



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



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.

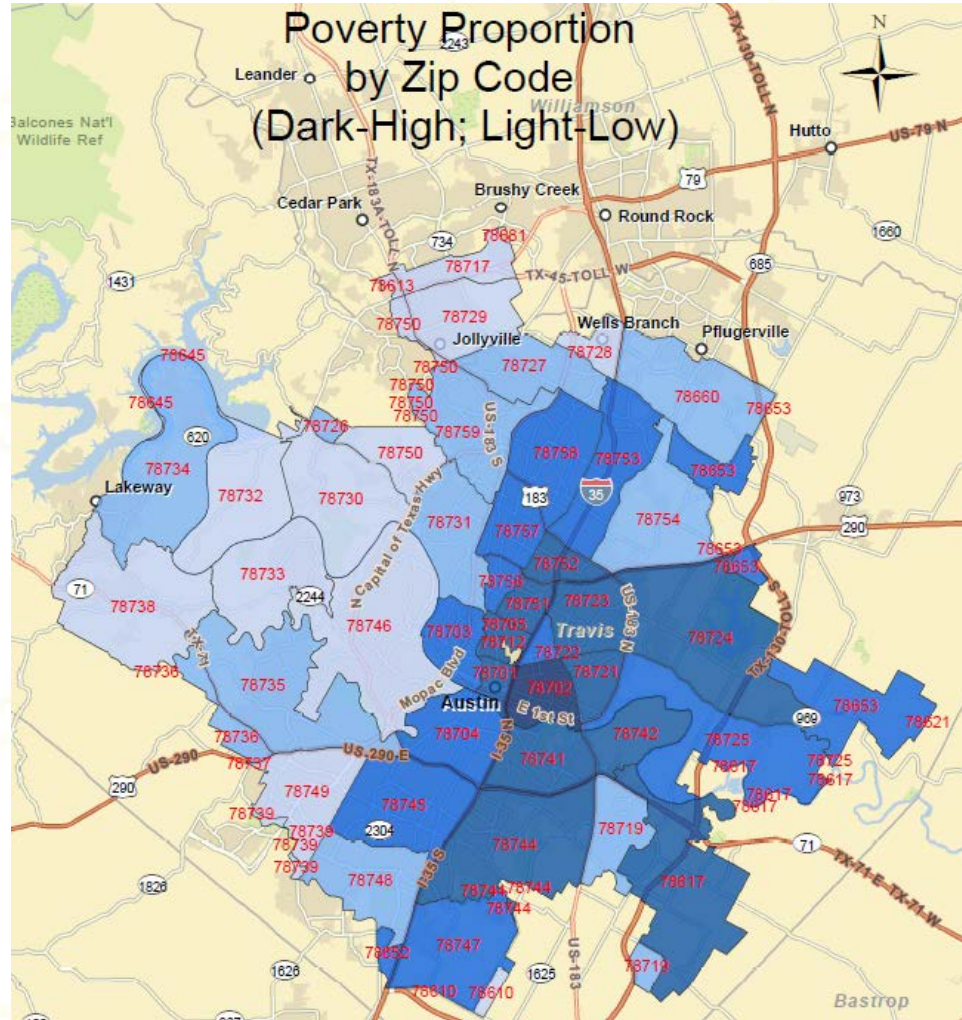


Customer Assistance Programs

- Discount Program
- No Cost Weatherization
- Arrearage Management Program
- Refugee Program
- Financial Support Plus 1 Program
- Medically Vulnerable Registry
- Community Connections Resource Fair
- Affordable Energy Summit



Understanding Our Customers





Understanding Our Customer Households

- Median Income- \$87,200*
- Median Home Value - \$332,700*
- Renters / Homeowners*
 - 45% of residents are renters
 - 55% are homeowners
 - Average Rent- \$1,349
 - 60% of Discount participants are renters
 - 45% of renters spend 30% or more of their income towards housing*
- 83% of households reported choosing between paying for food and utilities in past 12 months**

