



# AFFORDABLE ENERGY SUMMIT

Wednesday, July 25, 2018



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



- Outreach
- Network Building
- Community Building
- Customer Segmentation

- Emergency Assistance
- Weatherization
- Medically Vulnerable
- Arrearage
- Discounts



### Wrap Around Support Services

- Evaluations
- Case Management
- Education



# 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 Charges
- 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





# City of Austin Bill Discounts

PowerLink Number: 123456789  
123 RESIDENTIAL BLVD

## ELECTRIC SERVICE

Meter # 123456	01/04/2018	01/29/2018	Consumption
Read Date	01/04/2018	01/29/2018	
Read	20554	21554	1000
	Reading Difference		1000
	Total Consumption in KWH		1000

COA - Electric Residential Customer Charge	\$10.00
<b>Cust Assist Program Cust Charge Discount</b>	<b>-\$10.00</b>
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 Charges 1,000 kWh at \$0.01362 per kWh	\$13.62
Community Benefit Charges	\$5.61
<b>Community Benefit Charge - Cust Assist Prog. Credit</b>	<b>-\$1.72</b>
Power Supply Adjustment 1,000 kWh at \$0.02936 per kWh, Winter	\$29.36
<b>Cust Assist Program Bill Discount</b>	<b>-\$9.00</b>
Residential Sales Tax	
Taxable Amount	\$81.04
City Sales Tax 1%	\$0.81
<b>TOTAL CURRENT CHARGES</b>	<b>\$81.85</b>

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

## WATER SERVICE

Meter # 12345	01/04/2018	01/29/2018	Consumption
Read Date	01/04/2018	01/29/2018	
Read	10858	10958	100
	Reading Difference in Hundreds		100
	Total Consumption in Gallons		10000

City of Austin Water - Residential Customer Charge	\$7.10
<b>Cust Assist Program Cust Charge Discount</b>	<b>-\$7.10</b>
Tiered Fixed Charge 6,001 - 11,000 Gallons	\$9.25
<b>Cust Assist Program Tiered Fixed Charge Discount</b>	<b>-\$9.25</b>
2,000 Gallons at \$3.03 per 1,000	\$6.06
4,000 Gallons at \$4.90 per 1,000	\$19.60
4,000 Gallons at \$8.41 per 1,000	\$33.64
<b>Cust Assist Program Volume Charge Discount</b>	<b>-\$10.82</b>
10,000 Gallons at \$0.15 per 1,000 - Water Community Benefit Charge	\$1.50
<b>10,000 Gallons at \$-0.15 per 1,000 - Comm Benefit Chg-CAP Discount</b>	<b>-\$1.50</b>
10,000 Gallons at \$0.19 per 1,000 - Reserve Fund Surcharge	\$1.90
<b>TOTAL CURRENT CHARGES</b>	<b>\$50.38</b>

## WASTEWATER SERVICE

City of Austin Wastewater - Residential Customer Charge	\$10.30
<b>Cust Assist Program Cust Charge Discount</b>	<b>-\$10.30</b>
2,000 Gallons at \$5.15 per 1,000	\$10.30
8,000 Gallons at \$10.20 per 1,000	\$81.60
2,000 Gallons at \$4.50 per 1,000	\$9.00
8,000 Gallons at \$8.80 per 1,000	\$70.40
10,000 Gallons at \$0.15 per 1,000 - WW Community Benefit Charge	\$1.50
<b>10,000 Gallons at \$-0.15 per 1,000 - WW CBC-CAP Discount</b>	<b>-\$1.50</b>
Summary of Consumption Charges	\$91.60
Summary of CAP Consumption Charges	\$79.40
Calculate CAP Customer Credit	-\$91.90
<b>Cust Assist Program Volume Charge Discount</b>	<b>-\$12.50</b>
10,000 Gallons - Total Flow	
<b>TOTAL CURRENT CHARGES</b>	<b>\$79.40</b>

## DRAINAGE SERVICE

Service Dates	01/08/2018	02/04/2018
City of Austin Drainage Charge		\$10.64
<b>Cust Assist Program Cust Charge Discount</b>	<b>-\$5.32</b>	
Monthly Drainage Charge		-\$5.32
<b>TOTAL CURRENT CHARGES</b>		<b>\$5.32</b>

- \$10.00 - Electric Customer Charge
- \$1.72- Community Benefit Charge\*
- \$9.00 - 10% Electric Usage

(\*CAP Portion ONLY)

