



City of Austin's Annual Customer Assistance Program
AFFORDABLE ENERGY SUMMIT





Collections Process & Payment Arrangements



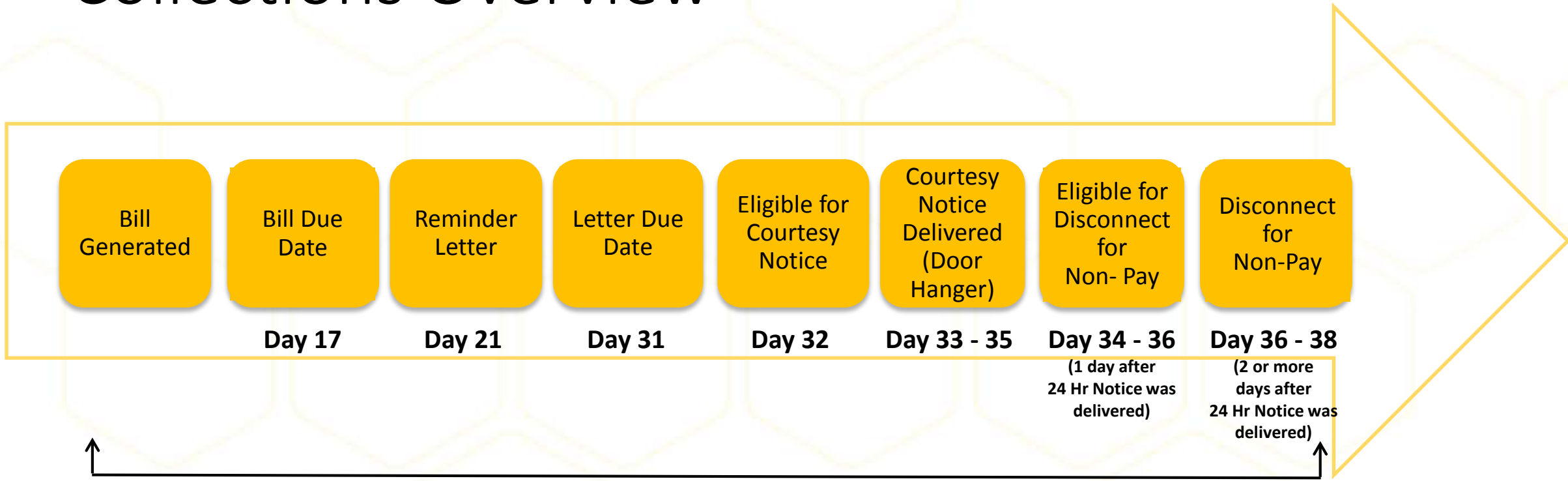


Agenda

- Collections Overview
- Communication to Customers
- Customer Options to Stop Collections
- Other Customer Options
- Weather Moratorium
- CAP/MVR Training Hrs.
- Q&A