*Data from 2017 American Community Survey for City of Austin

**Data from 2014 Hunger in America Report for Capital Area Food Bank of Texas, Inc.

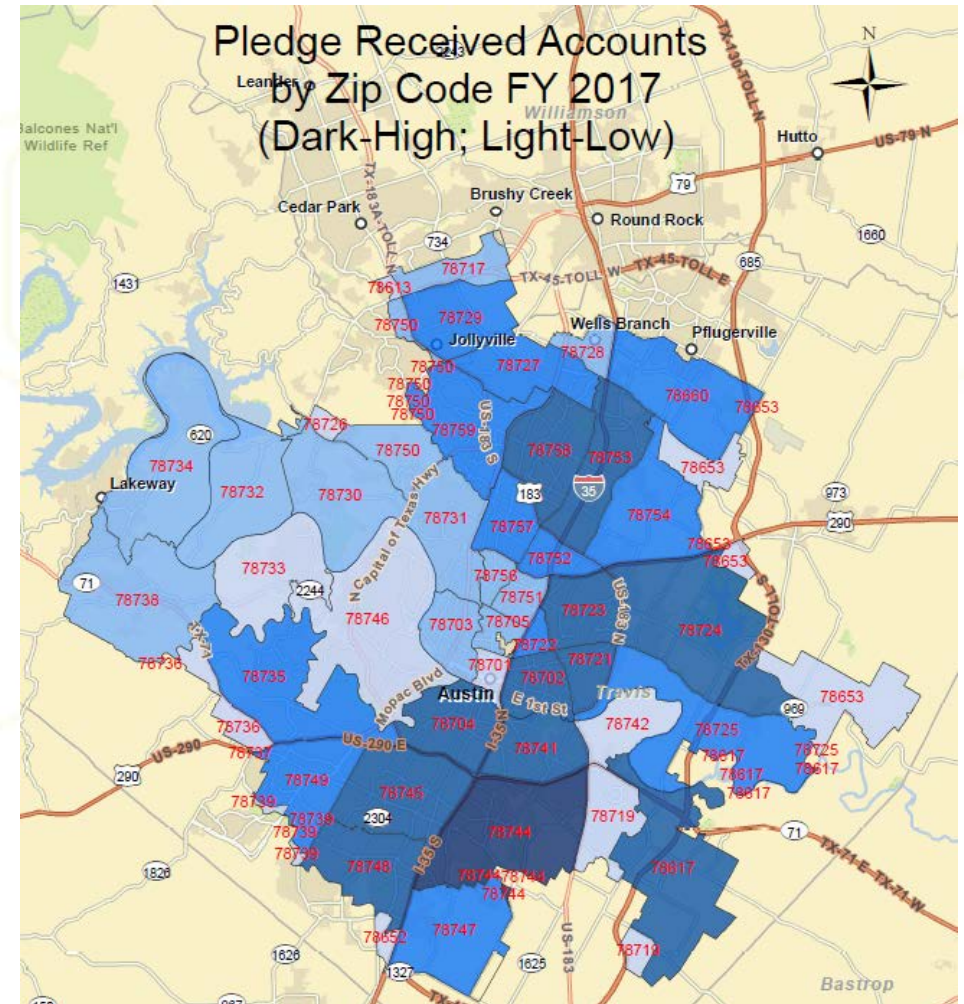
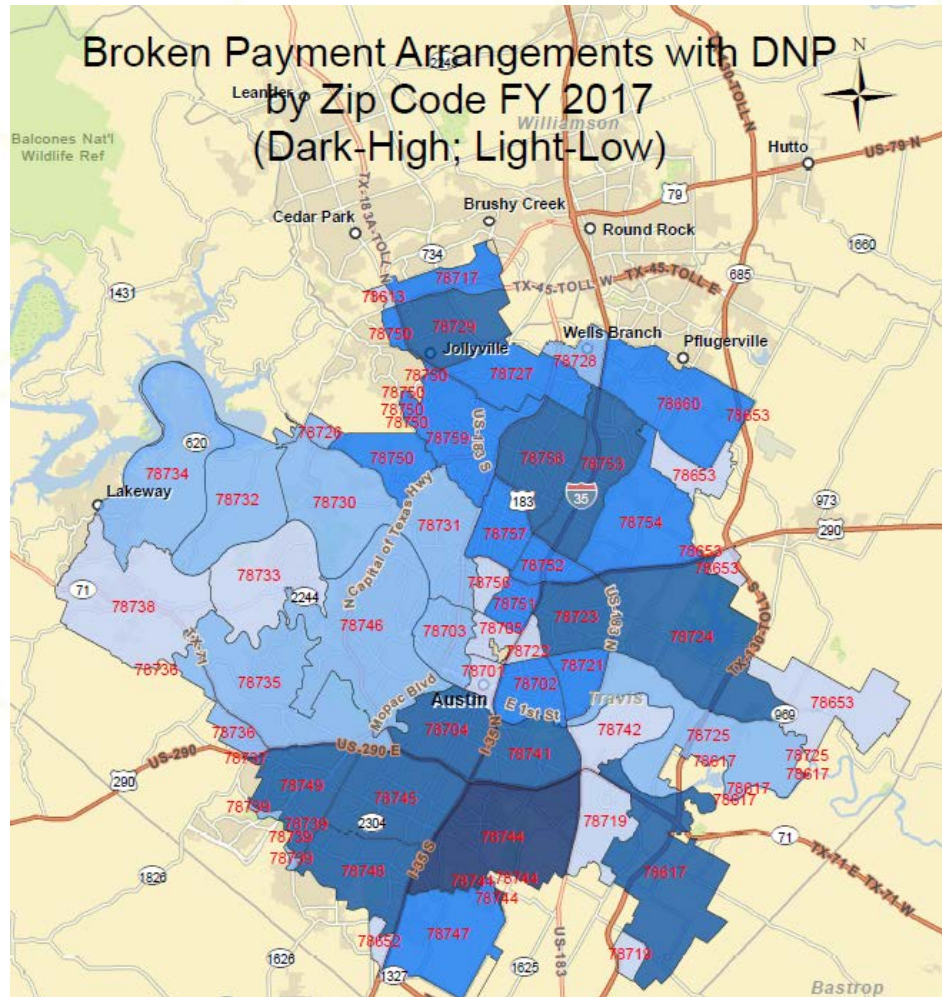


Understanding Customer Behavior

- Detailed analysis of Austin Energy and community data
- Data provides community-wide overview of customers' daily struggles
- Identify high priority target zip codes based on internal and external data



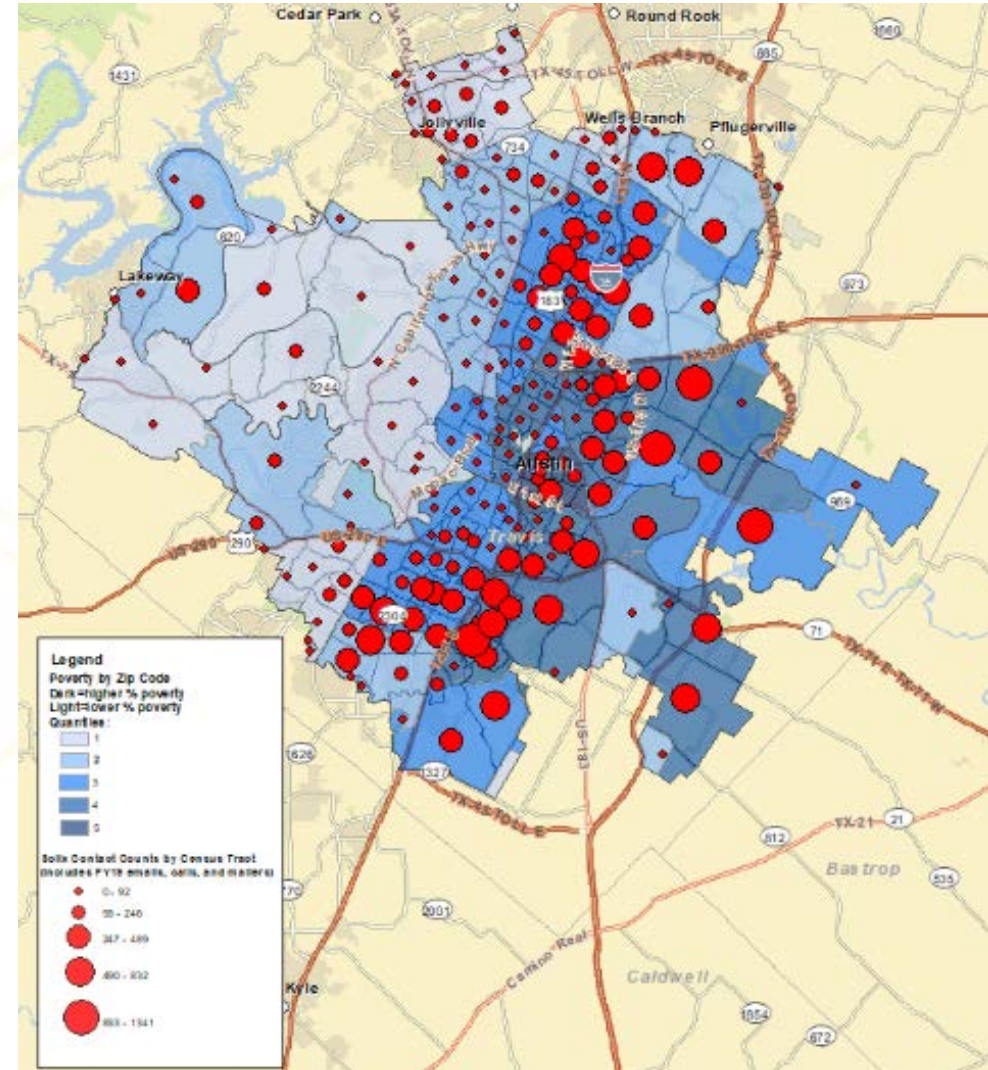
Behavioral Patterns





FY19 Reaching Our Customers

- Over 77,000 Phone Calls Made
- Over 18,000 Mailers Sent
- Over 20,000 Email Campaigns
- Over 8,000 Community Connection Attendees





