



# Customer Assistance Program Update

Special-Called City Council Meeting – December 5, 2013



**Larry Weis, Austin Energy General Manager**

**Mission:** Deliver clean, affordable, reliable energy and excellent customer service.

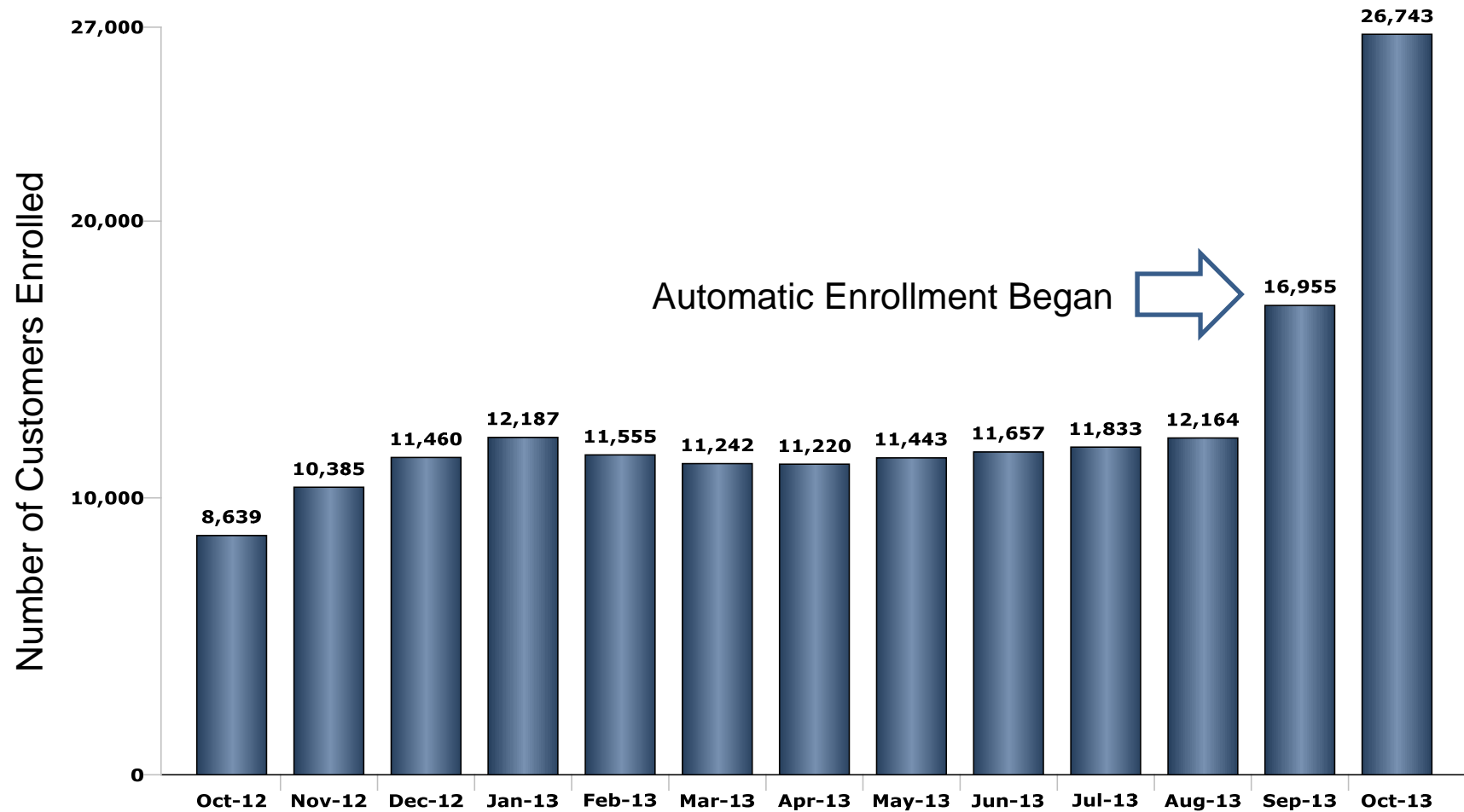


## Customer Assistance Program Changes

OLD TARIFF	NEW TARIFF: effective October 2012
Eligibility Requirements: <b>Parts</b> of Medicaid, SNAP, SSI, CEAP, MAP	Eligibility Requirements: <b>All</b> of Medicaid, SNAP, CHIP, Lifeline
Funded by Green Choice Batch	Funded by Community Benefit
Enrollment capped at 10K	Enrollment : budget allows for 25k
Separate free weatherization	Integrated free weatherization
Labor intensive eligibility screening	Vendor to perform automatic enrollment

