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

**ELECTRIC SERVICE**

<table>
<thead>
<tr>
<th>Meter #</th>
<th>Read Date</th>
<th>01/04/2018</th>
<th>01/30/2018</th>
<th>Consumption</th>
</tr>
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<tbody>
<tr>
<td>Read</td>
<td>2024</td>
<td>24154</td>
<td>1000</td>
<td></td>
</tr>
<tr>
<td>Reading Difference</td>
<td>1000</td>
<td>Total Consumption in kWh</td>
<td>1000</td>
<td></td>
</tr>
</tbody>
</table>

- **COA - Electric Residential**
  - Customer Charge: $10.00
  - Discount: 50% Drainage Fee (based on impervious cover)
  - Average Bill = 1,000 kWh

- **WATER SERVICE**
  - Customer Charge: $7.10
  - Tiered Fixed Charge: $0.01 - $1,000 gallons
  - Water Customer Charge: $7.10
  - Water Tiered Fixed Charge: $0.02
  - Water Volume Charge: $7.25
  - Average Bill = 10,000 gallons

- **WASTEWATER SERVICE**
  - Customer Charge: $10.30
  - Tiered Fixed Charge: $0.01 - $1,000 gallons
  - Wastewater Customer Charge: $10.30
  - Wastewater Volumetric Charge: $1.50

**Discount Monthly Savings $79.01**

**Average Bill = 1,000 kWh**

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

**Average Bill = 10,000 gallons**

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

**Discount Monthly Savings $79.01**

**Average Bill (average bill)**

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

**Discount Monthly Savings $79.01**

**DRAINAGE SERVICE**

- City of Austin Drainage Charge: $10.50
- City of Austin Drainage Charge Discount: $6.30
- Monthly Drainage Charge: $5.32

**Discount Monthly Savings $5.32** (based on impervious cover)
Discount Program

- Electric: $5,017,455.44
- Water: $4,017,097.83
- Watershed: $483,452.88

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

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td></td>
<td>4,959</td>
<td>5,134</td>
<td>4,005</td>
<td>5,137</td>
<td>8,599</td>
<td>11,728</td>
<td>8,587</td>
<td>6,608</td>
<td>35,306</td>
<td>42,644</td>
<td>37,728</td>
<td>36,634</td>
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</table>
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

<table>
<thead>
<tr>
<th></th>
<th>FY 2013</th>
<th>FY 2014</th>
<th>FY 2015</th>
<th>FY 2016</th>
<th>FY 2017</th>
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<tbody>
<tr>
<td>Cost</td>
<td>$1,456.30</td>
<td>$6,771.65</td>
<td>$3,454.25</td>
<td>$3,803.30</td>
<td>$4,202.49</td>
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</table>
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
Previous Balance: $0.00

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

<table>
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<tr>
<th>Fiscal Year</th>
<th>Funding</th>
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<tr>
<td>FY2010</td>
<td>$339,723</td>
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<tr>
<td>FY2011</td>
<td>$341,500</td>
</tr>
<tr>
<td>FY2012</td>
<td>$376,500</td>
</tr>
<tr>
<td>FY2013</td>
<td>$628,750</td>
</tr>
<tr>
<td>FY2014</td>
<td>$960,750</td>
</tr>
<tr>
<td>FY2015</td>
<td>$1,186,688</td>
</tr>
<tr>
<td>FY2016</td>
<td>$1,334,688</td>
</tr>
<tr>
<td>FY2017</td>
<td>$1,564,157</td>
</tr>
</tbody>
</table>
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