Evaluating Our Services

- Focus Groups
- Yearly phone surveys to CAP participants and the Community Partner Network (CPN)
- Satisfaction surveys for both customers and CPN
- Meeting expectations

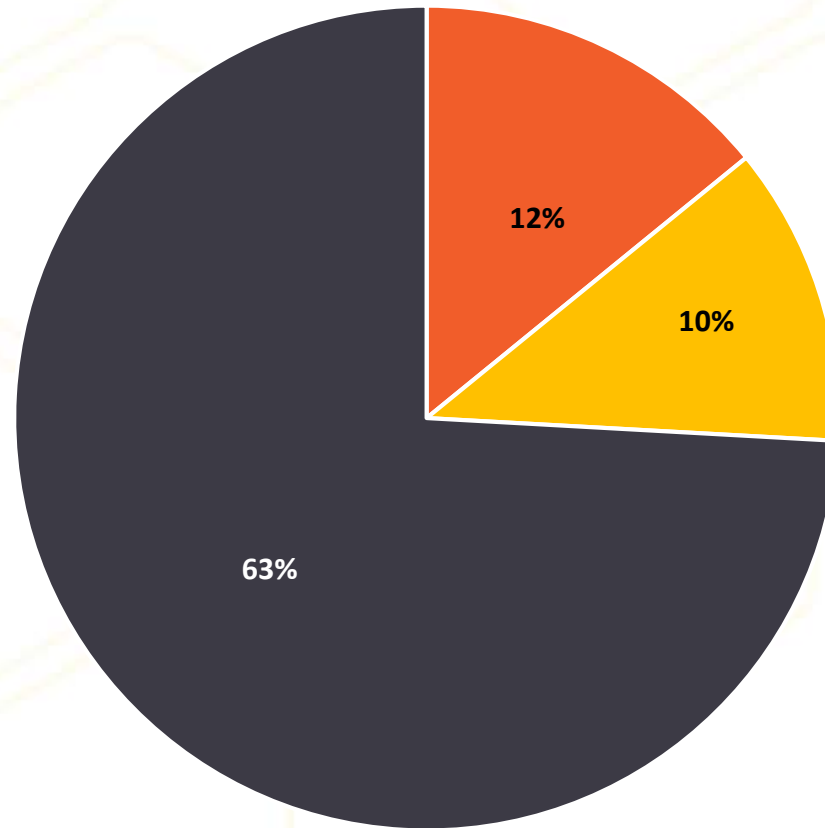


Focus Groups

- Purpose
 - Obtain customer and partner experiences and evaluate programs
- Customers
 - Expressed appreciation towards their utility provider and other agencies for providing the monthly bill reduction assistance
 - Were very aware of the discount programs that the City had to offer
- Community Partner Network
 - Displayed great appreciation towards Austin Energy and the multitude of financial assistance they provided
 - Staff background in social service to be relatable and commendable