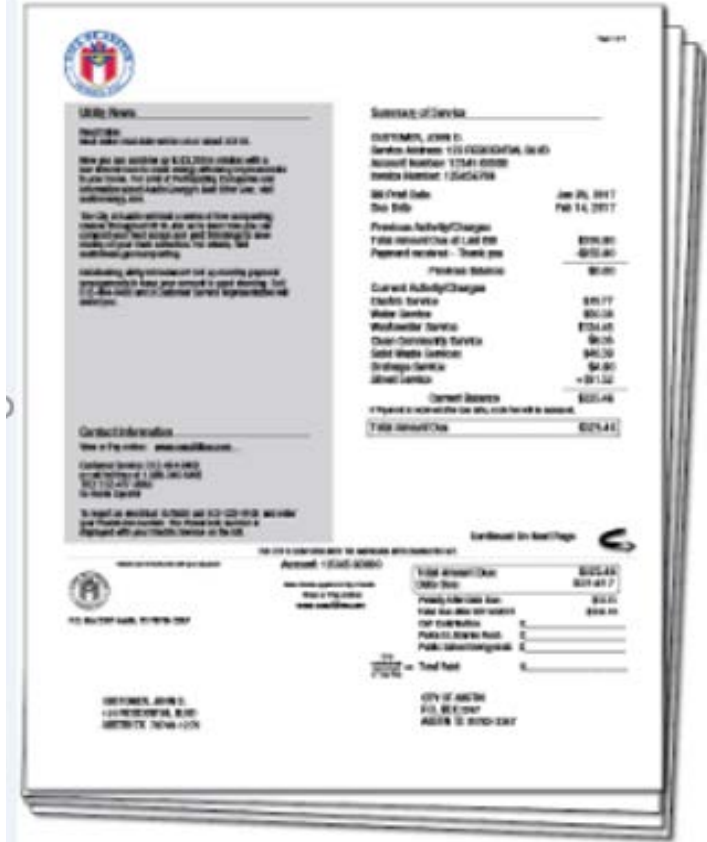
Average Bill = 1,000 kWh

- \$7.25 - Water Customer Charge
- \$9.25- Water Tiered Fixed Charge
- \$10.76 - Water Volume Charge
- \$1.50 - Community Benefit Charge

Average Bill = 10,000 gallons

- \$10.30 - Wastewater Customer Charge
- \$1.50 - Community Benefit Charge
- \$10.06 - Wastewater Volumetric Charge

- \$5.32- 50% Drainage Fee (based on impervious cover)

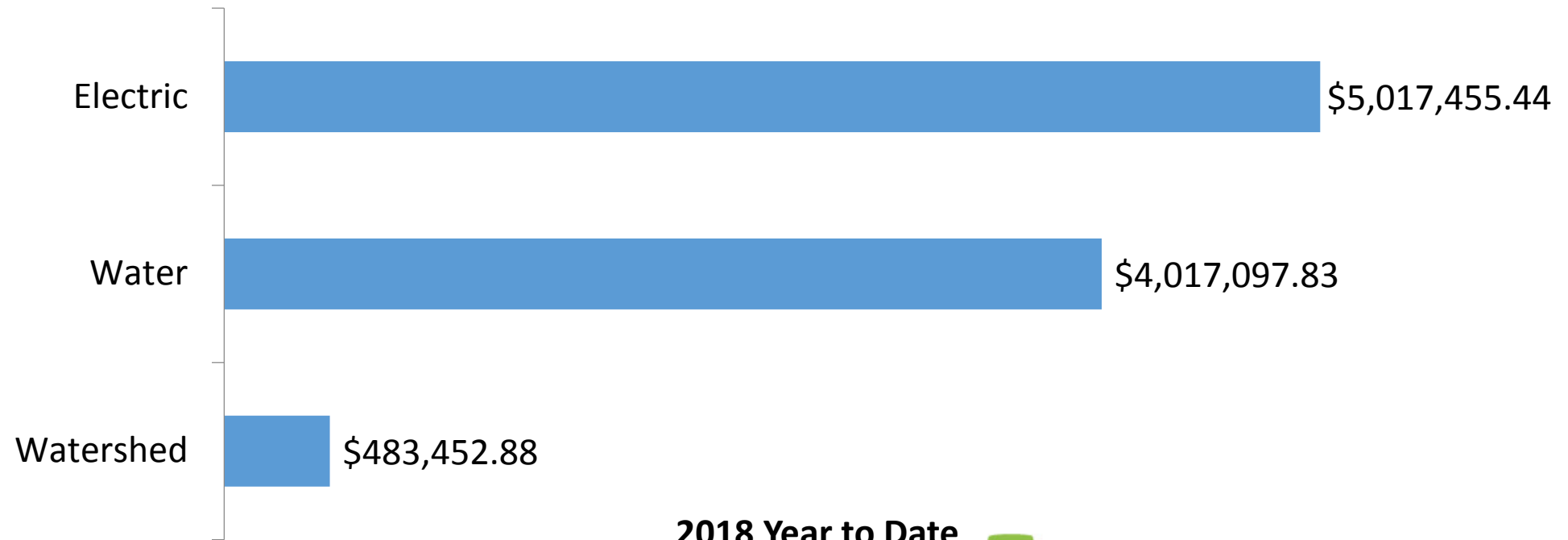


Discount Monthly Savings

\$79.01  
(average bill)