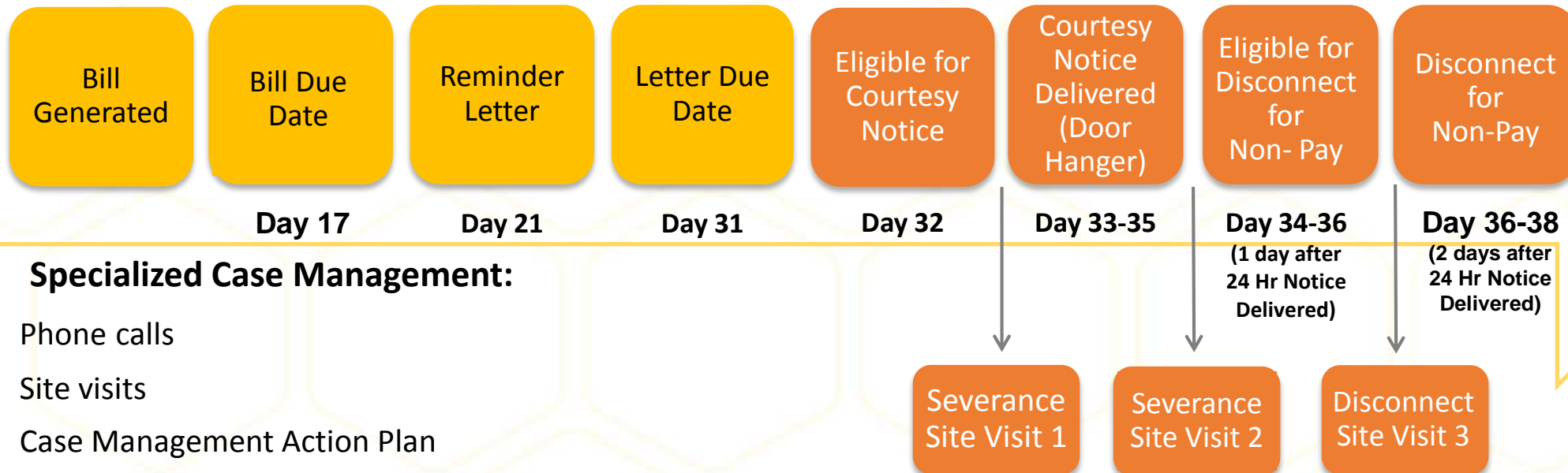
Collections Overview



Bill Generation to Disconnect for Non-Pay



Collections Process for MVR Customers



Specialized Case Management:

- Phone calls
- Site visits
- Case Management Action Plan
- Assistance Agency Referrals
- Flexible Payment Arrangements

*In accordance with Medically Vulnerable City Regulation
§ 15-9-23 MEDICALLY VULNERABLE RESIDENTS*



Communication to Customers

- Late Payment Reminder (Letter)
- Service Disconnection Notice(Letter)
- Cancelled Payment Arrangement (Letter)
- Additional Notice of Service Disconnection(Door Hanger)
- Assistance Door Hanger (Post Disconnection)



Communication to Customers



Late Payment Reminder

Traducción en español al reverso

Service Address:

RE: Account#

Delinquent Amount Due: \$7,788.81

Date:

Dear Customer:

Our records indicate that you have a past due balance of \$7,788.81 on your City of Austin utility account. If the amount due has already been paid, you may disregard this notice.

If you are experiencing difficulty paying your bill, you may qualify for a Payment Arrangement or financial assistance. For further information or if you feel this letter is in error, please call us at (512) 494-9400 Monday through Friday from 7:00 a.m. to 9:00 p.m. and Saturday from 9:00 a.m. to 1:00 p.m. **Hearing impaired TDD line (512) 477-3663.**

You can pay your bill in person, by phone or online at www.coautilities.com.

AUTHORIZED PAYSTATIONS:

Payments are accepted at most Austin-area HEB, Randall's and Fiesta Mart grocery stores, as well as the City's Utility Customer Service Centers (East Branch at 2800 Webberville Rd. and North Branch at 8716 Research Blvd., Ste 115).

For a complete list of payment options, visit www.austinenergy.com/go/paymentoptions.

Sincerely,

City of Austin Utilities

- Letter triggered approximately 21 days after a bill is generated if no payment is received.
- Internal factors include: previous payment history and amount of debt owed.



Communication to Customers



Service Disconnection Notice

Traducción en español al reverso.

Service Address:

RE: Account#

Delinquent Amount Due: \$3,002.70

Due Date:

Date:

Dear Customer:

Our records indicate that you have a past due balance of \$3,002.70 on your City of Austin utility account. Please make an immediate payment of the delinquent amount by the due date stated above. **Services are subject to disconnection any time after the due date, excluding a weekend or holiday.** If the amount due has already been paid, you may disregard this notice.

If your services are disconnected, a \$25.00 reconnection fee will apply. In addition, you may be required to pay an additional security deposit of up to three times your average monthly billing.

If you are experiencing difficulty paying your bill, you may qualify for a Payment Arrangement or financial assistance. For further information or if you feel this letter is in error, please call us at (512) 494-9400 Monday through Friday from 7:00 a.m. to 9:00 p.m. and Saturday from 9:00 a.m. to 1:00 p.m. **Hearing impaired TDD line (512) 477-3663.** You also have the right to make a written request, submitted on or before the due date stated above, for an administrative hearing under the City of Austin Utility Service Regulations.