Overall Satisfaction

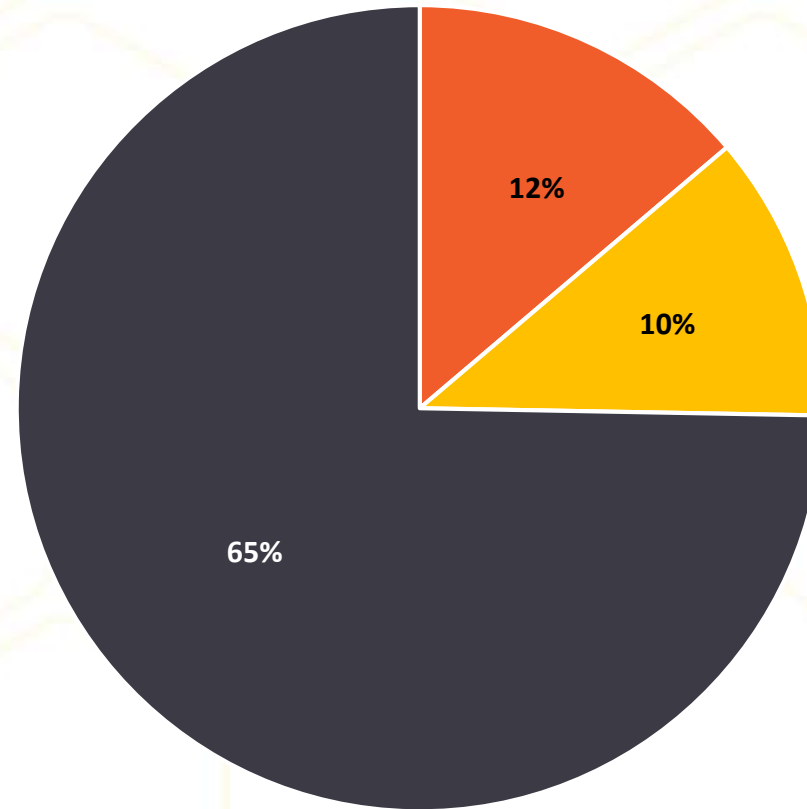


85% Overall Satisfaction

■ Somewhat Satisfied ■ Satisfied ■ Very Satisfied



Rating Customer Assistance Staff

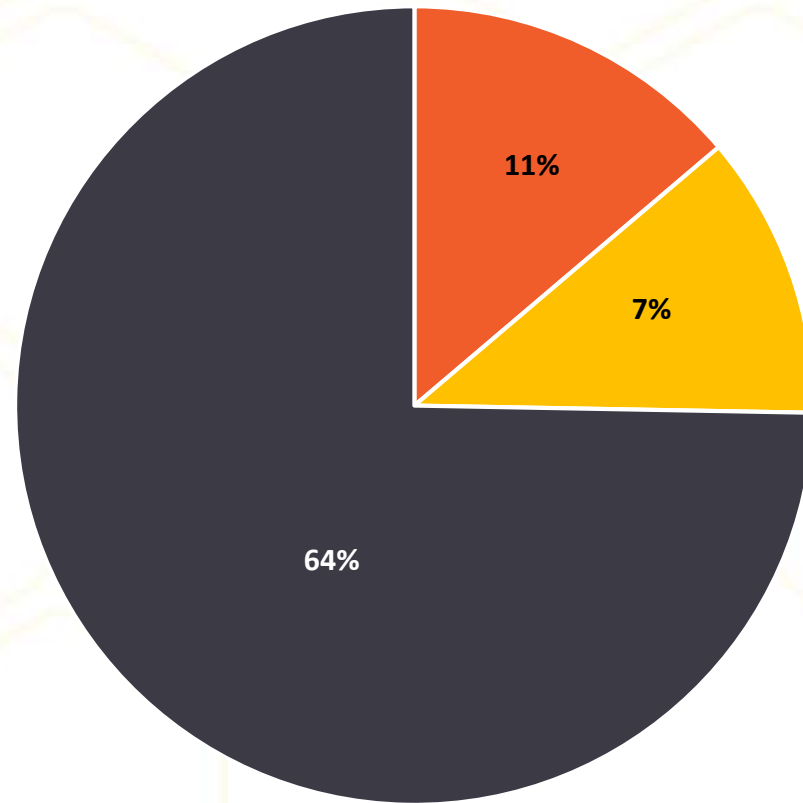


87% Overall Satisfaction

■ Good ■ Very Good ■ Excellent



Meeting Customer Need

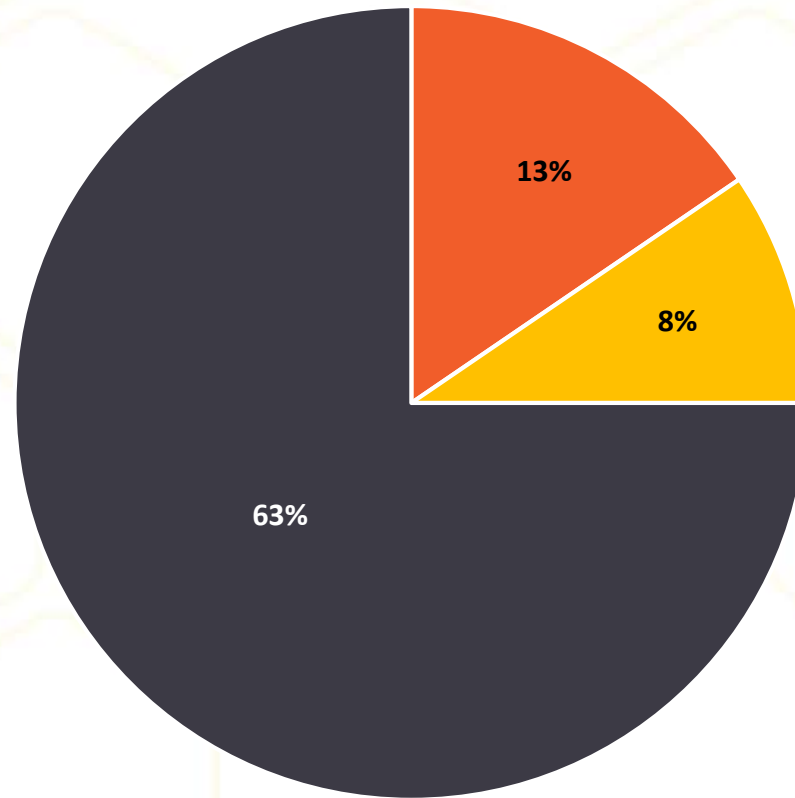


82% Overall Satisfaction

■ Good ■ Very Good ■ Excellent



Meeting Customer Expectations



84% Overall Satisfaction

■ Somewhat Satisfied ■ Satisfied ■ Very Satisfied



Customer Assistance Programming





- 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



PowerLink Number: 123456789
123 RESIDENTIAL BLVD

ELECTRIC SERVICE

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

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

Want to save money on your electric bill? Visit austinenenergy.com for information on our rebate programs and energy saving tips.

WATER SERVICE 123 RESIDENTIAL BLVD

Meter # 12345	Read Date	01/04/2018	01/29/2018	Consumption
Read	10858	10958		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 \$3.03 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
Cust Assist Program Volume Charge Discount	-\$10.82
10,000 Gallons at \$0.15 per 1,000 - Water Community Benefit Charge	\$1.50
10,000 Gallons at \$-0.15 per 1,000 - Comm Benefit Chg-CAP Discount	-\$1.50
10,000 Gallons at \$0.19 per 1,000 - Reserve Fund Surcharge	\$1.90
TOTAL CURRENT CHARGES	\$50.38

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 \$5.15 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
10,000 Gallons at \$-0.15 per 1,000 - WW CBC-CAP Discount	-\$1.50
Summary of Consumption Charges	\$91.60
Summary of CAP Consumption Charges	-\$79.40
Calculate CAP Customer Credit	-\$91.90
Cust Assist Program Volume Charge Discount	-\$12.50
10,000 Gallons - Total Flow	
TOTAL CURRENT CHARGES	\$79.40

DRAINAGE SERVICE 123 RESIDENTIAL BLVD

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

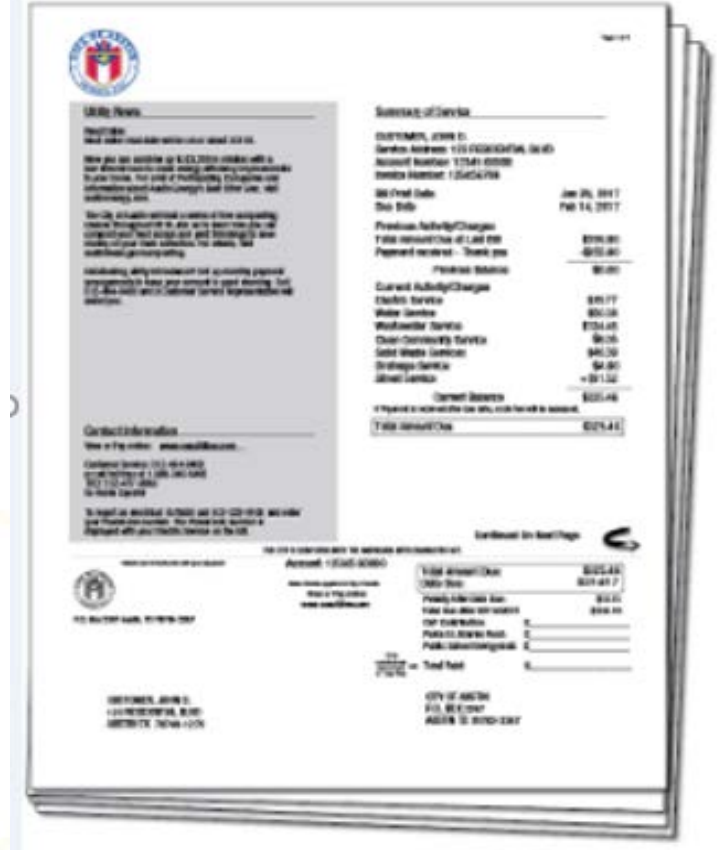
- \$10.00 - Electric Customer Charge
- \$1.72- Community Benefit Charge*
- \$9.00 - 10% Electric Usage

(*CAP Portion ONLY)