# Discount Program



2018 Year to Date



# 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

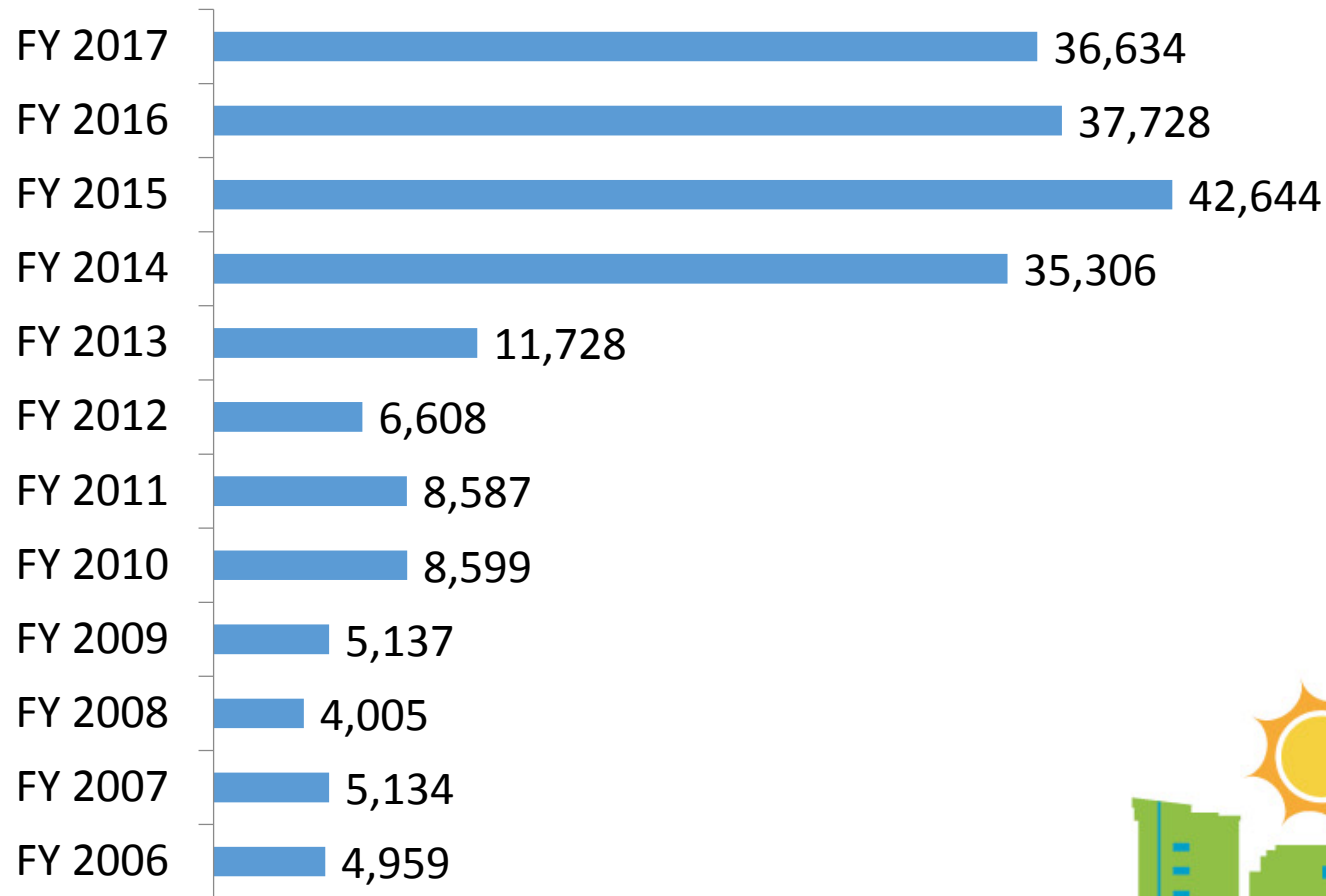


# Discount Process

- 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
- Discounts follow when customers transfer service
- No waitlist



# Enrollment Exceptions



- Income verification required
  - Home Site Value over \$250K
    - Home site value is defined as the value of the structure not the property
  - Multiple Properties
    - Any customer that has 2 or more properties in their name, regardless of value