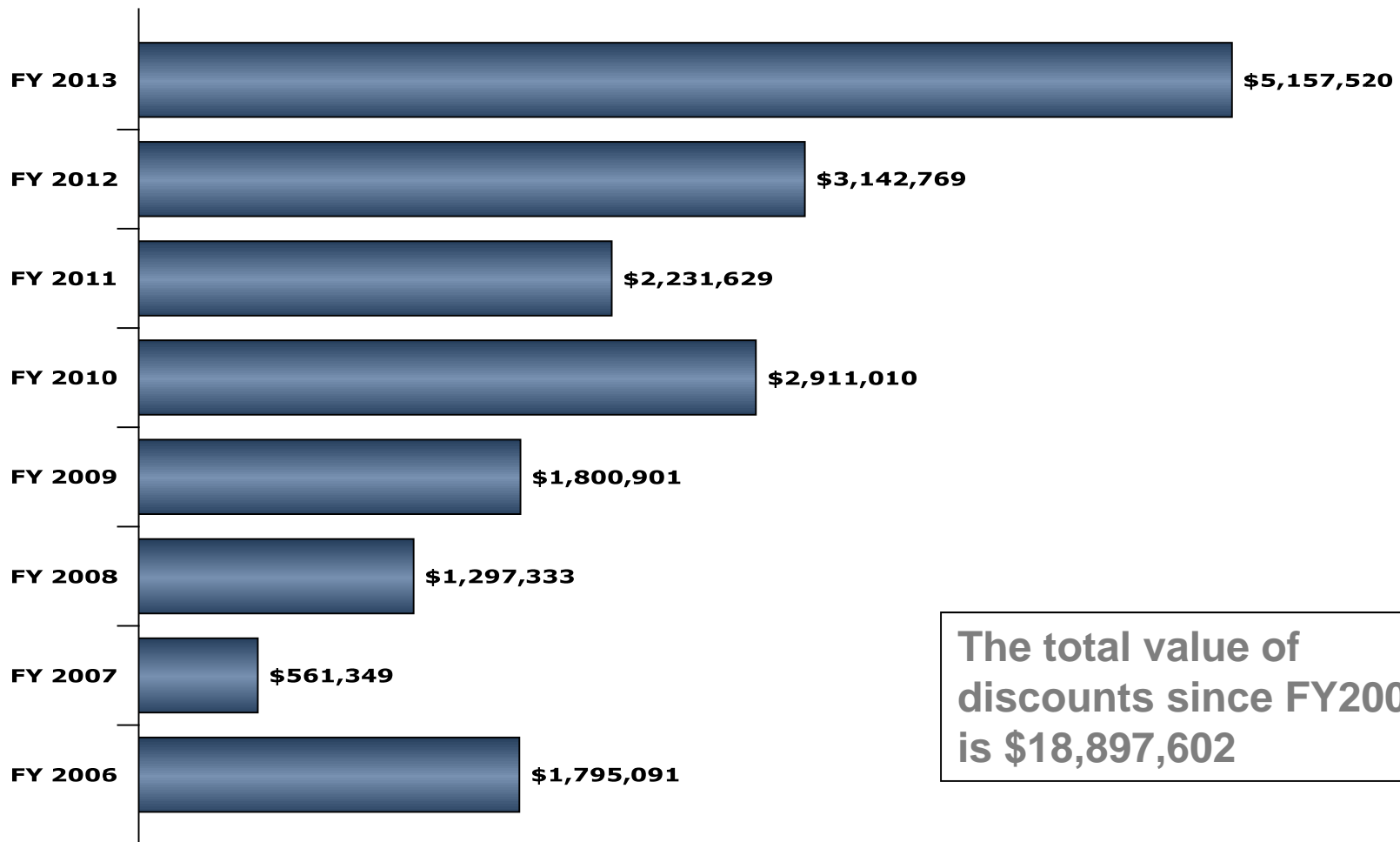


# Discount Program Enrollment





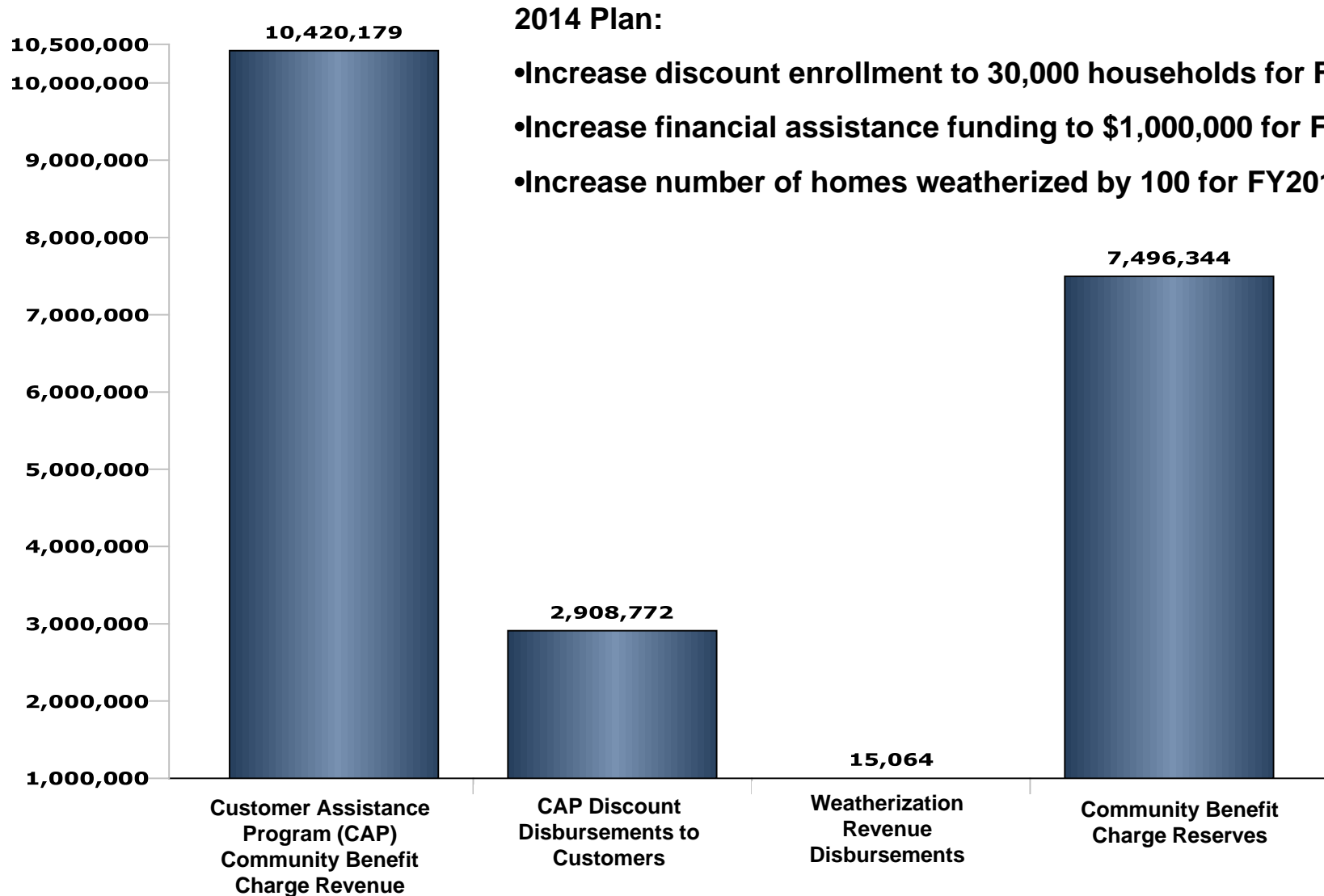
## Discount Value all Utility Services



The total value of