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

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

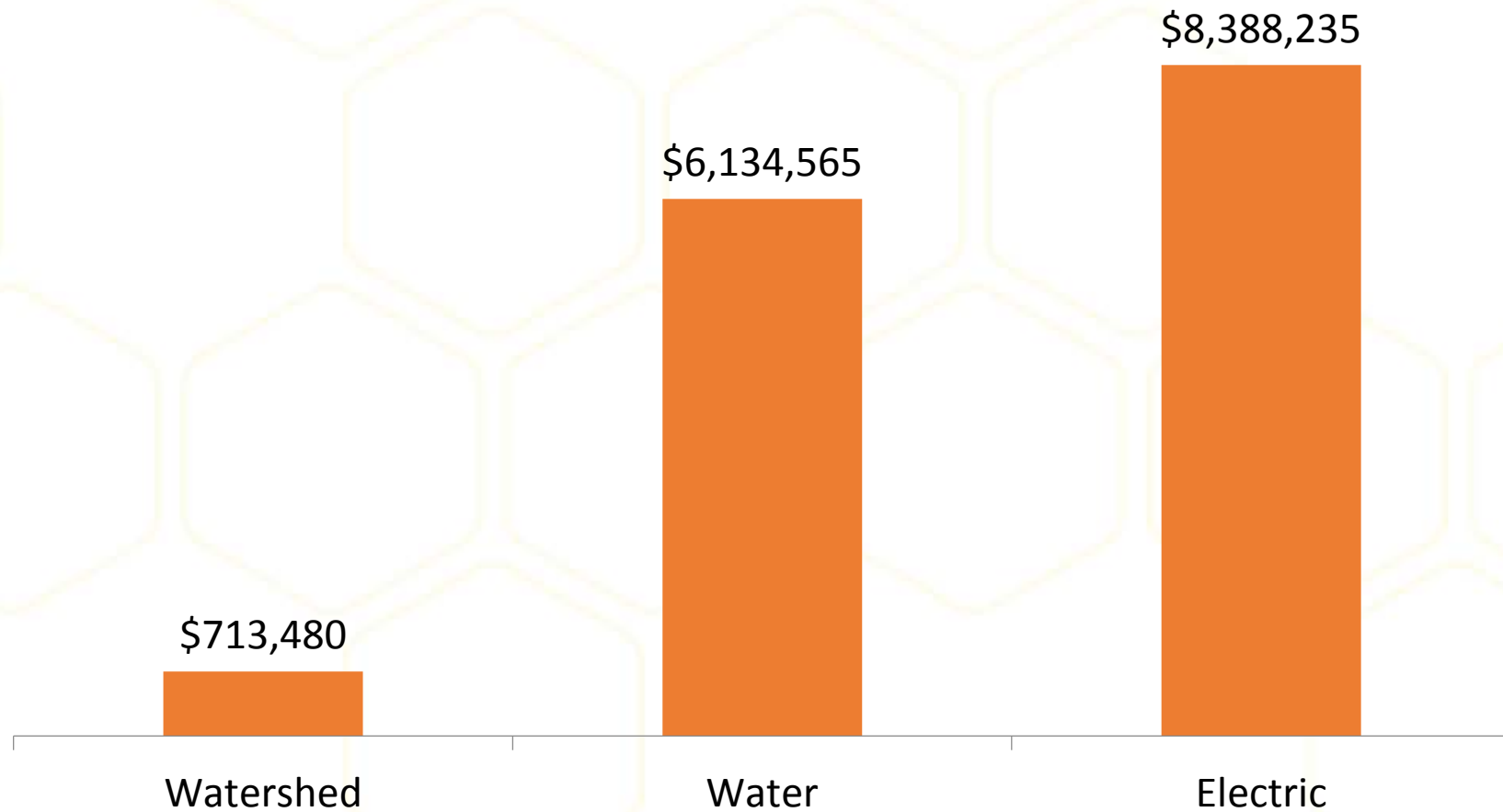
- \$5.32- 50% Drainage Fee (based on impervious cover)



Discount Monthly Savings
\$79.01
(average bill)



Discount Program





Applying for Discounts

- Call the CAP Contact Center at 855-319-6630 for an application
- Customers can download application from 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