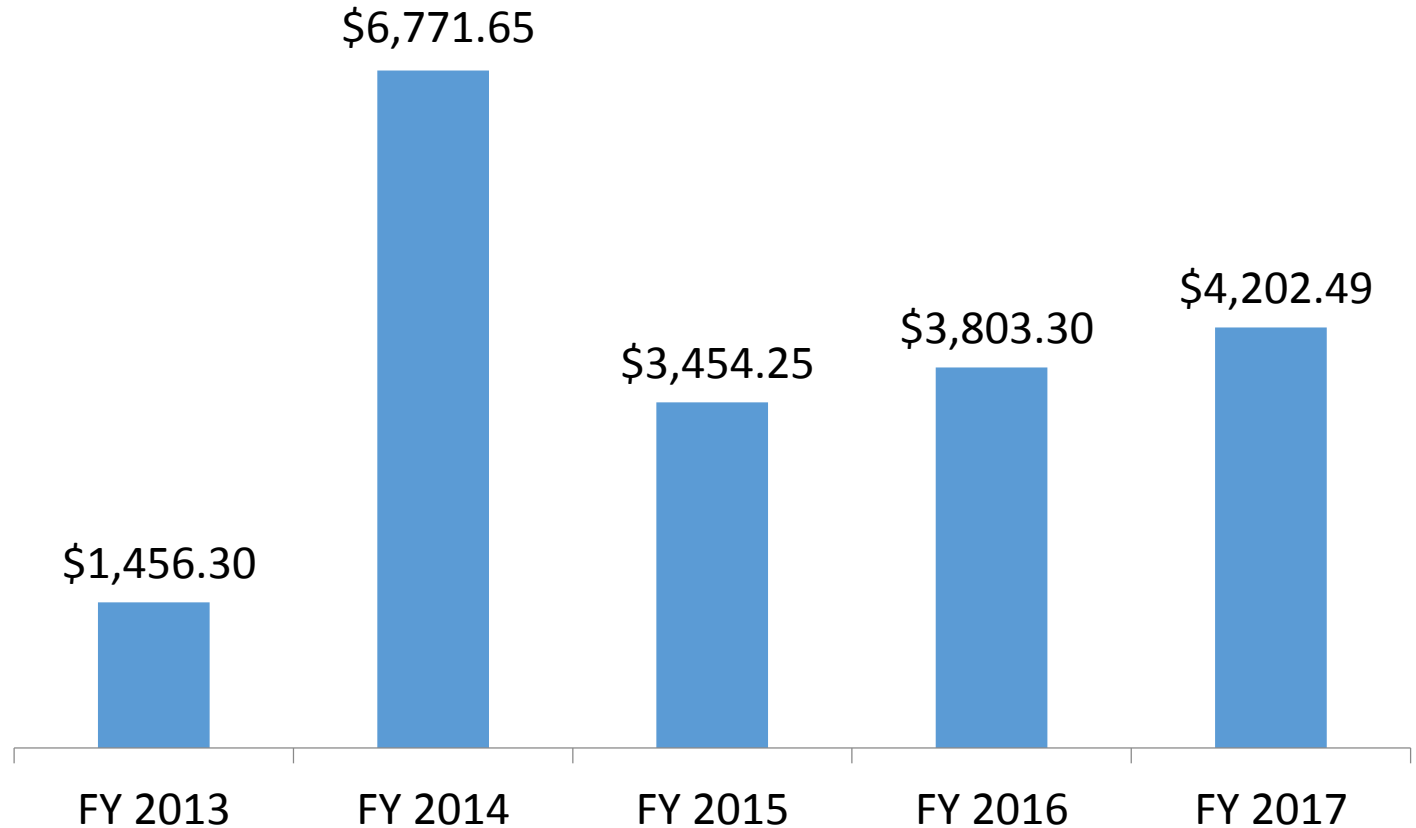


# Austin Energy Weatherization

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



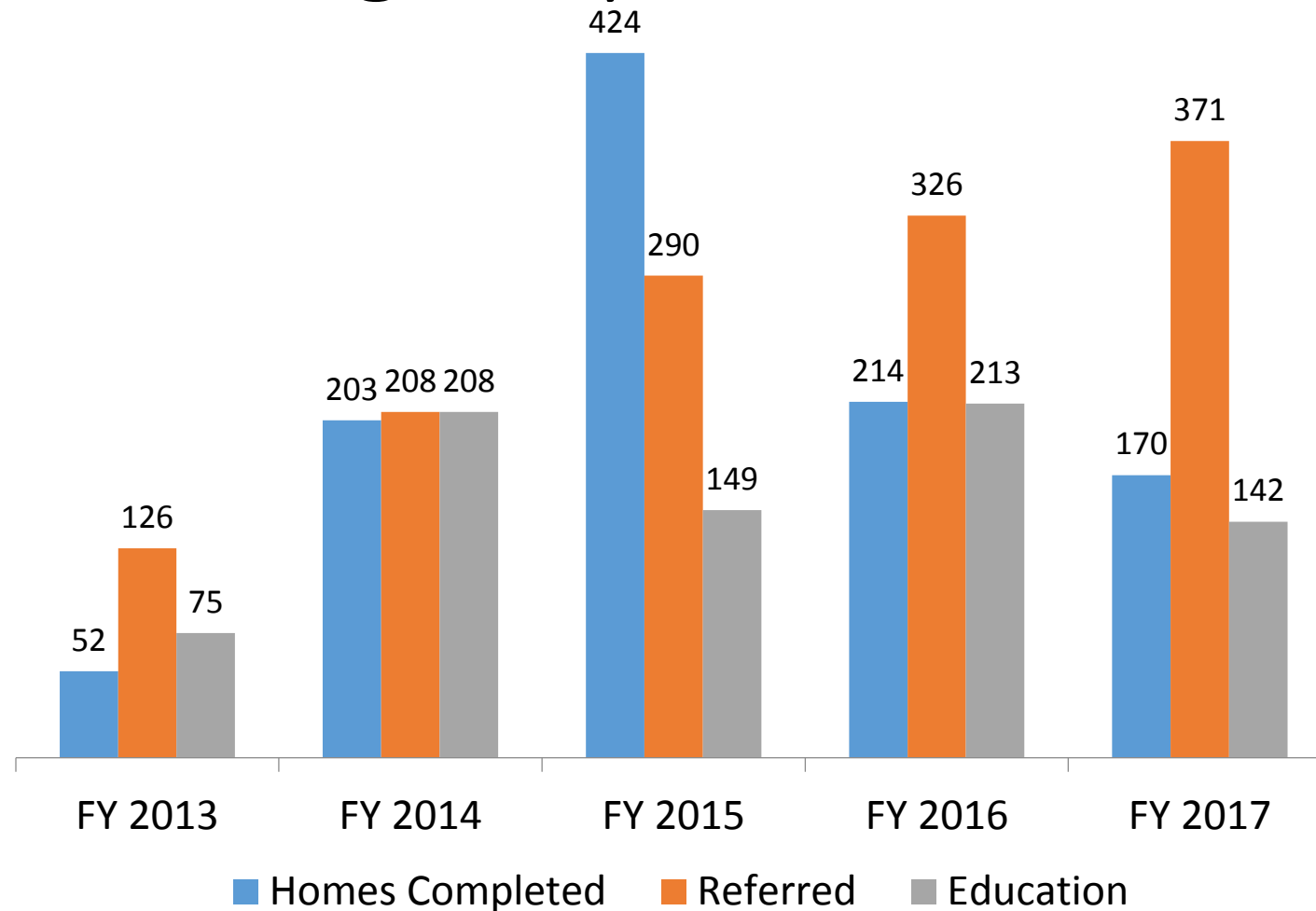
# No Cost Weatherization Eligibility

## Premise Eligibility:

- 200% or less of the Federal Poverty Level
- Dwelling type
- Structure value of property \$250K or less
- Home size of 2,000 square feet or less
- Home older than 10 years
- 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