You can pay your bill in person, by phone or online at www.coautilities.com.

AUTHORIZED PAYSTATIONS:

Payments are accepted at most Austin-area HEB, Randall's and Fiesta Mart grocery stores, as well as the City's Utility Customer Service Centers (East Branch at 2800 Webberville Rd. and North Branch at 8716 Research Blvd., Ste 115).

For a complete list of authorized paystations, please visit www.austinenergy.com/go/paymentstations.

Sincerely,

City of Austin Utilities

- Letter triggered approximately 21 days after a bill is generated if no payment is received.
- Internal factors include: previous payment history and amount of debt owed.



Communication to Customers



Cancelled Payment Agreement Notice

Traducción en español al reverso

Account #:

Date:

Dear Customer:

Our records indicate that we have not received your installment payment for your City of Austin Ut Payment Agreement. As a result, the agreement is no longer in effect.

Please make an immediate payment of your delinquent balance to avoid disconnection of utilities and collection actions.

If your services are disconnected, the following reconnection fees will apply:
\$25.00 reconnection fee

In addition, customers who are disconnected may be required to pay an additional security deposit of up to three times their average monthly billing.

- If you are experiencing difficulty paying your bill, you may qualify for financial assistance.
- You may qualify to request an appointment with a utility specialist.
- You also have the right to make a written request, submitted on or before the due date stated above, for an administrative hearing under the City of Austin Utility Service Regulations.

For further information or if you feel this letter is in error, please call us at (512) 494-9400 Monday through Friday from 7:00a.m. to 9:00 p.m. and Saturday from 9:00 a.m. to 1:00 p.m. **Hearing impaired TDD line (512) 477-3663.**

AUTHORIZED PAYSTATIONS:

Payments are accepted at most Austin-area HEB and Randall's stores, as well as:

- » Fiesta Mart (3909 N. IH-35 Service Rd.)
- » Fiesta Mart (5510 S. IH-35)
- » East Branch Utility Customer Service Center (2800 Webberville Rd.)
- » North Branch Utility Customer Service Center (8716 Research Blvd., Ste 115)

For a complete list of authorized paystations, please visit www.austinenenergy.com/go/paymentstations.

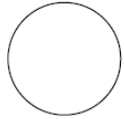
Sincerely,

City of Austin
Utility Customer Service Center

- Letter triggered approximately 21 days after a bill is generated if no payment is received.
- Internal factors include: previous payment history and amount of debt owed.



Communication to Customers



ADDITIONAL NOTICE OF SERVICE DISCONNECTION

As of the date of delivery of this courtesy notice, your services are subject to disconnection. Previous attempts to collect on your utility account have been unsuccessful. In order to prevent disconnection, payment must be made through an authorized payment method listed below and you must contact the utility contact center to provide payment confirmation details.

If you are experiencing difficulty paying your bill, you may qualify for a Payment Arrangement or financial assistance. Please contact us for more information.

You can pay your bill in person, by phone or online.

IN PERSON (Check location for hours)

Authorized Pay Stations:

Payments are accepted at most Austin-area HEB, Randall's, and Fiesta Mart grocery stores, as well as the City's Utility Customer Service Centers (East Branch at 2800 Webberville Rd. and North Branch at 8716 Research Blvd., Ste 115).

BY PHONE

Utility Contact Center:

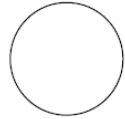
512-494-9400

7:00 am – 9:00 pm Monday through Friday

9:00 am – 1:00 pm Saturday

ONLINE at www.coautilities.com

Para una traducción en español, vea el reverso.



AVISO ADICIONAL DE DESCONEXIÓN DE SERVICIO

A la fecha de entrega de este aviso de cortesía, sus servicios están sujetos a desconexión. Los intentos anteriores para cobrar el pago de su cuenta de servicios públicos no han dado resultado. Para evitar la desconexión, debe realizar el pago a través de un método de pago autorizado indicado a continuación y debe contactar al centro de servicios públicos para proveer los detalles de la confirmación del pago.

