

## **RESOLUTION NO.**

**WHEREAS**, on June 7, 2012, the City Council adopted a revised electric utility rate ordinance;

**WHEREAS**, the Council intended the ordinance to expand, not supplant, existing eligibility criteria for the Customer Assistance Program (CAP) by including Medicaid, the Supplemental Nutritional Assistance Program, the Children's Health Insurance Program, and Telephone Lifeline in addition to the other programs that already conferred eligibility for CAP;

**WHEREAS**, in January 2013, more than 2,500 customers who participated in the CAP before the ordinance was adopted were dropped from the program because of revisions made to the ordinance's CAP eligibility language;

**WHEREAS**, the termination of benefits for previously qualified customers was not Council's intent in adopting the ordinance; and

**WHEREAS**, the Council is now adopting an ordinance to clarify that the eligibility criteria for CAP include those programs that conferred eligibility before adoption of the 2012 rate ordinance; **NOW, THEREFORE,**

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

That the City Manager is directed to reinstate customers who participated in the Customer Assistance Program before the 2012 ordinance was adopted and still qualify for the CAP, but were dropped because of the new eligibility language;

That those customers' benefits be reinstated retroactively to the date they were dropped from the program; and

That the City Manager is directed to report back to Council when Austin Energy has enrolled the maximum number of 25,000 participants into the Customer Assistance Program and provide an estimate of the number of customers who meet the criteria but cannot be accommodated within the 25,000 customer limit.

**ADOPTED:** \_\_\_\_\_, 2013 **ATTEST:** \_\_\_\_\_  
Jannette S. Goodall  
City Clerk