# Arrearage Management Program

Arrearage Management Program (AMP) is a payment matching program designed to help qualified customers to reduce and eventually eliminate past due utility balances they owe to the City of Austin

## Eligibility:

- Customer engagement with their assigned account case manager
- Customer attends the Community Connections Education Course
- Customer is a residential customer with an active account
- Customer is enrolled in the Customer Assistance Program



# AMP – Things to Remember

## Summary of Service

CUSTOMER, JOHN D.  
 Service Address: 123 RESIDENTIAL BLVD  
**Account Number: 12345 60000**  
 Invoice Number: 123456789

Bill Print Date Jan 28, 2017  
 Due Date Feb 14, 2017

### Previous Activity / Charges

Total Amount Due at Last Bill	\$355.90
Payment received - Thank you	-\$355.90
<b>Previous Balance</b>	<b>\$0.00</b>

### Current Activity / Charges

Electric Service	\$79.77
Water Service	\$50.38
Wastewater Service	\$124.45
Clean Community Service	\$8.05
Solid Waste Services	\$46.39
Drainage Service	\$4.90
Street Service	+\$11.52

**Current Balance** **\$325.46**

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

**Total Amount Due** **\$325.46**

**50%**  
 of Customer's Electric, Water, and  
 Wastewater Payment applied toward  
**Electric, Water, and Wastewater Service  
 Current Activity / Charges**

**AE and AW matches this amount**  
 (Community Benefit  
 Charge funding)  
 to satisfy **Electric, Water, and  
 Wastewater Service Current Activity /  
 Charges**

**50%**  
 of Customer's Electric, Water, and  
 Wastewater Payment applied toward  
**Arrearage Balance**

**Customer pays the Current Balance due for the month**



# Refugee Program

- Two agency collaboration
- Current regulations denied service
- Inability to provide a valid ID
- Worked within the confines of our service regulations
- Account case managed by Austin Energy
- Customer case managed by Referring Agency
- Early Deposit Refund (6 months good pay history)
- Account initiation fees waived

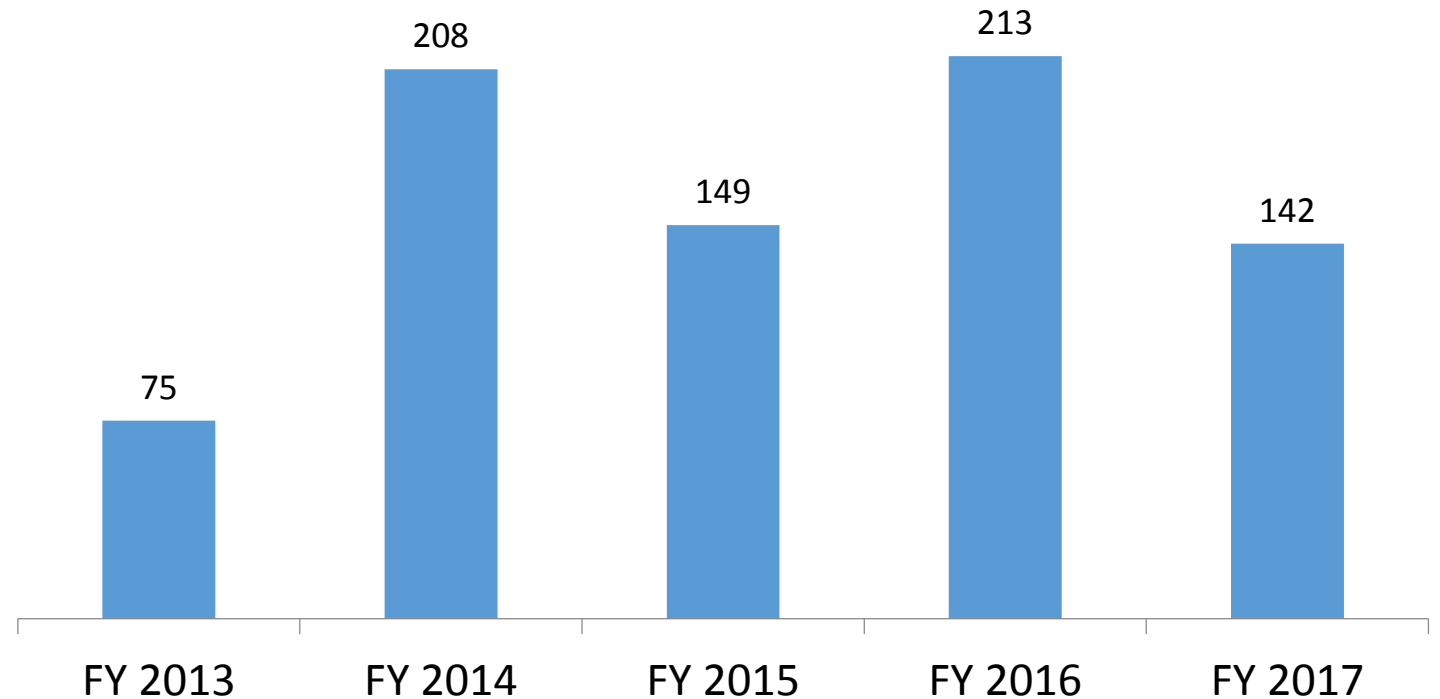


# Community Connections Education

CAP Weatherization and AMP participating customers attend a one-time class to learn tips on how to get the most out of the programs.