Si está teniendo dificultades para pagar su factura, quizás califique para un Acuerdo de Pagos o asistencia económica. Para más información, por favor comuníquese con nosotros.

Puede pagar su factura en persona, por teléfono o en línea.

EN PERSONA (para horarios verifique

con cada lugar)

Estaciones de pago autorizadas:

Se aceptan pagos en la mayoría de las tiendas HEB, Randall's y Fiesta Mart del área de Austin, así como en los Centros de Servicio al Cliente de Servicios Públicos de la Ciudad (sucursal este en 2800 Webberville Rd y la sucursal norte en 8716 Research Blvd., Ste 115).

POR TELÉFONO

Centro de contacto de servicios públicos:

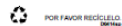
512-494-9400

7:00 am – 9:00 pm lunes a viernes

9:00 am – 1:00 pm sábados

En línea en www.coautilities.com

Información en inglés al reverso.



- No customer or account specific information
- Courtesy Final Notification
- Typically delivered 2 days before disconnection
- Information about options for customers to make a payment



Communication to Customers

Are you currently without City of Austin utility services?

The following City of Austin Plus 1 program agencies may be able to help. Contact these agencies to see if you qualify for assistance.

*AIDS Services of Austin	512-458-2437
*Any Baby Can	512-454-3743
*Austin Community College District	512-223-5214
*Austin Voices for Education & Youth	
Burnet Family Resource Center	512-841-8280
Dobie Family Resource Center	512-841-4411
Lanier Family Resource Center	512-414-7479
LBJ Family Resource Center	512-414-7003
Reagan Family Resource Center	512-414-6361
Webb Family Resource Center	512-841-9018
Bethany United Methodist Church	512-258-6017
*Capital Idea	512-457-8610
*Care Communities	512-459-5883 ext. 704
*Caritas of Austin	512-472-4135
Carolyn T. Smith Loaves and Fishes Ministry	
All Saints' Episcopal Church	512-476-3589
*Catholic Charities of Central Texas	512-651-6100
David Chapel Missionary Baptist Church (Benevolence Fund)	512-472-9748
*Easter Seals Central Texas, Inc.	512-615-6800
*First United Methodist Church	512-478-5684
*Foundation Communities	512-610-7385
*Foundation for the Homeless	512-453-6570
*Front Steps, Inc.	512-305-4100
*Fulmore Middle School	512-414-3207
*Goodwill Industries	512-480-0772
Greater Mt. Zion Baptist Church	512-469-9020
Hill Country Bible Church	512-331-2233
*Hospice Austin	512-342-4700
*Housing Authority of the City of Austin	512-767-7659
*LifeWorks	512-735-2400
*Meals on Wheels Central Texas	512-476-6325
Memorial United Methodist Church	512-452-5796
*Refugee Services of Texas, Inc.	512-640-2980
Sacred Heart-SVDP	512-926-1171
St. Albert the Great Catholic Church-SVDP	512-836-0020
St. Austin Catholic Church	512-477-9471
St. John Neumann Catholic Church-SVDP	512-328-3220
St. Louis Catholic Church-SVDP	512-419-1667
Saint Louise House	512-297-2129 ext. 211
Saint Mary Cathedral-SVDP	512-476-3750
St. Paul's Catholic Church-SVDP	512-420-4077
St. Thomas More Catholic Church-SVDP	512-258-1161
Society of St. Vincent de Paul	512-251-6995 ext. 0
*Student Emergency Services-UT Austin	512-471-5017
*Supportive Services for Veteran Families	512-305-4100
*Texas VFW Foundation	512-291-6850
*The Ann Richards School for Young Women Leaders	512-414-3236
*The Austin Project Family Resource Centers	
CFC - Austin Middle School	512-841-3800

- Started May 2017
- No customer or account specific information
- Information about options for customers to know about possible agency assistance.
- Delivered approximately 14 days after the Disconnect for Non-Payment



Customer Options to Stop Collections

- Payment
- Pledge
- Payment Arrangement



Pledge

- Can be for Partial Balance
- Can be for Full Balance
- Places a “hold” for the Pledge amount only



Payment Arrangement

Under City of Austin's Payment Arrangement policy, there are 4 different Payment Arrangement options available to customers:

- Good Standing
- Account Watch
- Bonafide
- Subject to Disconnect



PA Ineligibility

There are several instances in which a customer will **NOT** be eligible for a payment arrangement.