discounts since FY2006 is \$18,897,602

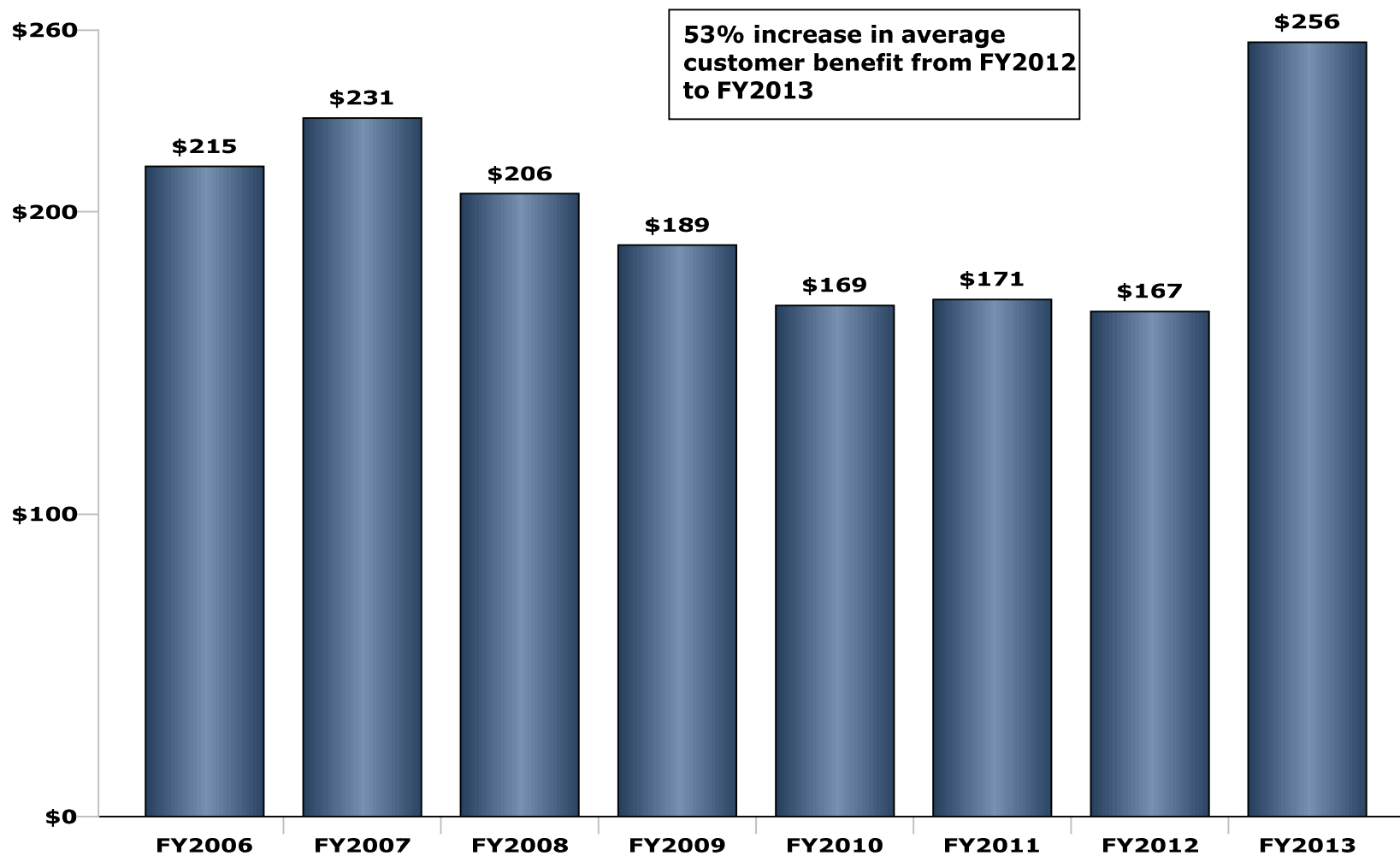


## Funding / Actual Expenses



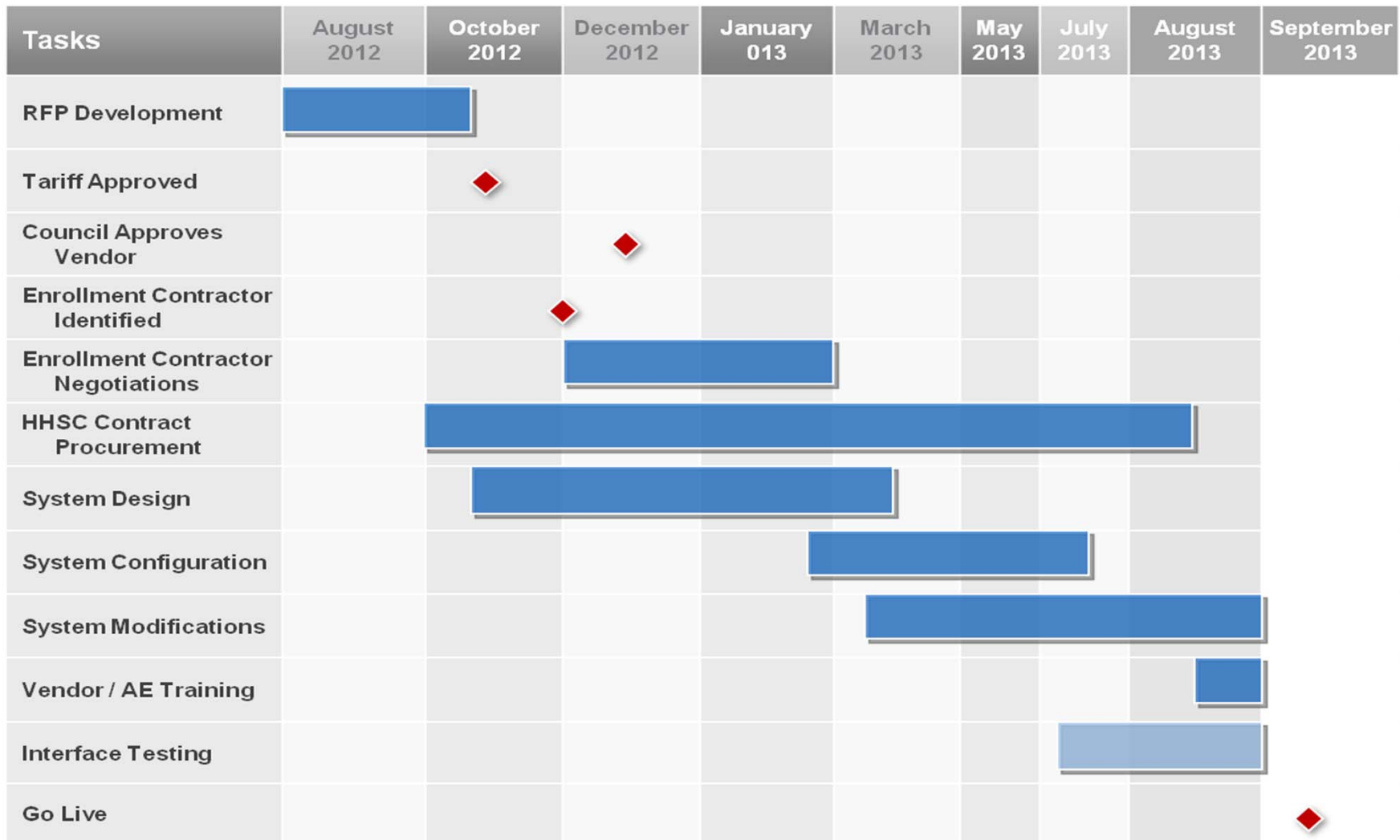