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.

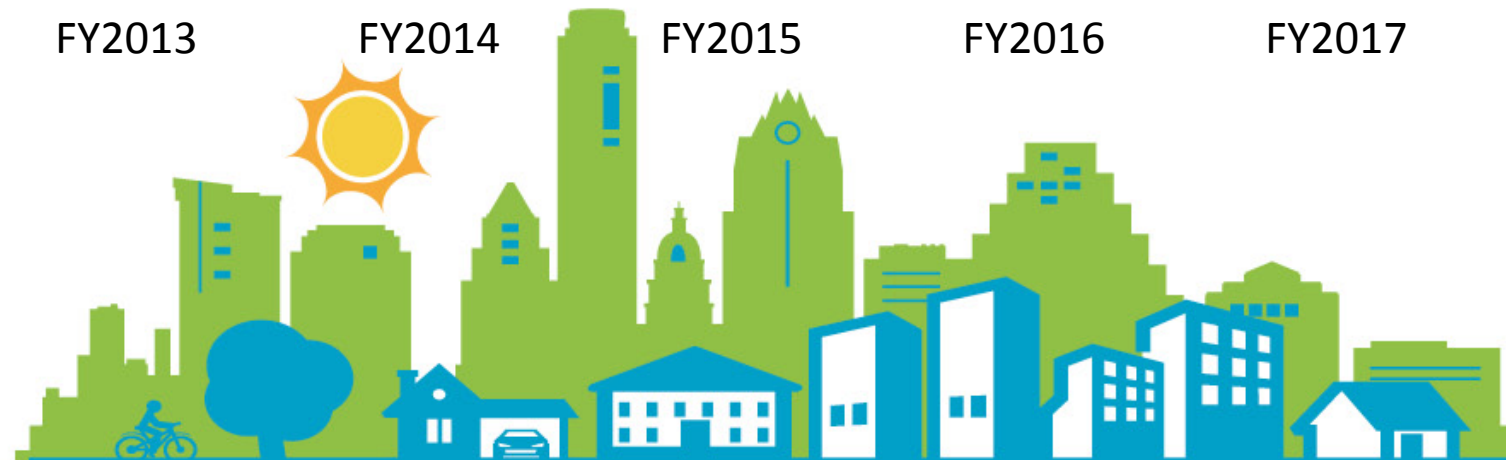
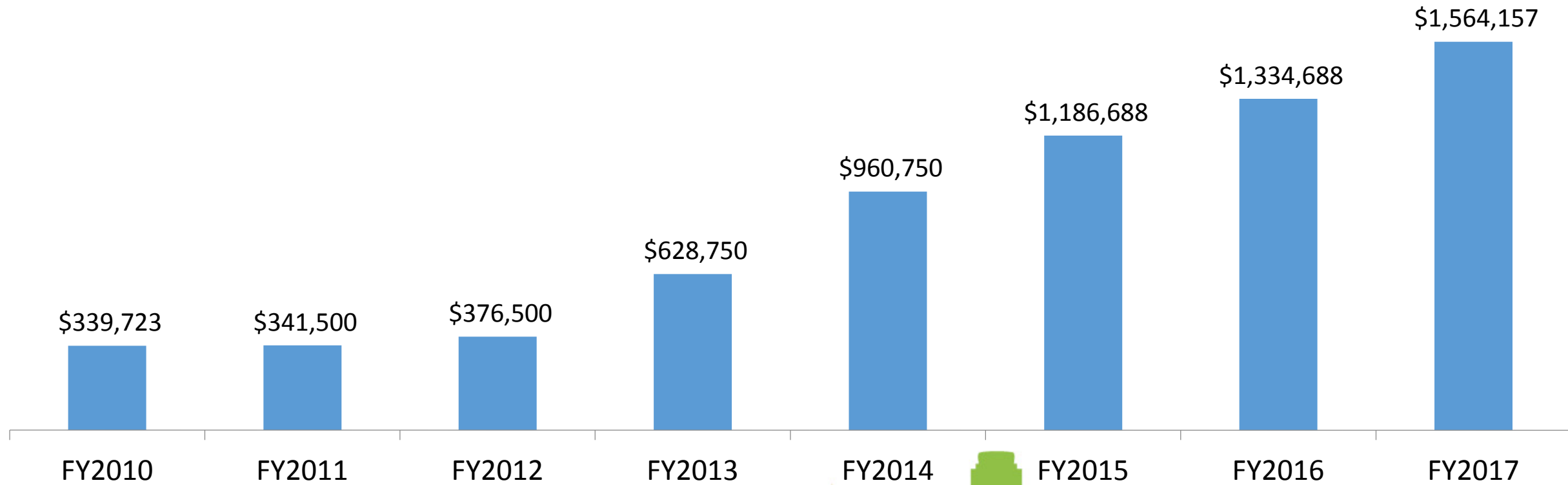


# Plus 1 Funding

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



# Plus 1 Funding Over the Years





# Plus 1 Funding

- Funding is distributed by a network of local social service agencies.
  - Network is comprised of 55 members
    - Open and closed referral agencies
  - Screen applicants
  - Determine eligibility
  - Ensure funding is applied to the customer's utility account
- Customers should contact one of these agencies to apply

The Financial Support Plus 1 Program helps customers who are having financial difficulties and are unable to pay their utility bill due to unexpected emergencies. Program eligibility is determined by the community organizations listed below. For additional information please contact one of these agencies.