- Disconnected for Non-Payment
- Active Tampering Alert
- Budget Billing
- Active Write-Off Process
- Stopped Service Agreements
- Bankruptcy
- Legally Extinguishable Debt
- Returned Payments*

**Returned Payments: to become eligible the account has to have been paid to a zero (\$0.00) balance from the date the payment was returned.*



Payment Arrangement (PA)

Good Standing

- Customer has never had a PA, or
- Account brought current
- Up to 24 installments
- First Installment is down payment due with next bill
- Defaults when current bill is short paid and/or behind 1 installment payment

Account Watch

- Customer has had 1 broken PA
- Arrearage is under \$1000
- Up to 24 installments
- First Installment is due as a down payment with next bill
- Defaults when payment for total amount due is not received

Bonafide

- One Bona Fide is allowed when in Account Watch status
- Customer is only eligible in these conditions:
 - Serious illness or injury, Loss of employment or facing deportation, Economic loss, Domestic Violence, or Pledge by an assistance agency
- Up to 24 installments
- First Installment is due as a down payment with next bill
- Defaults when payment for total amount due is not received.

Subject to Disconnect

- Account has had 2 broken PAs
- Arrearage is greater than \$1000, and/or
- Account is not eligible for a Bona Fide PA
- 50% of account balance is due within 15 calendar days
- Up to 8 installments
- Defaults when down payment or payment for total amount due is not received.



Special Circumstance PA

CAP	MVR
<p data-bbox="315 596 1072 639">Same Ineligibility Criteria as Residential</p> <p data-bbox="682 661 708 689">+</p> <p data-bbox="379 711 1014 753">Installments no greater than \$48</p> <ul data-bbox="461 772 978 925" style="list-style-type: none"><li data-bbox="461 772 868 811">• 3 Regular CAP PAs<li data-bbox="461 825 749 863">• 1 Bona Fide<li data-bbox="461 878 978 925">• 1 Subject to Disconnect	<p data-bbox="1454 732 2099 775">Case managed by the MVR group</p>



Payment Arrangements on the Bill

Utility News Bill Cycle 08

Read Dates
Next meter read date will be on or about 7/11/2017.

Before turning your irrigation system on for the season, check for broken heads and adjust the timer to meet current watering restrictions. To learn more about water conservation and watering restrictions visit, visit WaterWiseAustin.org.

Receiving benefits from a government assistance program? You may qualify for utility bill payment assistance. Call 512-494-9400.

Outstanding utility bill balance? Set up monthly payment arrangements to keep your account in good standing. Call 512-494-9400 and a Customer Service Representative will assist you.

Did you know GreenChoice customers invested in 719 million kWh of Texas wind in 2016? That's like planting 11 million+ trees! Make an impact at work or at home. Choose 100% GreenChoice Texas wind energy: austinenergy.com/go/greenchoice.

The City of Austin is now in Conservation Stage water restrictions. This means more flexibility in watering schedules and car washing at home. To find your watering day and get all the facts on Conservation Stage, visit WaterWiseAustin.org.

Contact Information
View or Pay online: www.coautilities.com

Customer Service: 512-494-9400 or call toll free at 1-888-340-6465
TDD: 512-477-3663
Se Habla Español

To report an electrical **OUTAGE** call 512-322-9100 and enter your **PowerLink** number. The PowerLink number is displayed with your Electric Service on the bill.

Continued On Next Page

THE CITY IS COMPLYING WITH THE AMERICANS WITH DISABILITIES ACT.

