

# AFFORDABLE ENERGY POLICY SUMMIT

Tuesday, July 11, 2017



AT&T Executive Education & Conference Center  
1900 University Avenue  
9:00am - 4:30pm





# Customer Assistance Program



# Customer Assistance Program

## Who are we?

The Customer Assistance Program (CAP) encompasses all of the City of Austin sponsored programs designed to assist moderate to low-income customers in regards to their utility bill.

## What do we do?

The goal of the Customer Assistance Program is to maximize the participation of eligible City of Austin utility customers by better promoting and presenting these programs to utility customers, civic, public, and private organizations.

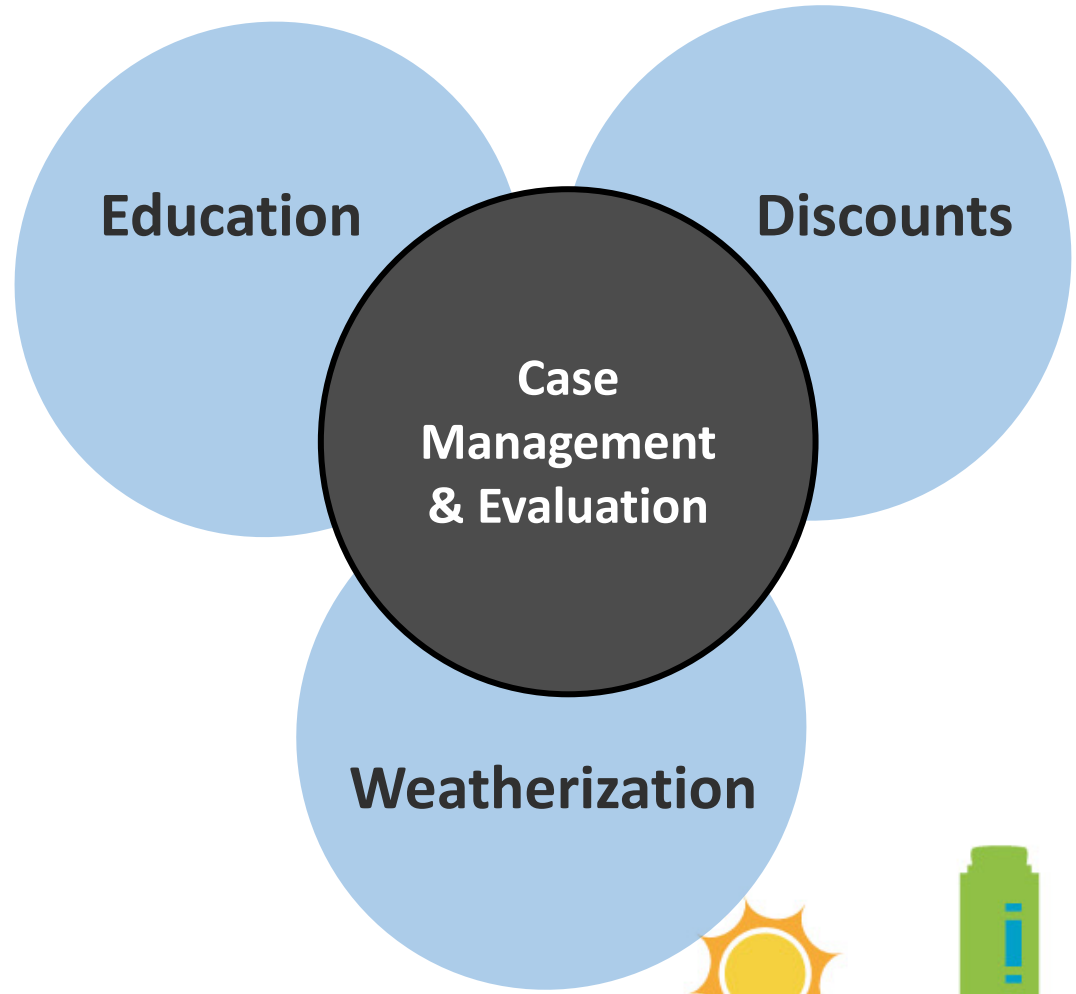
## Why are we here?