*AIDS Services of Austin	512-458-2437	*Interfaith Action of Central Texas (IACT)	512-386-9145 ext. 312
*Any Baby Can	512-454-3743	*LifeWorks	512-735-2400
*Austin Community College District	512-223-6072	*Meals on Wheels Central Texas	512-476-6325
*Austin Voices for Education & Youth		Memorial United Methodist Church	512-452-5796
Burnet Family Resource Center	512-841-8280	*Refugee Services of Texas, Inc.	512-972-9472
Cook Family Resource Center	512-298-6496	Sacred Heart-SVDP	512-926-1171
Dobie Family Resource Center	512-841-4411	St. Albert the Great Catholic Church-SVDP	512-836-0020
Lanier Family Resource Center	512-414-7479	St. Austin Catholic Church	512-477-9471
LBJ Family Resource Center	512-414-7003	St. Austin Parish-SVDP	512-477-1589
Martin Family Resource Center	512-841-2802	St. Christopher Conference-SVDP	512-255-1389
Mendez Family Resource Center	512-841-1016	St. John Neumann Catholic Church-SVDP	512-328-3220
Reagan Family Resource Center	512-414-6361	St. Louis Catholic Church-SVDP	512-419-1667
Webb Family Resource Center	512-841-9018	Saint Louise House	512-297-2129 ext. 211
Berkeley United Methodist Church	512-447-6633	Saint Mary Cathedral-SVDP	512-476-3750
Bethany United Methodist Church	512-258-6017	St. Paul's Catholic Church-SVDP	512-420-4077
Capital IDEA	512-457-8610	St. Thomas More Catholic Church-SVDP	512-258-1161
*Caritas of Austin	512-472-4135	Society of St. Vincent de Paul	512-251-6995 ext. 0
Carolyn T. Smith Loaves and Fishes Ministry		*Student Emergency Services-UT Austin	512-471-5017
All Saints' Episcopal Church	512-476-3589	*Supportive Services for Veteran Families	512-305-4100
Catholic Charities of Central Texas	512-651-6100	*Texas VFW Foundation	512-291-6850
David Chapel Missionary Baptist Church (Benevolence Fund)	512-472-9748	*The Ann Richards School for Young Women Leaders	512-414-3236
*Easterseals Central Texas, Inc.	512-615-6800	The Austin Stone Community Church	512-708-8860
First United Methodist Church	512-478-5684	*The SAFE Alliance	512-267-7233
*Foundation Communities	512-610-4026	Travis County	
*Foundation for the Homeless	512-453-6570	Central (Palm Square)	512-854-4120
*Front Steps, Inc.	512-305-4100	Del Valle (South Rural)	512-854-1520
*Fulmore Middle School	512-414-3207	Jonestown (Northwest Rural)	512-854-1500
*Goodwill Industries	512-588-5443	Manor (East Rural)	512-854-1550
Greater Mt. Zion Baptist Church	512-469-9020	Oak Hill (West Rural)	512-854-2130
Hill Country Bible Church	512-331-2233	Pflugerville (North Rural)	512-854-1530
*Hospice Austin	512-342-4700	South (Post Road)	512-854-9130
*Housing Authority of the City of Austin	512-767-7659	UPLift-University Presbyterian Church	512-476-5321

\*Must be a current client of these agencies to receive Plus 1 utility assistance.

[austinenergy.com/go/cap](https://austinenergy.com/go/cap)



# 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.

## 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 hearing or air conditioning.

## 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.

## Medically Indigent – Deposit Waiver – No Recertification

A resident who is not able to perform 3 or more of the activities of daily living defined as bathing, dressing, grooming, routine hair and skin care, meal preparation, feeding, exercising, toileting, transfer/ambulation, positioning and range of motion. Must be enrolled in CAP Discount Program to qualify.

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



# MVR Benefits

- Utility aware of MVR household locations
- Home visits
- New enrollments
- Ongoing yearly visits
- Referrals to other social service providers
- One-on-one case management
- Manual collections process\*
- Third party notification

\*Customers on this registry are not exempt from their financial responsibilities if the account becomes delinquent, nor are they exempt from termination of services according to established policies. Furthermore, the registry does not guarantee priority utility service restoration due to any unplanned outages.