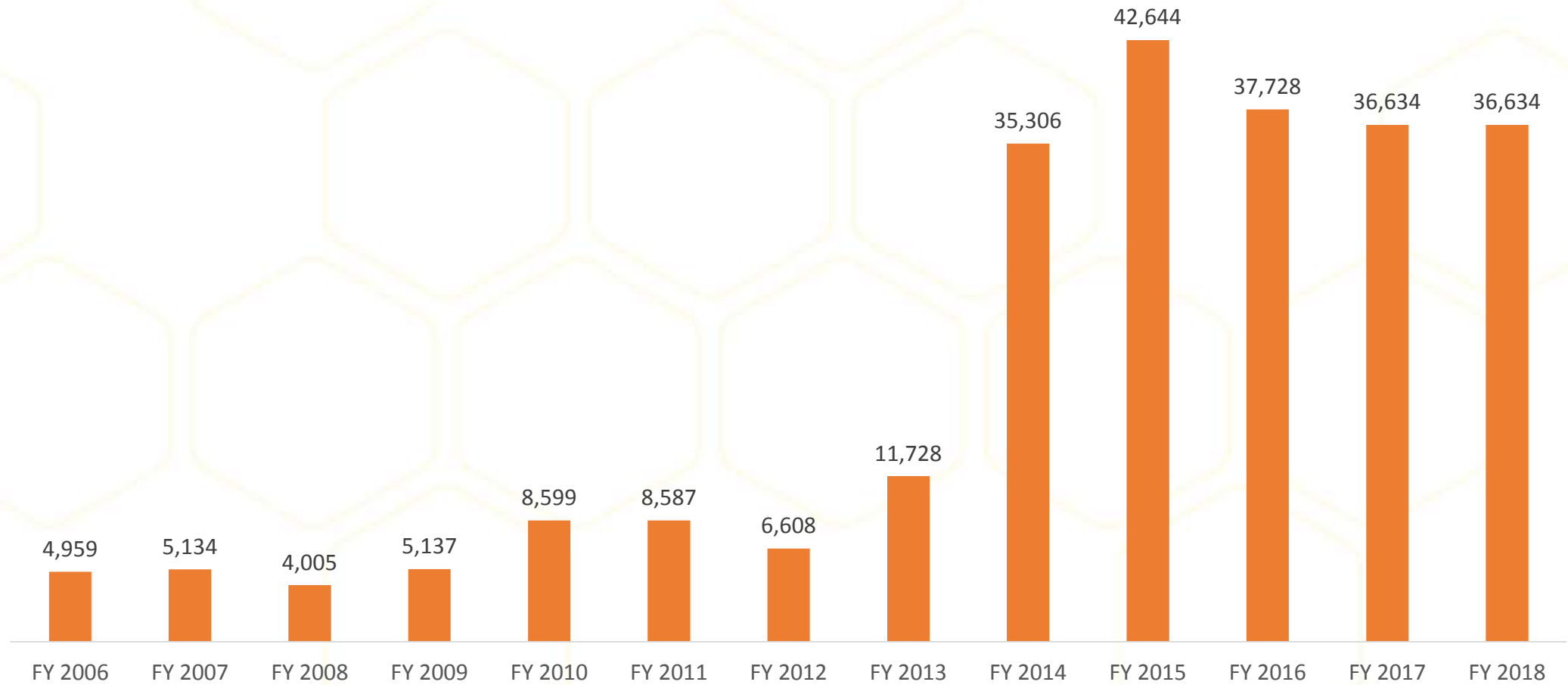
Enrollment Exceptions

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



Enrollments





Austin Energy No Cost Weatherization

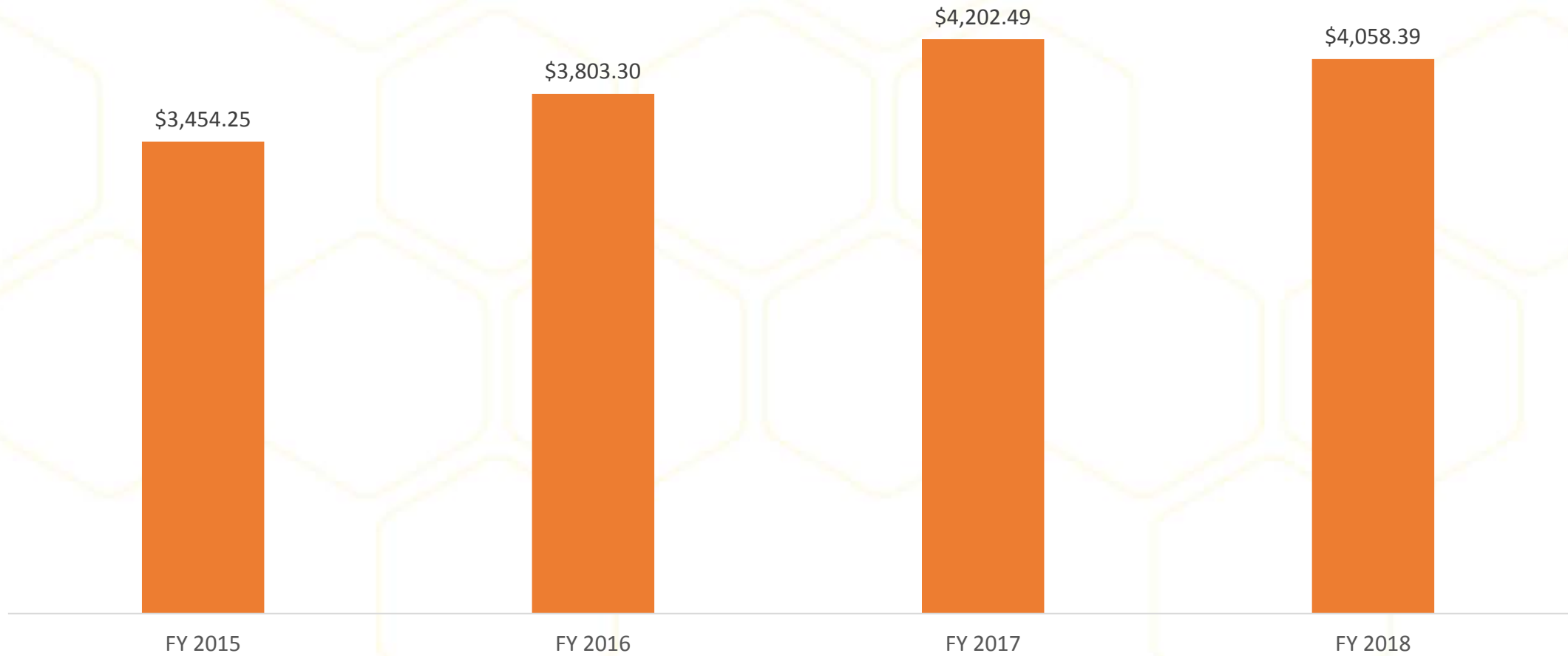
Offers home energy improvements to qualifying low income customers. These improvements lower energy costs and improve indoor comfort and air quality, making homes healthier and safer.

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



Average Cost Per Household





No Cost Weatherization Eligibility

Automatic Enrollment

- 200% FPIL
- Discount Enrolled*

Self Nomination

- 200% FPIL
- Non-Discount Enrolled

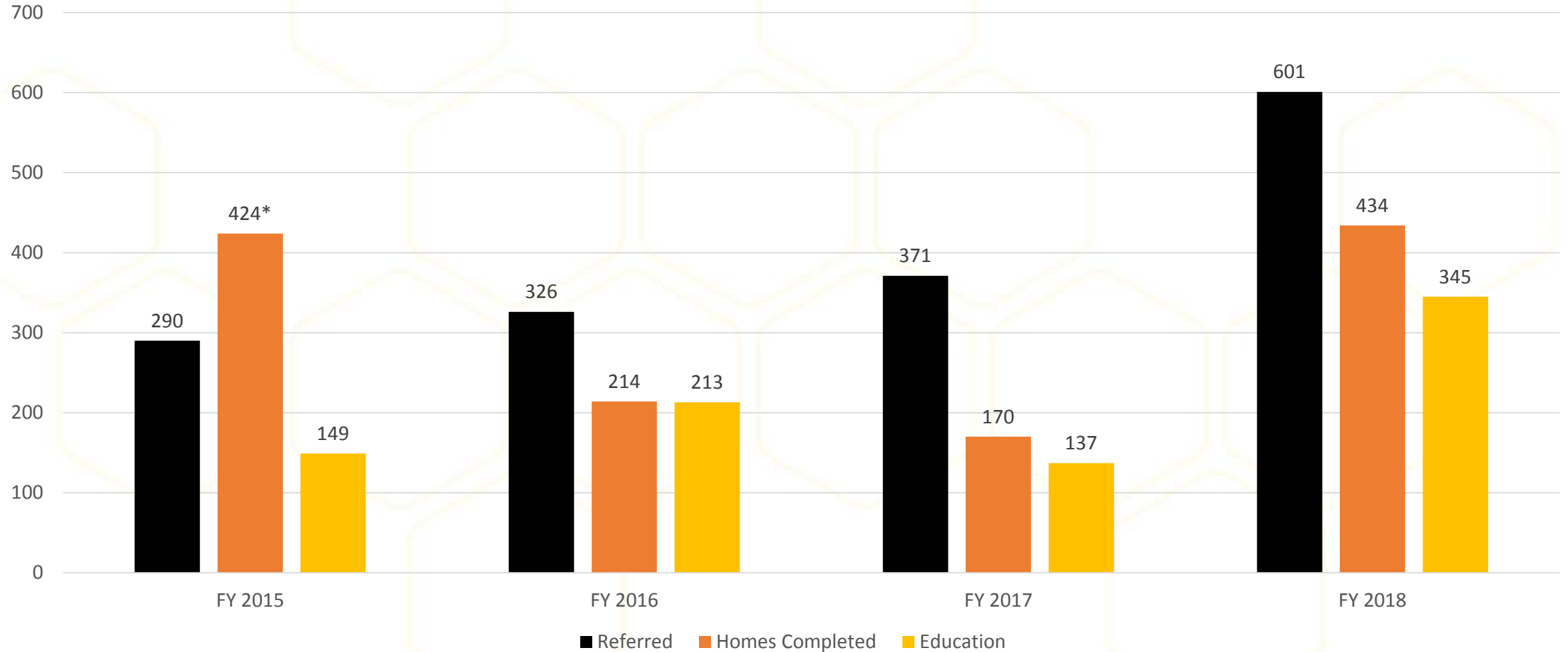
Premise

- \leq \$300K
- \leq 2,500 sq. ft.
- \leq 4 units
- Not weatherized in the last 10 years