Austin Energy promotes programs designed to provide assistance to customers in the areas of financial support, case management, dispute resolution, energy efficiency improvements and water conservation.



# Programs





# Discount Program

Provides discounts to City of Austin utility customers on low or fixed incomes who participate in certain state, federal, or local assistance programs. These discounts appear on the customer's bill monthly.



# Discount Eligibility

A customer may be eligible if she/he or someone in the household participates in one of these programs:

- Medicaid Program
- Supplemental Nutrition Assistance Program (SNAP)
- Children's Health Insurance Program (CHIP)
- Telephone Lifeline Program
- Travis County Comprehensive Energy Assistance Program (CEAP)
- Medical Access Program (MAP)
- Supplemental Security Income (SSI)
- Veterans Affairs Supportive Housing (VASH)



# Potential Discounts

Potential waivers and discounts could include\*:

- Electric Service Customer Charge waiver
- Discount on total electrical usage
- Discount on Community Benefit Charge
- Water Service Customer Charge waiver
- Water Tiered Fixed Charge waiver
- Water Volume Charge discount
- Wastewater Service Customer Charge waiver
- Drainage Fee 50% discount

\*Discounts are dependent on the customer's utility services





# Electric Discounts

PowerLink Number:123456789

123 RESIDENTIAL BLVD



## ELECTRIC SERVICE

Meter # 123456

Read Date	12/20/2016	01/24/2017	Consumption
Read	85776	86776	1000
	Reading Difference		1000
	Total Consumption in KWH		1000

City of Austin - Electric Residential Rate

Customer Charge .....\$10.00

Cust Assist Program Cust Charge Discount .....-\$10.00

Tier 1 first 500 kWh at \$0.02801 per kWh ..... \$14.01

Tier 2 next 500 kWh at \$0.05832 per kWh ..... \$29.16

Regulatory Charge 1,000 kWh at \$0.01343 per kWh .....\$13.43

Community Benefit Charges ..... \$5.61

Community Benefit Charge - Cust Assist Prog. Credit .....-\$1.72

Power Supply Adjustment 1,000 kWh at \$0.02727 per kWh ..... \$27.27

Cust Assist Program Bill Discount .....-\$8.78

Residential Sales Tax

City Sales Tax 1% .....\$0.79

**TOTAL CURRENT CHARGES .....\$79.77**

Want to save money on your electric bill? Visit [austinenergy.com](http://austinenergy.com) for information on our rebate programs and energy saving tips.

## Discount Provided:

- Electric Service Customer Charge waiver
- Discount on Community Benefit Charge
- Discount on total electrical usage



# Water & Wastewater Discounts



## WATER SERVICE

123 RESIDENTIAL BLVD

Meter # 12345

Read Date	12/20/2016	01/25/2017	Consumption
Read	6214	6314	100
	Reading Difference in Hundreds		100
	Total Consumption in Gallons		10000

City of Austin Water - Residential

Customer Charge .....	\$7.10
Cust Assist Program Cust Charge Discount .....	-\$7.10
Tiered Fixed Charge 6,001 - 11,000 Gallons .....	\$9.25
Cust Assist Program Tiered Fixed Charge Discount .....	-\$9.25
2,000 Gallons at \$3.18 per 1,000 .....	\$6.36
4,000 Gallons at \$5.05 per 1,000 .....	\$20.20
4,000 Gallons at \$8.56 per 1,000 .....	\$34.24
Cust Assist Program Volume Charge Discount .....	-\$12.32
10,000 Gallons at \$0.19 per 1,000 - Reserve Fund Surcharge .....	\$1.90
<b>TOTAL CURRENT CHARGES .....</b>	<b>\$50.38</b>

You are using 380 Gallons more water than the average resident in your area.