# 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 1,372 participants with over 136 community agencies represented



# Community Connections Resource Fair

Fiscal Year	Location	Exhibitors	Attendees	Overall Satisfaction
2011	Millennium Youth Entertainment Center	40	656	80%
2012	Metz Recreation Center	50	243	97%
2013	Gus Garcia Recreation Center	58	968	100%
2014	Montopolis Recreation Center	59	1219	100%
2015	Webb Middle School	82	1330	96%
2016	Mendez Middle School	111	1256	90%
2017	Dobie Middle School	136	1372	89%



# Affordable 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



# Affordable Policy Summit

Fiscal Year	Location	Agencies	Attendees	Overall Satisfaction
2011	AT&T Conference Center	30	61	98%
2012	Sheraton Hotel	47	88	90%
2013	Palmer Events Center	50	114	97%
2014	AT&T Conference Center	55	129	95%
2015	Norris Conference Center	55	144	98%
2016	AT&T Conference Center	67	131	94%
2017	AT&T Conference Center	65	167	95%





# 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

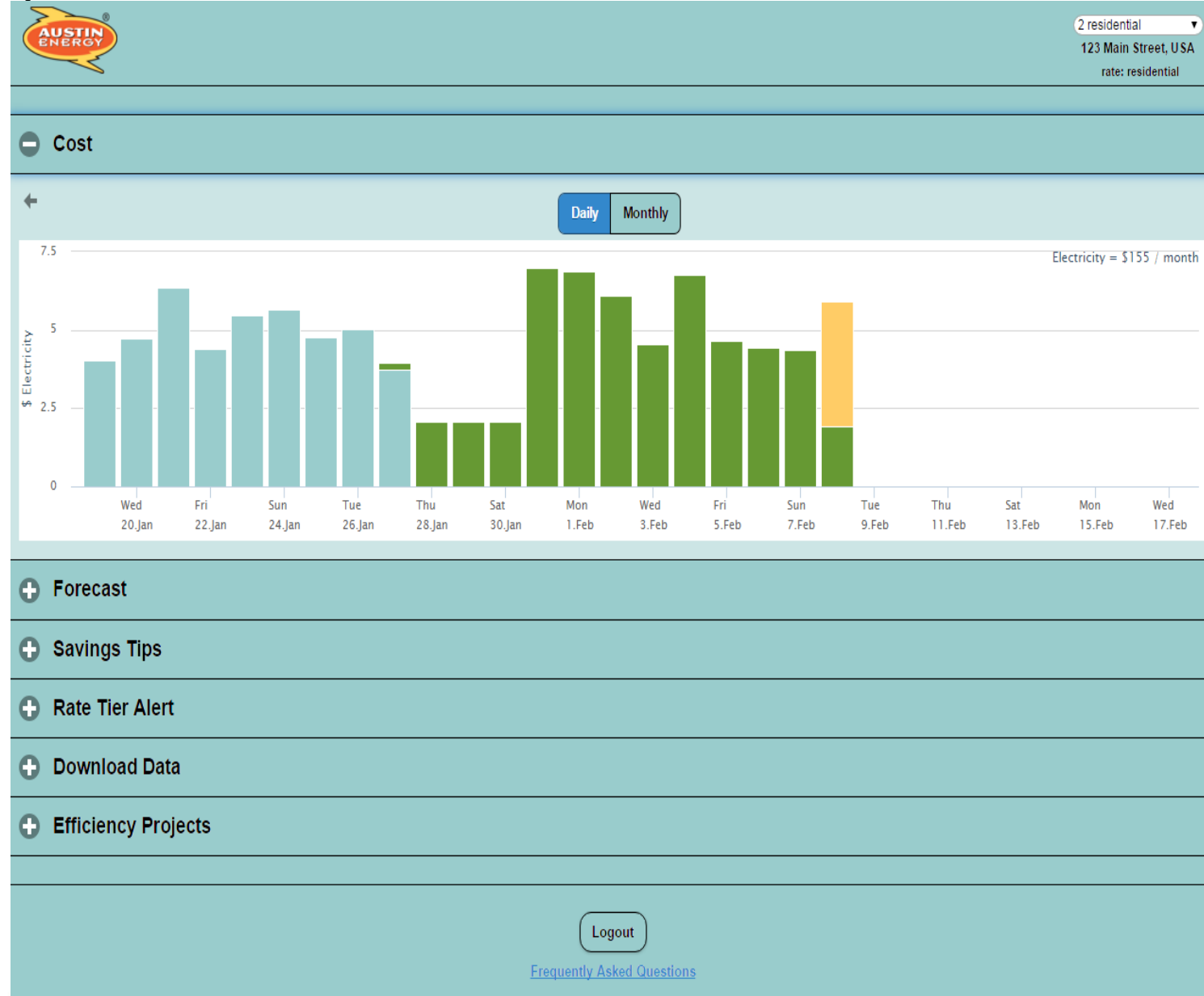


# Useful Tools



# 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 <https://austinenergyapp.com> by using online COA Utilities username and password from [www.coautilities.com](http://www.coautilities.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



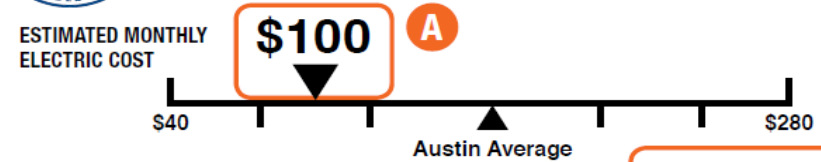
# ECAD Energy Guide

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



Austin City Code Chapter 6-7, Energy Conservation

## ENERGY GUIDE FOR PROSPECTIVE TENANTS



### 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

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

### ESTIMATED MONTHLY ELECTRIC USE

For details, visit the web site [austinenenergy.com/go/ECAD](http://austinenenergy.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)

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



# Questions?