*Education, Case Management, Follow Up



No Cost Weatherization Program





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



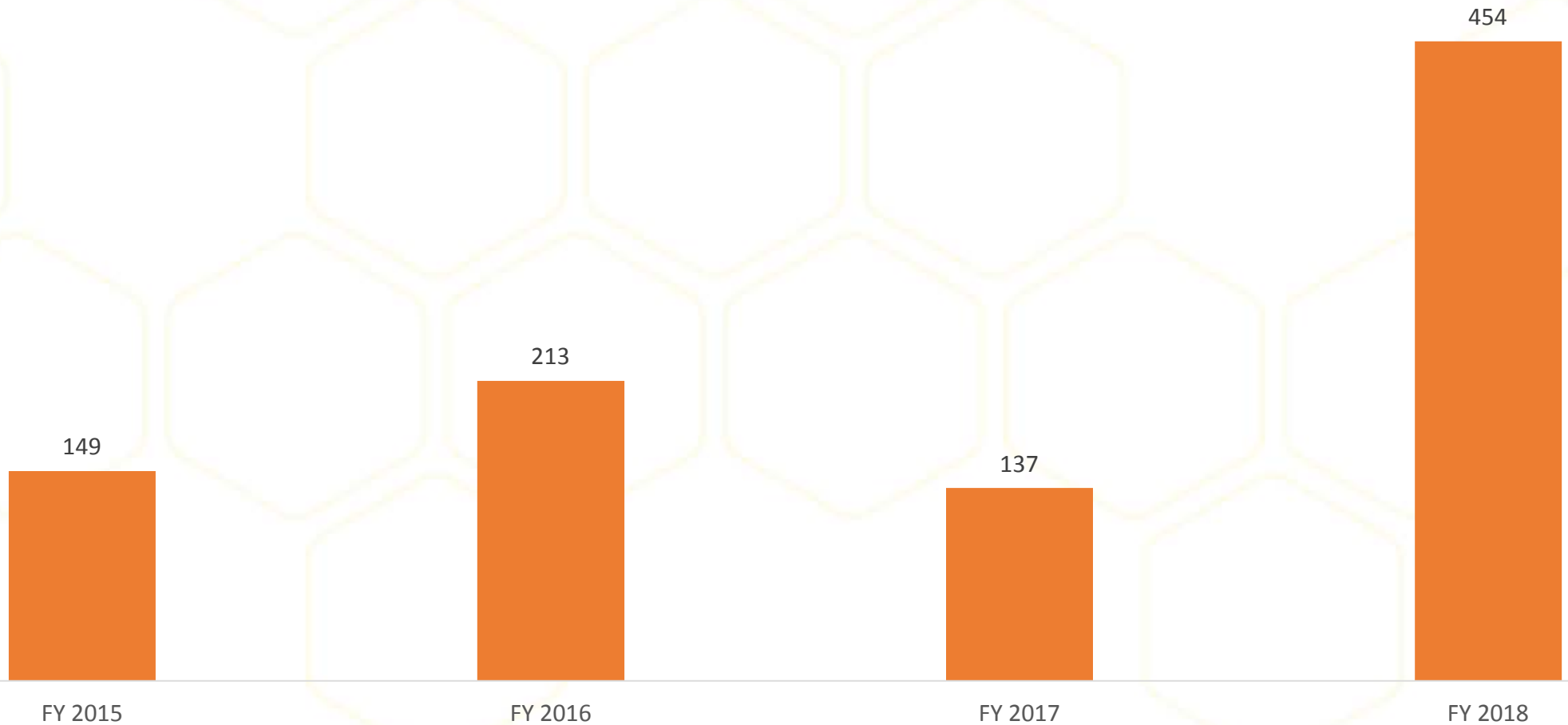
Community Connections Education

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



Community Connections Education Completion





Refugee Program

Designed to assist refugees and other displaced persons resettling into the Austin Energy service territory. The program provides education on how to start and maintain their City of Austin Utility Services.



Refugee Program

- Two agency collaboration
 - Refugee Service of Texas & Caritas
- Worked within the confines of our service regulations
 - Potential customers were vetted by federal government
 - Utilized I-9 ID's as a temporary ID
 - 6 weeks later social security number is provided
- Account case managed by Austin Energy
 - Accounts in customer's own name
 - Accounts are managed until social security numbers are provided
- Customer case managed by Referring Agency
 - Understanding a utility bill
 - How to manage and pay their utility bill
- Early Deposit Refund (6 months good pay history)
- Account initiation fees waived



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.



