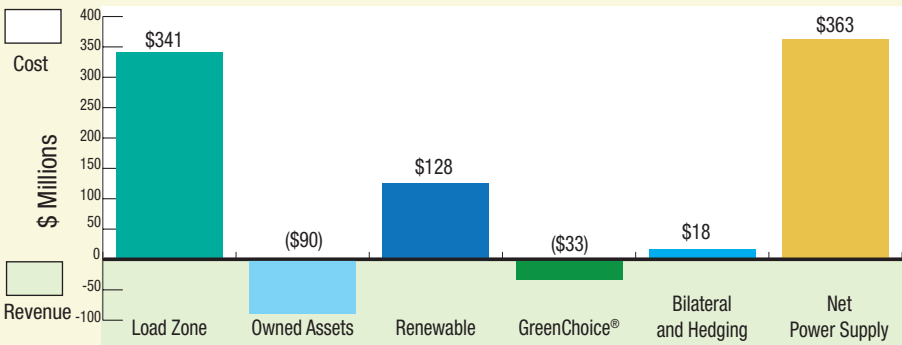
	Jan 2017 (%)	Target (%)
Simple Cycle Start Success	98.4	99

The Competitive Market

POWER SUPPLY ADJUSTMENT COST COMPONENTS

Twelve Months ending Jan 2017

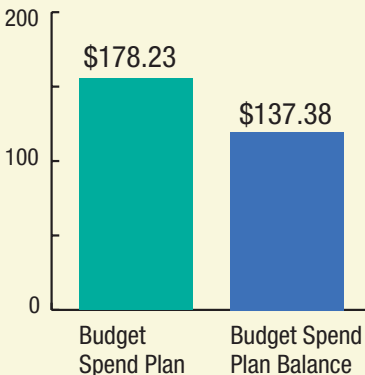
Difference between Load Zone and Power Supply Costs: + \$22M



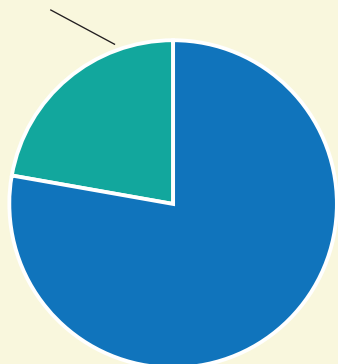
Capital Improvement Budget

Fiscal Year to Jan 2017

BUDGET SPEND PLAN (In Millions)



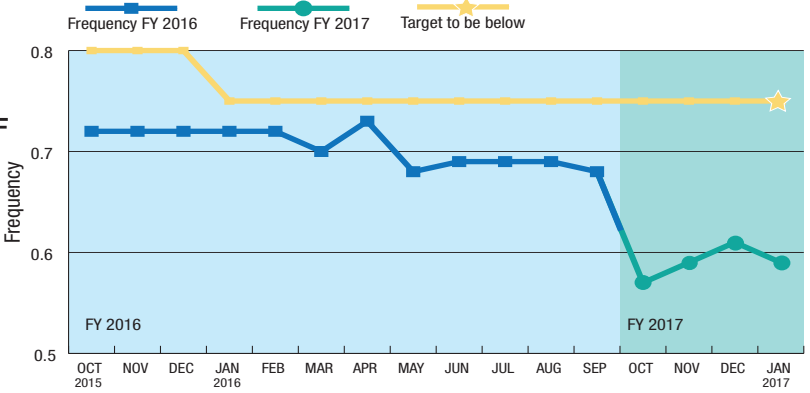
PERCENT OF SPEND PLAN MET — 22.9%



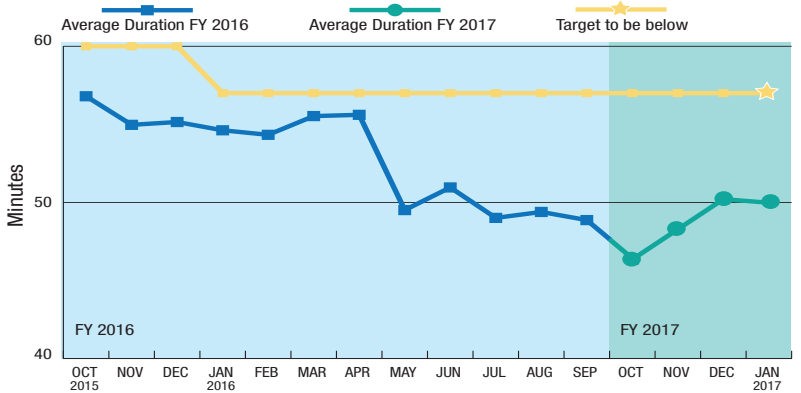
GRID MODERNIZATION

Reliability Performance

AVERAGE FREQUENCY OF OUTAGES (SAIFI)

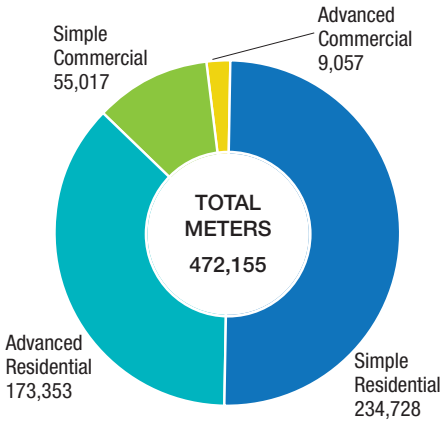


AVERAGE DURATION OF OUTAGES (SAIDI)

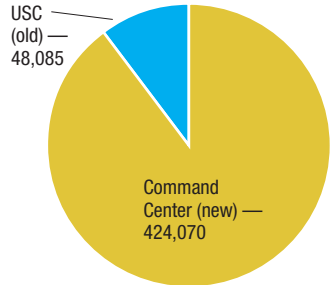


Advanced Metering Infrastructure As of Jan 2017

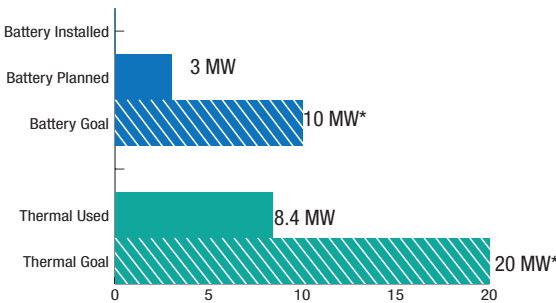
NUMBER OF COMMERCIAL AND RESIDENTIAL METERS BY TYPE



NETWORK MODERNIZATION



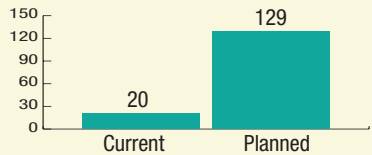
Storage As of Jan 2017



* 2025 Goals

Feeders

FEEDERS WITH CONSERVATION VOLTAGE REDUCTION



FEEDERS WITH FAULT LOCATION, ISOLATION AND SERVICE RESTORATION