### Discount Provided:

- Water Service Customer Charge waiver
- Water Tiered Fixed Charge waiver
- Water Volume Charge discount
- Wastewater Service Customer Charge waiver



## WASTEWATER SERVICE

123 RESIDENTIAL BLVD

City of Austin Wastewater - Residential

Customer Charge .....	\$10.30
Cust Assist Program Cust Charge Discount .....	-\$10.30
2,000 Gallons at \$5.30 per 1,000 .....	\$10.60
11,000 Gallons at \$10.35 per 1,000 .....	\$113.85
13,000 Gallons - Total Flow	
<b>TOTAL CURRENT CHARGES .....</b>	<b>\$124.45</b>



# Drainage Discount



## DRAINAGE SERVICE

123 RESIDENTIAL BLVD

Service Dates	12/26/2016	01/28/2017
City of Austin Drainage User Fee - Residential		
Comprehensive Drainage Fee - Residential		\$9.80
Cust Assist Program Cust Charge Discount		-\$4.90
<b>TOTAL CURRENT CHARGES</b>		<b>\$4.90</b>

### Discount Provided:

- Drainage Fee 50% discount



# Applying for Discounts

- Call the CAP Contact Center at 855-319-6630 for an application
- Customers can download application from [www.austinenergy.com](http://www.austinenergy.com)
- Application should be submitted with qualifying documents
- Customers must recertify every 12 months
  - Sent letter and application 30 days before enrollment end date to recertify



# Discount Process

- Auto enrollment based on address, name and ID match for some qualifying programs – no application needed
- Self enrollment by filling out application is option for residential customers
- Customers can opt out of the Discount Program by calling (855) 319-6630
- Home site value cannot be more than 250k
- No waitlist
- Discounts follow when customers transfer service



# Austin Energy Weatherization

Offers no-cost home improvements to qualified customers.

Some of the possible improvements include:

- Air Infiltration
- Attic Insulation
- Duct System Improvements
- Solar Screens
- LED Lighting
- Life Safety
- A/C Tune Up
- Water Conservation



# No Cost Weatherization Eligibility

## Two referral methods

- Automatic (No Application Required)
  - CAP Discount Customers
- Self Nominations/Referrals (Application Required)
  - Non CAP Customers
  - 512-482-5346

## Premise Eligibility:

- 200% or less of the Federal Poverty Level
- Dwelling type
- Home Value of \$250K or less
- Home size of 2,000 square feet or less
- Home greater than 10 years old
- Have not received weatherization from AE in the last 10 years

## Other Support Services

- CAP Customers only
  - Education class
  - Case management
  - 18-month follow up



# Community Connections Education

CAP Weatherization customers attend a one-time class to learn tips on how to maximize their home weatherization

- Subjects covered:
  - Understanding your Bill
  - Energy and Water Conservation
  - Indoor Air Quality
  - Budgeting
  - Sources of Energy and Water
  - Reduce, Reuse, Recycle
  - Safety Hazards
  - Tenant Rights





# Financial Support Plus 1 Program

Designed to assist those City of Austin utility customers who are having financial difficulties and are unable to pay their utility bill due to unexpected emergencies. The City of Austin has partnered with local churches and non profits to help identify assistance recipients.



# Plus 1 Funding

Plus 1 is funded by:

- Austin Energy
- Community Benefit Charge
- Residential Voluntary Contributions
- COA Combined Charities Campaign (COACC)



# Plus 1 Funding

- Funding is distributed by a network of local social service agencies.
  - Network is comprised of 50 members
  - Screen applicants
  - Determine eligibility
  - Ensure funding is applied to the customer's utility account
- Customers should contact one of these agencies to apply
- You must be a current client of agencies marked with an asterisk (\*)



# Plus 1 Eligibility

- City of Austin residential customers are eligible for up to \$1,500 in Plus 1 funding in a 12 month period
- Each agency can assist the same customer twice in a 12 month period
- The Plus 1 pledges cannot be applied if:
  - Meter tampering
  - Unpaid deposit
  - Exceeds the Plus 1 pledge limit
  - Pledge will create credit



# Medically Vulnerable Registry

The City of Austin offers the Medically Vulnerable Registry for customers with life support equipment, a critical illness or serious illness. Eligible customers receive additional time to pay their bills in addition to one-on-one case management.



# MVR Qualifiers

## **Life Support – Requires Yearly Recertification**

A resident who is sustained by a life support system that has been registered with and approved by the City and that requires uninterrupted electric or water service.

## **Critical Illness – Requires Yearly Recertification**

A resident who is being treated by a licensed physician for paraplegia, hemiplegia, quadriplegia, Multiple Sclerosis or Scleroderma, and such medical condition requires heating or air conditioning.