## Average Customer Benefit



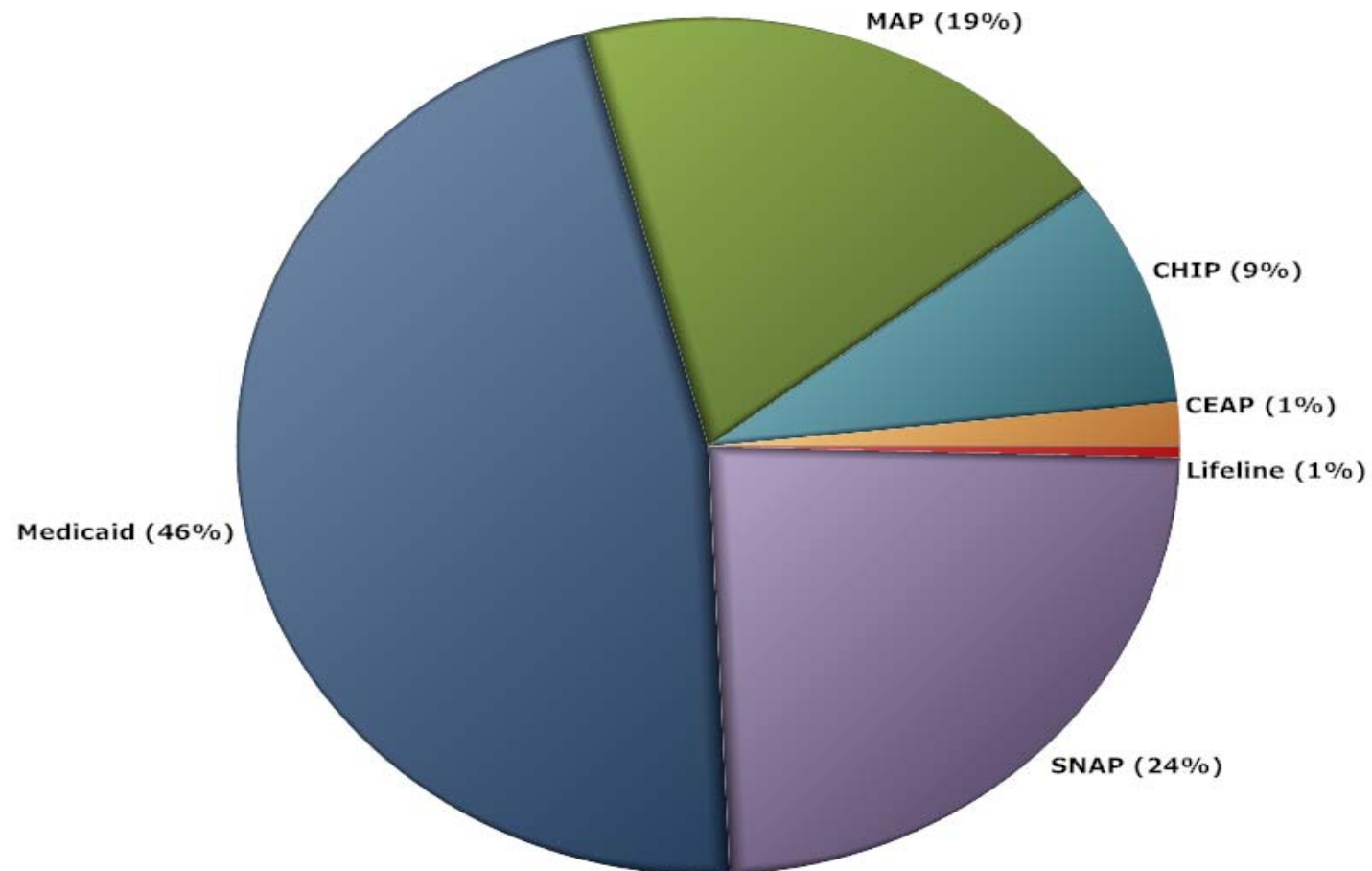


# Automatic Enrollment Timeline





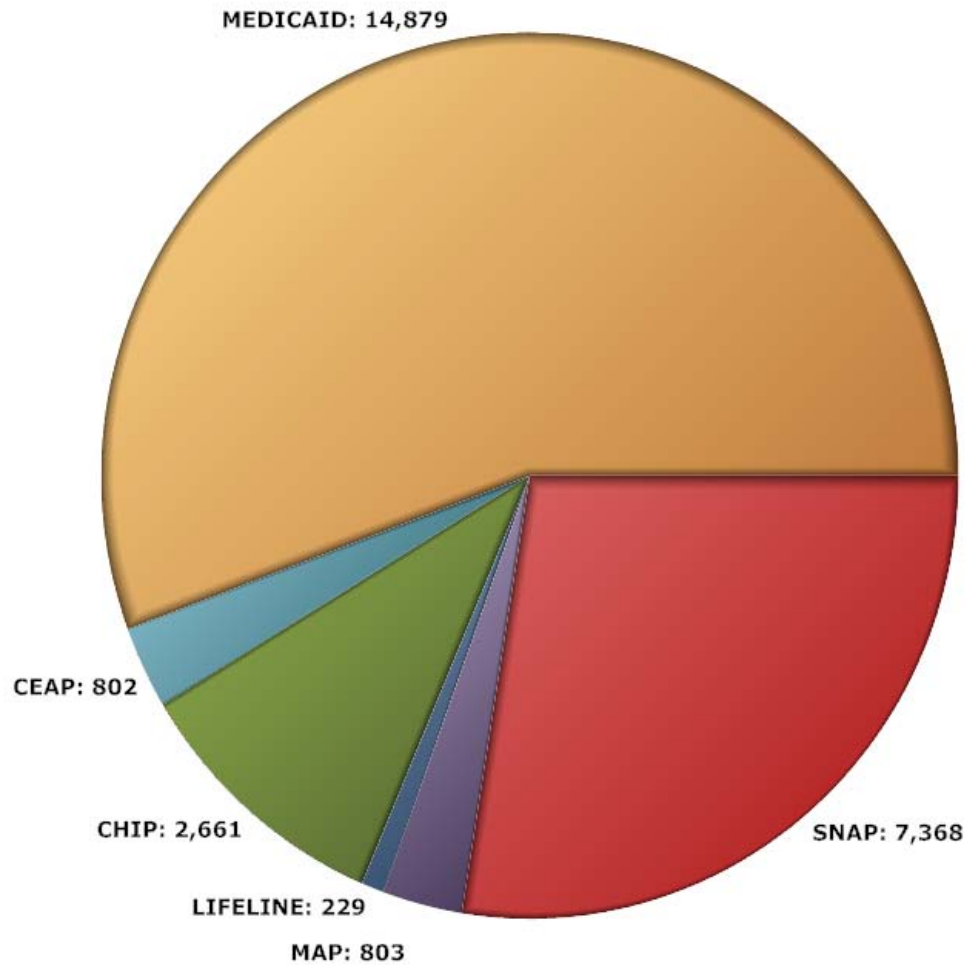
## Discount Allocations by Type







# Discount Enrollment by Type



Waitlist	
MEDICAID	2,224
SNAP	13,724
MAP	2,407
LIFELINE	0
CHIP	0
CEAP	0



## What is Plus 1?

**Plus 1 is the City of Austin Emergency Financial Assistance Program.**

The objective is to Provide financial support on a one time basis to City of Austin utility customers on low, moderate or fixed incomes, or who face unexpected emergencies.