Detach and include stub with your payment

Account: 12345 60000

Make Checks payable to City of Austin.
View or Pay online:
www.coautilities.com

Total Amount Due:	06/29/18
Date Due:	
Penalty After Date Due:	\$28.06
Total Due After 06/29/2017:	\$713.36
CAP Contribution:	\$ _____
Parks & Libraries Fund:	\$ _____
Public School Energy Asst.:	\$ _____
Total Paid:	\$ _____

Enter contributions and include in Total Paid

Summary of Service

CUSTOMER, JOHN D.
Service Address: 123 RESIDENTIAL BLVD
Account Number: 12345 60000
Invoice Number: 123456789
Bill Print Date: Jun 12, 2018
Due Date: Jun 29, 2018

Previous Activity/Charges	
Total Amount Due at Last Bill	\$479.81
Payment received - Thank you	-\$479.81
Previous Balance	\$0.00

Payment Arrangement	
Monthly Payment Arrangement Installment	\$97.44

Current Activity/Charges	
Electric Service	\$111.22
Water Service	\$243.84
Wastewater Service	\$206.17
Clean Community Service	\$8.05
Drainage Service	\$7.06
Street Service	+ \$11.52
Current Balance	\$587.86

If Payment is received after due date, a late fee will be assessed.

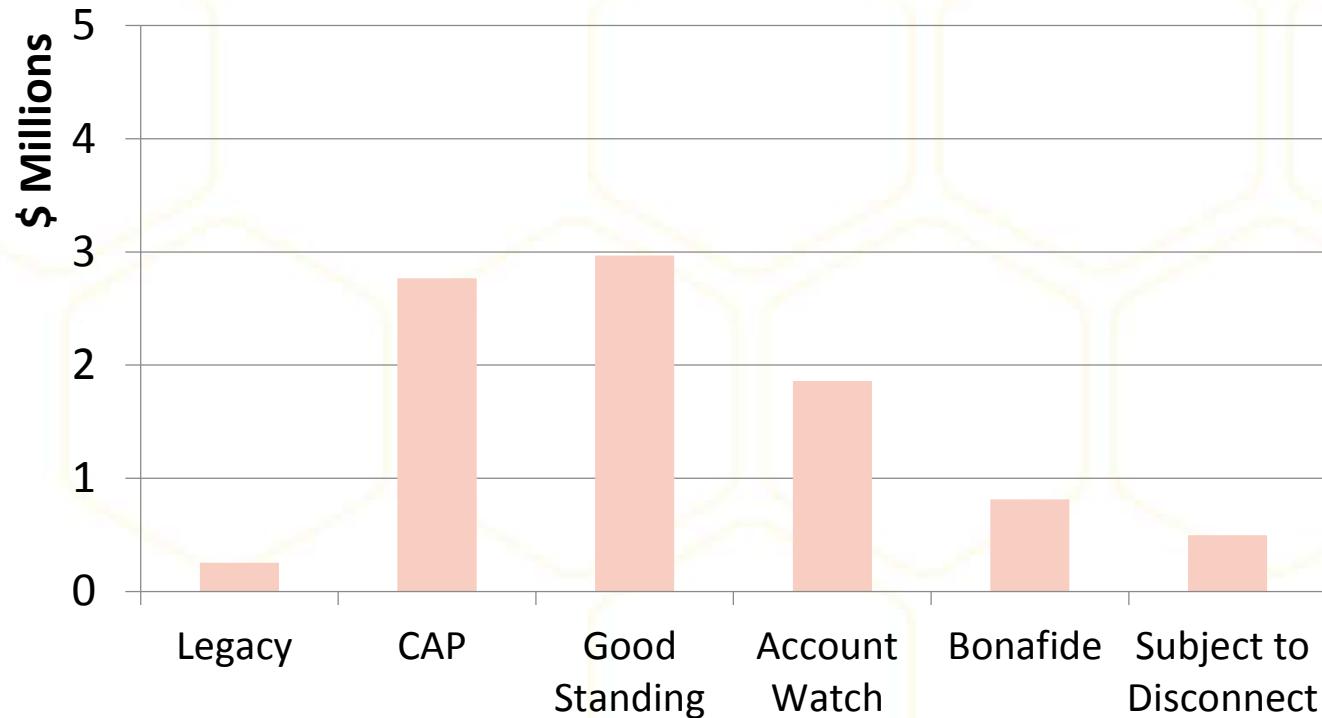
Total Amount Due	\$685.30
Remaining Payment Arrangement Balance	\$2,240.84

