AFFORDABLE ENERGY POLICY SUMMIT

Tuesday, July 11, 2017

AT&T Executive Education & Conference Center
1900 University Avenue
9:00am - 4:30pm
Payment Arrangements & Collection Process
Maddy Campbell, Austin Energy
Agenda

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

Bill Generation to Disconnect for Non-Pay

- Bill Generated: Day 17
- Bill Due Date: Day 21
- Reminder Letter: Day 31
- Letter Due Date: Day 32
- Eligible for 24 Hour Notice Delivered (Door Hanger): Day 33 - 35
- Eligible for Disconnect for Non-Pay: Day 34 - 36
- Disconnect for Non-Pay: Day 36 - 38

Day 32: Eligible for 24 Hour Notice Delivered

Day 34 - 36: Eligible for Disconnect for Non-Pay

Day 36 - 38: Disconnect for Non-Pay

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

- Friendly Payment Reminder (Letter)
- Delinquent Payment Notice (Letter)
- Cancelled Payment Agreement Notice (Letter)
- Notice of Service Termination (Door Hanger)
- Assistance Door Hanger (Post Disconnection)
Dear Customer:

Our records indicate that we have not received payment on your City of Austin utility bill. Please make your payment by the due date stated above. If payment has already been made, please disregard this notice.

If you are on the Budget Payment program, failure to pay your bill by the due date stated above may remove you from the program.

If you are experiencing difficulty paying your bill, you may qualify for a Payment Arrangement or financial assistance.

For your convenience, we accept payments at most Austin-area HEB and Randall’s stores, as well as these authorized paystations:

- Rosedale-Zaragoza Center
- Fiesta Mart (Hwy 183 and 30th Street)
- Utility Service Center (6906 Research Blvd. Suite 115)

For a complete list of authorized paystations, visit www.austintexas.gov/paymentsstations.

For information about other payment options, visit www.austintexas.gov/paymentoptions.

For further information or if you feel this letter is in error, please call us at (512) 482-9400 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.

Sincerely,

City of Austin
Utility Customer Service Center
Delinquent Payment Notice Letter lets customer know that they may have missed their payment and their services are subject to disconnection if payment is made by the due date.
Cancelled Payment Agreement Notice Letter lets customer know that they may have missed their payment and their agreement is no longer in effect.
- No customer or account specific information
- Courtesy Final Notification
- Typically delivered 2 days before disconnection
- Information about options for customers to make a payment
- Started May 2017
- No customer or account specific information
- Information about options for customers to know about possible agency assistance.
- Delivered approximately XX 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 Austin Energy’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.*
<table>
<thead>
<tr>
<th>Good Standing</th>
<th>Account Watch</th>
<th>Subject to Disconnect</th>
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<tbody>
<tr>
<td>- Customer has never had a PA, or</td>
<td>- Customer has had 1 broken and has not brought account current since last PA</td>
<td>- Account has had at least 2 broken PA and has not brought the account current, and/or</td>
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<tr>
<td>- Account brought current, after the previous PA defaulted or after being disconnected for non payment</td>
<td>- Arrearage is under $1000</td>
<td>- Arrearage is greater than $1000, and/or</td>
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<td>- Up to 24 installments</td>
<td>- Up to 24 installments</td>
<td>- Account is not eligible for a Bona Fide PA while in Account Watch</td>
</tr>
<tr>
<td>- First Installment is due as a down payment with the next bill</td>
<td>- First Installment is due as a down payment with the next bill</td>
<td>- 50% of account balance is due as a down payment within 15 calendar days</td>
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<td>- Defaults when payment is less than current activity and/or when behind by more than 1 installment</td>
<td>- Defaults when payment for total amount due is not received.</td>
<td>- Up to 8 installments</td>
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Special Circumstance PA

**CAP**
Same Ineligibility Criteria as Residential
+ Installments no greater than $48
- 3 Regular CAP PAs
- 1 Bona Fide
- 1 Subject to Disconnect

**MVR**
Case managed by the MVR group
Payment Arrangements on the Bill

- 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

Residential Payment Arrangement Debt:
(Approximately)

May 2016 - $16,400,000
May 2017 - $11,200,000
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
Weather Moratorium

Per Austin Energy’s 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*
Training

Residential Customer Service Representatives (CSRs) are hired into a two-tiered training program.

**200 hour training course:**
- Utility Curriculum – 120 hrs.
- Live phone time – 80 hrs.
- Approximately 12-14 agents per class

**CAP/MVR training:**
- 4hr course
- Dedicated Focus: Austin Energy’s Customer Assistance and Medically Vulnerable Programs
A) Customer demonstrates serious illness/injury, loss of employment, economic loss or domestic violence.

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

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

D) Never had a PA and balance is below $1,000

E) CAP Customer has had 1 CAP PA

___ Good Standing

___ Account Watch

___ Bonafide

___ Subject to Disconnect

___ CAP
Questions?