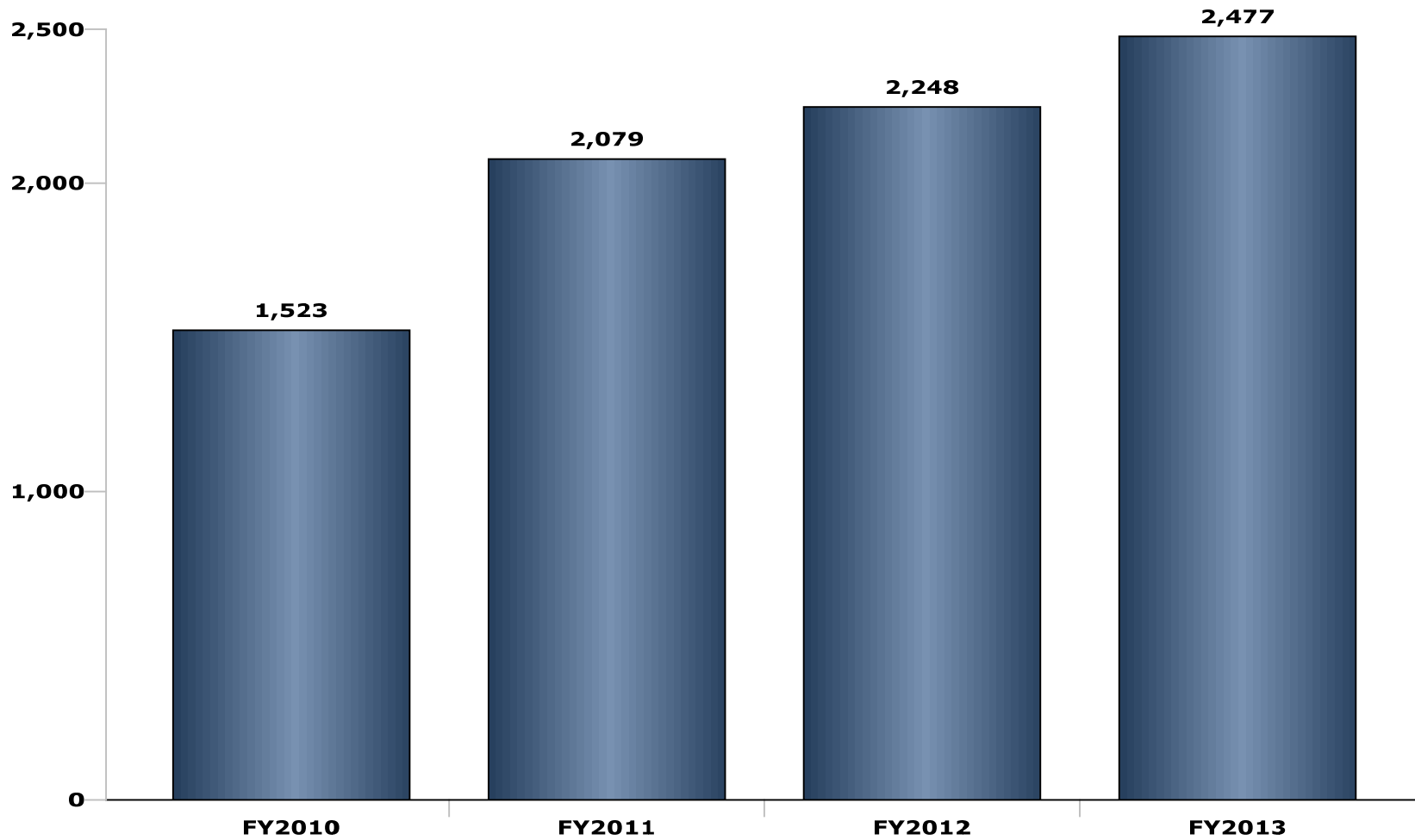
# Plus 1 Pledge Process

<b>Client Request Assistance</b>	<p>Agency representative provides accommodations and case management services A face to face interview is conducted with the Customer or other communication if customer is not able to travel. Agency representative conducts a detailed needs assessment</p>
<b>Agency Intake &amp; Releases</b>	<p>Agency representative sends the completed release of information to Austin Energy. Once received by Austin Energy, Community Services Coordinator will initiate utility account research.</p>
<b>Financial Needs Assessment</b>	<p>Agency Representative researches various assistance programs Reviews household budget</p>
<b>Account Research</b>	<p>Community Service Coordinator researches the account to determine account status and eligibility No Tampering No deposit No credit on account</p>
<b>Pledge Approved / Processed</b>	<p>Agency provides final approved voucher with signatures Austin Energy places pledge on account with a 30 day pay plan for payment to post. Travis County CEAP Funding requires a 45 day pay plan with a non-disconnection or reconnection guarantee*.</p>
<b>Quality Control</b>	<p>Run quality control report monthly Compare CCB report to finance report to assure accurate dollar amounts and totals. Reconcile each month with each partner agency.</p>

\* Federal law requires a service guarantee for 30 days when applying Comprehensive Energy Assistance Program Funding.