- Balance is broken up into **monthly installments**
- Installments appear on the bill
- Customer pays monthly usage plus an installment each month
- Customer should pay **Total Amount Due**
- Late fees are **5%** of the current bill for Electric, Water and Wastewater **ONLY**



Payment Arrangement: Current Standings

Dollars in Payment Arrangements by Type



Residential Payment Arrangement Debt:

(Approximately)

2016 - \$16,400,000

2017 - \$11,200,000

2018 - \$9,668,514

2019 - \$9,159,770



Other Customer Options

Pay Plans

- In order to be eligible, the account must be current
- Full Balance Extension for 15 days
- Late Fees Apply
- If eligible, can be used to prevent Collections
- Will not appear on the bill



Utility Deposit Policy

Waiver	Description
Enrollment in Auto Pay & E-Bill Programs	<ul style="list-style-type: none">• Agrees to enrollment in AutoPay for 12 consecutive months (Customers have up 90 days after the start date to enroll to receive the waiver)• If the account is removed from AutoPay within the first 12 months, the deposit will be assessed• If the customer owes a balance, they can elect to have the balance drafted on the next auto payment.• Accounts with a payment arrangement do not qualify
Utility Letter of Reference	<ul style="list-style-type: none">• Provided by a metered utility (Electric, Water, Gas)• 12 consecutive months within the last 18 months with no late payments, outstanding balances or disconnects for non-payment• Can be from more than one provider as long as same utility type and totals 12 consecutive months• Can be accepted from a FRAU, if at any point the FRAU is removed within the first 12 months the account will be evaluated for application of the deposit• Customers 65 or older, provide a signed letter from another metered utility confirming no outstanding balance



Utility Deposit Policy

Waiver	Description
Landlord Letter of Reference – All Bills Paid	<ul style="list-style-type: none">• Landlord provides a signed copy of the lease for all bills paid All Bills Paid Residence and our form confirming no late payments in last 12 months and outstanding balance• Customers 65 or older, Landlord provides signed copy of the lease for All Bills Paid residence and confirms no outstanding balance
Military Service Member Returning from Deployment	<ul style="list-style-type: none">• A copy of the U.S. Military orders documenting that the deployment dates occurred within the preceding 12 months. (Air Force, Army, Coast Guard, Marines, Navy, National Guard)
Victims of Domestic Abuse	<ul style="list-style-type: none">• Certification letter from Texas Council on Family Violence• Letter could be provided by law enforcement, District Attorney, Legal Aid, or Domestic Violence Shelter, or community partner agency
Displaced Tenants Eligible for Tenant Relocation through Neighborhood Housing	<ul style="list-style-type: none">• Identified recipient of tenant relocation assistance• Notification from Neighborhood House & Community Development
Medically Indigent	<ul style="list-style-type: none">• Any resident at the service address qualifies as medically indigent• Enrolled in CAP• Provides a letter from a licensed health care provider confirming that the medically indigent resident is unable to perform 3 or more activities of daily living.



Weather Moratorium

Per City of Austin's utility regulation 15-9-109, the City shall place an extreme weather moratorium on disconnecting residential utility service for non-payment:

Summer Months:

If the heat index for the current day is **102** or over **AND** is forecasted to be the same for the following day, then a moratorium will be issued for the following day.

Winter Months:

(A) If the forecasted low temperature for the following day is or will be below **32** degrees Fahrenheit, or

(B) If the forecasted low temperature for the following day is or will be **35** degrees Fahrenheit or lower **WITH** a **50%** or more chance of precipitation, then a moratorium will be issued for the following day.

Information is tracked by the Collections department daily (actual and forecast) Heat Index is tracked each afternoon using the Camp Mabry location



A) Customer demonstrates serious illness/injury, loss of employment, economic loss or domestic violence.

_____ Good Standing

B) Customer has had 1 broken PA and has not brought account current since last PA + Arrearage: \$958.36

_____ Account Watch

C) Account has had at least 2 broken PAs and has not been brought current + Arrearage: \$1564.51

_____ Bonafide

D) Never had a PA

_____ Subject to Disconnect

E) CAP Customer has had 1 CAP PA

_____ CAP



Questions?