## **Serious Illness – Requires 90 Day Recertification**

A resident who is being treated by a licensed physician for a disease or ailment of long duration or frequent recurrence where bodily function or organs would be seriously impaired without heating or air conditioning.

*City Ordinance 15-9-23 - MEDICALLY VULNERABLE RESIDENTS*



# MVR Benefits

- Austin Energy has knowledge of all MVR households on file
- Home visits for new enrollments and ongoing yearly contact
- Referrals to other social service providers
- One-on-one case management
- Manual collections process
- Third party notification



# MVR Requests

- Request the registry by calling 512-494-9400 and providing the patient's name and physician's name, address and phone number
- Registration forms will be mailed or faxed directly to the customer's physician
- A copy may be sent to the customer as verification that it was sent to the physician but it must be certified by the physician





# Outreach



# Community Connections Resource Fair

- Utility meets customers at community level
- Holistic approach to customer service
- One-stop shop to reach basic needs services
- Targets low to moderate income customers
- Focuses on high poverty zip codes
- Over 1,300 participants with over 85 community agencies represented



# Affordable Energy Policy Summit

- Introduces utility changes to the community
- Communication avenue for community partners
- Avenue for community input and feedback
- Targets local social service providers
  - Non-profits
  - Faith-based groups
  - Government agencies
  - Advocacy groups
  - Low income housing representatives



# Outreach Activities

CAP educates community about programs through many outreach events:

- Women's Resource Fair
- Feria Para Aprender
- Juneteenth
- Boo the Flu
- Harvest Fest
- National Night Out



# Customer/Government Information Requests



# Release of Information Agreement (RIA)

- Allows a customer to give full or limited access to their account to another person or agency without making them financially responsible for the account
- Avenues to release customer information:
  - Proper City of Austin Authorization Form
  - Power of Attorney
  - Attorney Representation
  - Verbal Release
- RIAs can be faxed to (512) 505-4020 or emailed to: [AEGovInfoRequest@austinenergy.com](mailto:AEGovInfoRequest@austinenergy.com)



# Government Information Requests

- Applies to government and social service agencies requesting customer account information
- RIA must be on file
- [AEGovInfoRequest@austinenergy.com](mailto: AEGovInfoRequest@austinenergy.com)