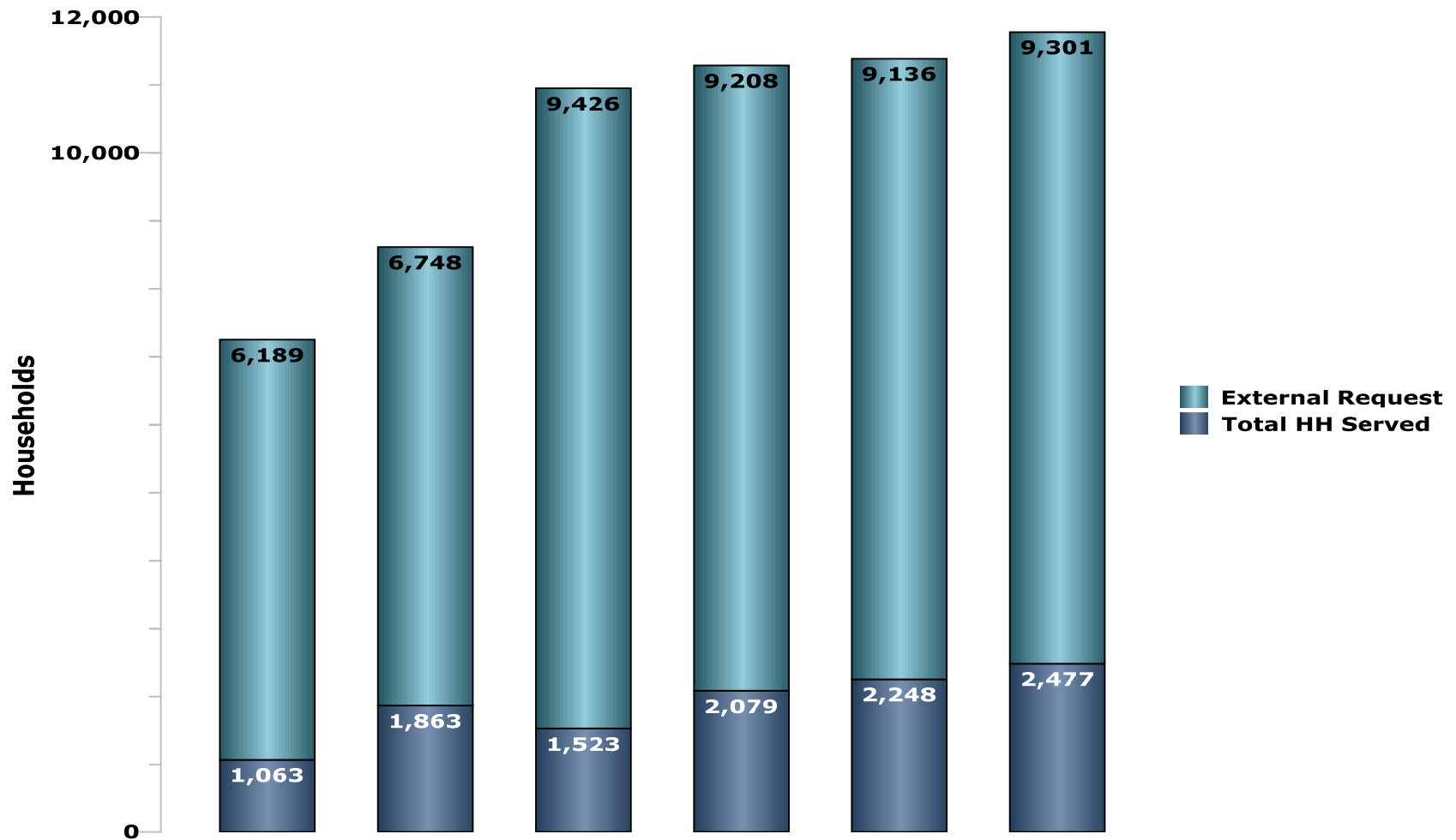


## Households Served with Plus 1





## Plus 1 Requests vs Households Served





## Outreach

### Scheduled Events

Low-Income Energy Summit	6/20/2013
Eberhart Place Apartments Outreach	7/16/2013
Women's Resource Fair	5/21/2013
Homeless Resource Fair	4/22/2013
Cobble Stone Court Apartments Outreach	8/2/2013
Energy Efficiency Resource Fair	8/3/2013
Community Connections	9/21/2013
A. R. Hargrove Family Life Center Outreach	9/14/2013



## Summary

- **Austin Energy has implemented the program changes provided in the tariff**
- **The City of Austin has one of the most generous Customer Assistance Programs in the nation**
- **Enrollment in the Discount Program continues to grow**
- **We are managing enrollment to match the anticipated level of funding and reserves**
- **Plus1 funding will increase for FY2014 to accommodate higher demand in the community**
- **Outreach will continue throughout 2014**



Thank you!

## Questions?

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Customer Care Center**

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