Financial Support 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



Financial Support 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

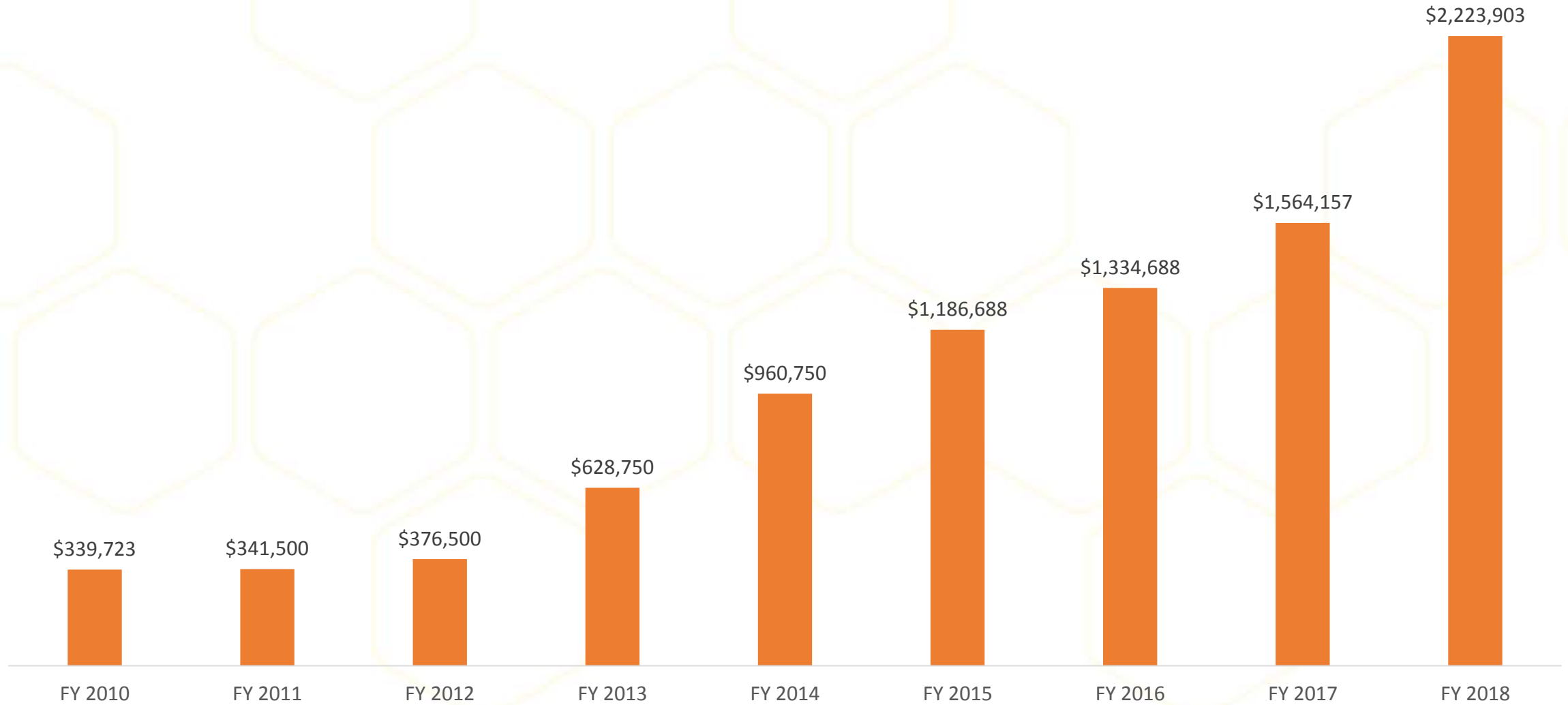
Customers should contact one of these agencies to apply

*AIDS Services of Austin	512-458-2437	*Hospice Austin	512-342-4700
*Any Baby Can	512-454-3743	*Housing Authority of the City of Austin	512 767-7659
*Austin Community College District	512-223-6072	*Interfaith Action of Central Texas (IACT)	512-386-9145 ext.312
Austin Public Health-Neighborhood Services Unit		*LifeWorks	512-735-2400
Blackland Neighborhood Center	512-972-5790	*Meals on Wheels Central Texas	512-476-6325
Crisis Intervention Team	512-972-6782	Memorial United Methodist Church	512-452-5796
East Austin Neighborhood Center	512-972-6650	*Refugee Services of Texas	512-472-9472
Montopolis Neighborhood Center	512-972-6650	Sacred Heart-SVDP	512-926-1171
Rosewood-Zaragosa Neighborhood Center	512-972-6750	St. Albert the Great Catholic Church-SVDP	512-836-0020
South Austin Neighborhood Center	512-972-6840	St. Austin Catholic Church	512-477-9471
St. John Community Center	512-972-5139	St. Austin Parish-SVDP	512-477-1589
*Austin Voices for Education & Youth –		St. Christopher Conference-SVDP	512-255-1389
AISD Family Resource Centers		St. John Neumann Catholic Church-SVDP	512-328-3220
Burnet Middle School Family Resource Center	512-841-8280	St. Louis Catholic Church-SVDP	512-419-1667
Cook Elementary School Family Resource Center	512-298-6496	Saint Louise House	512-297-2129 ext.211
Dobie Middle School Family Resource Center	512-841-4411	Saint Mary Cathedral-SVDP	512-476-3750
Lanier High School Family Resource Center	512-414-8700	St. Paul Catholic Church-SVDP	512-420-4077
LBJ High School Family Resource Center	512-414-7003	St. Thomas More Catholic Church-SVDP	512-258-1161
Martin Middle School Family Resource Center	512-841-2802	Society of St. Vincent de Paul	512-251-6995 ext.0
Mendez Middle School Family Resource Center	512-841-1016	*Student Emergency Services-UT Austin	512-471-5017
Reagan High School Family Resource Center	512-414-6361	*Supportive Services for Veteran Families	512-305-4100
Webb Middle School Family Resource Center	512-841-9018	*Texas VFW Foundation	512-291-6850
Berkeley United Methodist Church	512-766-0385	*The SAFE Alliance	512-267-7233
Bethany United Methodist Church	512-258-6017	*The Salvation Army Austin	512-476-1111
*Capital Area Initiatives Foundation		Travis County	
Capital Area Council of Governments	512-916-6167	Pflugerville (North Rural)	512-854-1530
Capital Idea	512-457-8610	Central (Palm Square)	512-854-4120
*Caritas of Austin	512-472-4135	Del Valle (South Rural)	512-854-1520
Carolyn T. Smith Loaves and Fishes	512-476-3589	Jonestown (Northwest Rural)	512-854-1500
Ministry All Saints' Episcopal Church	512-651-6100	Manor (East Rural)	512-854-1550
Catholic Charities of Central Texas	512-472-9748	Oak Hill (West Rural)	512-854-2130
David Chapel Missionary Baptist Church	512-615-6800	South (Post Road)	512-854-9130
*Easterseals Central Texas	512-478-5684	UPLift-University Presbyterian Church	512-476-5321
First United Methodist Church	512-610-4026	Welcome Table	512-926-6339 ext.4
*Foundation Communities	512-453-6570		
*Foundation for the Homeless	512-305-4100		
*Front Steps, Inc.	512-414-3207		
*Fulmore Middle School	512-588-5443		
*Goodwill Industries	512-469-9020		
Greater Mt. Zion Baptist Church	512-331-2233		
Hill Country Bible Church			

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



Financial Support Plus 1 Funding Over the Years





Medically Vulnerable Registry (MVR)

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.



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 1,208 participants with over 103 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	1,219	100%
2015	Webb Middle School	82	1,330	96%
2016	Mendez Middle School	111	1,256	90%
2017	Dobie Middle School	136	1,372	89%
2018	Travis High School	103	1,208	93%



Affordable Energy 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 Energy Summit

Fiscal Year	Location	Agencies	Attendees
2011	AT&T Conference Center	30	61
2012	Sheraton Hotel	47	88
2013	Palmer Events Center	50	114
2014	AT&T Conference Center	55	129
2015	Norris Conference Center	55	144
2016	AT&T Conference Center	67	131
2017	AT&T Conference Center	65	167
2018	AT&T Conference Center	72	160



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



Questions?