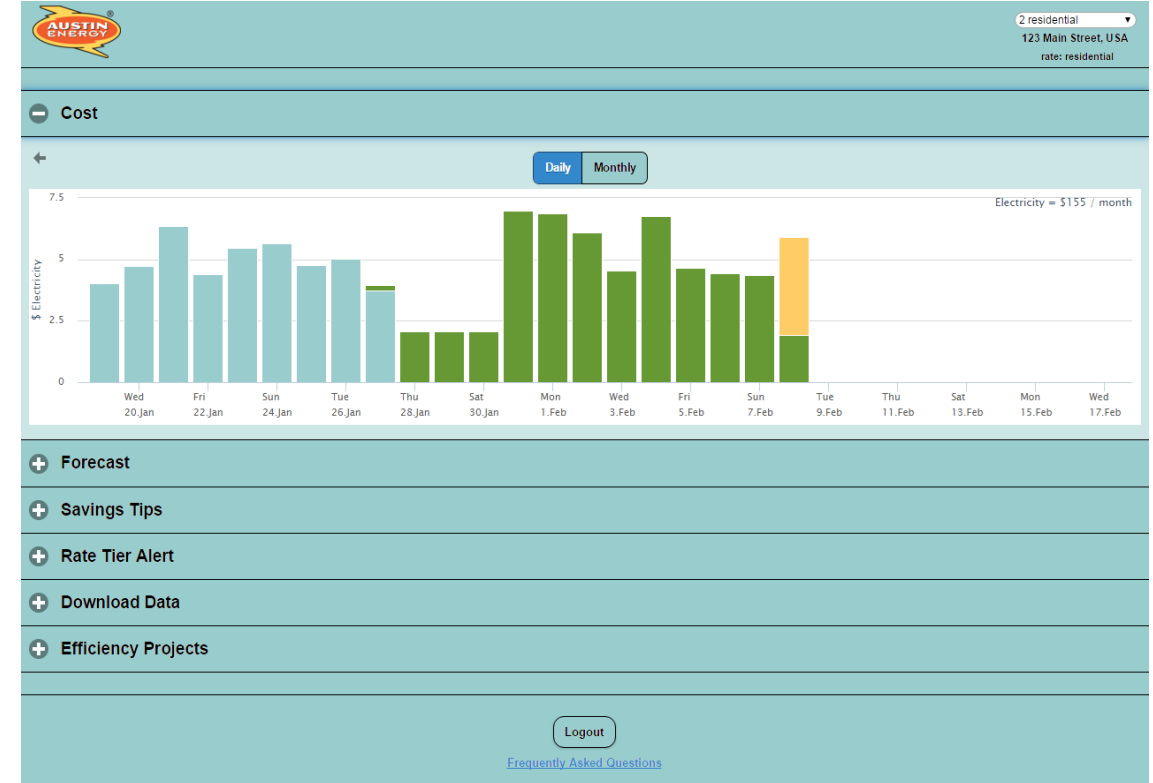
# Useful Tools





# Austin Energy Web App

- Monitor daily consumption, view bill history and see future forecast of energy bill
- Text or email alert when getting close to entering next electric rate tier
- Log into [austinenergyapp.com](http://austinenergyapp.com) by using online COA Utilities username and password from [www.coutilities.com](http://www.coutilities.com)




# ECAD Ordinance

- The Energy Conservation Audit and Disclosure (ECAD) ordinance helps improve energy efficiency and protect the environment
- Austin Energy Guide provides residents with an estimated average monthly energy cost for multifamily units
- Properties must provide a report before you sign or renew a lease



# ECAD Energy Guide

2016



Austin City Code Chapter 6-7, Energy Conservation

## ENERGY GUIDE FOR PROSPECTIVE TENANTS

**ESTIMATED MONTHLY ELECTRIC COST** **\$100** **A**

\$40 Austin Average \$280

**THIS PROPERTY**  
This graph above represents the range of electric costs for Austin properties of a similar type to this one.


**THIS PROPERTY IS:**

- all electric
- built before 1985
- 800 sq. ft. average apartment size **B**

**Cost information:**

- is based on this facility's average size apartment,
- based on a cost of \$0.10 per kWh, and
- is updated annually.

**1,000 kWh** **C**  
**ESTIMATED MONTHLY ELECTRIC USE**  
For details, visit the web site [austinenergy.com/go/ECAD](http://austinenergy.com/go/ECAD), call 482-5278 or see QR Code:



**YOUR BILL**  
Your actual bill will depend on many factors:

- Weather (bills are higher in extreme heat and cold – especially if electric heat is used),
- Thermostat settings,
- Number of occupants,
- Lifestyle habits,
- Size and location of unit (upper floors and south and west facing units are generally warmer),
- Energy efficiency measures in place, and
- Age and type of heating/cooling equipment.

**ENERGY AUDIT RESULTS FOR THIS PROPERTY:**

4321 APARTMENT AVENUE, AUSTIN, TX 78700  
STREET ADDRESS

ENERGY EFFICIENCY MEASURES EVALUATED	AUSTIN ENERGY RECOMMENDS	AUDIT RESULTS (AVERAGED)
Air Duct System	Less Than 15%	12% Leakage
Attic or Roof	Between R22-R30	R-26
Solar Screens or Window Film	On all East, South and West Windows	Complete

*\*Average\* values are calculated from results obtained from multiple buildings and systems.*

CONSTRUCTION YEAR: 1978, 1982    ENERGY UTILITIES: All Electric    ENERGY AUDIT CONDUCTED BY: A Qualified Auditor  
NUMBER OF UNITS: 57    DATE OF ENERGY AUDIT: September, 2011    DATE OF DISCLOSURE NOTICE: June 16, 2016

I acknowledge that I have been given an opportunity to review the results of this multi-family property's energy audit conducted in accordance with Austin City Code, Chapter 6-7.

**E**  Signature/Date    \_\_\_\_\_ Owner's Representative

Signature/Date \_\_\_\_\_ 114%987654

- A. Expected monthly electric cost
- B. Scan for information
- C. Consumption habits
- D. Audit results
- E. Tenant signature



# Questions?