*ACS Services of Austin  512-456-2437
*Amy Baby Can  512-454-3743
*Austin Community College District  512-222-6072
*Austin Voices for Education & Youth  512-235-0090
*Burnet Family Resource Center  512-948-8280
*Cook Family Resource Center  512-206-6406
*Doolin Family Resource Center  512-341-4411
*Lexier Family Resource Center  512-414-7479
*LBJ Family Resource Center  512-414-7003
*Martin Family Resource Center  512-841-2802
*Mendez Family Resource Center  512-841-1016
*Reagan Family Resource Center  512-841-6361
*Webb Family Resource Center  512-841-9010
*Berkeley United Methodist Church  512-440-6853
*Bethany United Methodist Church  512-256-6017
*Capital IDEA  512-457-8810
*Caritas of Austin
Carolyn T. Smith Leaues and Fishes Ministry  512-476-3859
*All Saints Episcopal Church  512-476-3859
*Catholic Charities of Central Texas  512-431-6100
*David Chapel Missionary Baptist Church (Generosity Fund)  512-872-9748
*Eastside’s Central Texas, Inc.  512-315-6800
*First United Methodist Church  512-476-5564
*Foundation Communities  512-810-4202
*Foundation for the Homeless  512-853-6570
*Front Steps, Inc.  512-305-4100
*Fulmore Middle School  512-414-3207
*Goodwill Industries of Central Texas  512-386-9493
*Greene Mt. Zion Baptist Church  512-469-6020
*Hill Country Bible Church  512-331-2233
*Hospital Austin  512-342-4700
*Housing Authority of the City of Austin  512-767-7659
*Interfaith Action of Central Texas (ACT)  512-386-9945 ext. 312
*LifeWorks  512-735-2400
*Meals on Wheels Central Texas  512-476-6526
*Memorial United Methodist Church  512-452-5796
*Hepatitis Services of Texas, Inc.  512-472-9442
*Sacred Heart SVDP  512-338-1171
*St. Albert the Great Catholic Church-SVDP  512-336-0020
*St. Austin Catholic Church  512-477-9471
*St. Austin Parish-SVDP  512-477-1589
*St. Christopher Conference-SVDP  512-235-1389
*St. John Neumann Catholic Church-SVDP  512-228-3220
*St. Louis Catholic Church-SVDP  512-419-1687
*Saint Louise House  512-247-2129 ext. 211
*Saint Mary’s Catholic-SVDP  512-476-3700
*St. Paul’s Catholic Church-SVDP  512-420-4077
*St. Thomas More Catholic Church-SVDP  512-289-1141
*Society of St. Vincent de Paul  512-251-6995 ext. 0
*Student Emergency Services-UT Austin  512-471-5017
*Supportive Services for Veteran Families  512-335-4100
*Texas YW Foundation  512-291-6850
*The Ann Richards School for Young Women Leaders  512-414-3236
*The Austin Stone Community Church  512-706-8860
*The SAFE Alliance  512-267-7213
*Travis County
Central (Palm Square)  512-854-4120
Die Vale (South Rural)  512-854-4120
*Jonestown (Northwest Rural)  512-854-4120
*Manor (East Rural)  512-854-4120
*Oak Hill (West Rural)  512-854-4120
Pflugerville (North Rural)  512-854-4120
*South (Post Road)  512-854-9130
UPLR: University Presbyterian Church  512-476-5321

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life Support – Requires Yearly Recertification</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Critical Illness – Requires Yearly Recertification</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Serious Illness – Requires 90 Day Recertification</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Medically Indigent – Deposit Waiver – No Recertification</td>
<td>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.</td>
<td></td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Location</th>
<th>Agencies</th>
<th>Attendees</th>
<th>Overall Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>AT&amp;T Conference Center</td>
<td>30</td>
<td>61</td>
<td>98%</td>
</tr>
<tr>
<td>2012</td>
<td>Sheraton Hotel</td>
<td>47</td>
<td>88</td>
<td>90%</td>
</tr>
<tr>
<td>2013</td>
<td>Palmer Events Center</td>
<td>50</td>
<td>114</td>
<td>97%</td>
</tr>
<tr>
<td>2014</td>
<td>AT&amp;T Conference Center</td>
<td>55</td>
<td>129</td>
<td>95%</td>
</tr>
<tr>
<td>2015</td>
<td>Norris Conference Center</td>
<td>55</td>
<td>144</td>
<td>98%</td>
</tr>
<tr>
<td>2016</td>
<td>AT&amp;T Conference Center</td>
<td>67</td>
<td>131</td>
<td>94%</td>
</tr>
<tr>
<td>2017</td>
<td>AT&amp;T Conference Center</td>
<td>65</td>
<td>167</td>
<td>95%</td>
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</table>
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
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
Questions?