



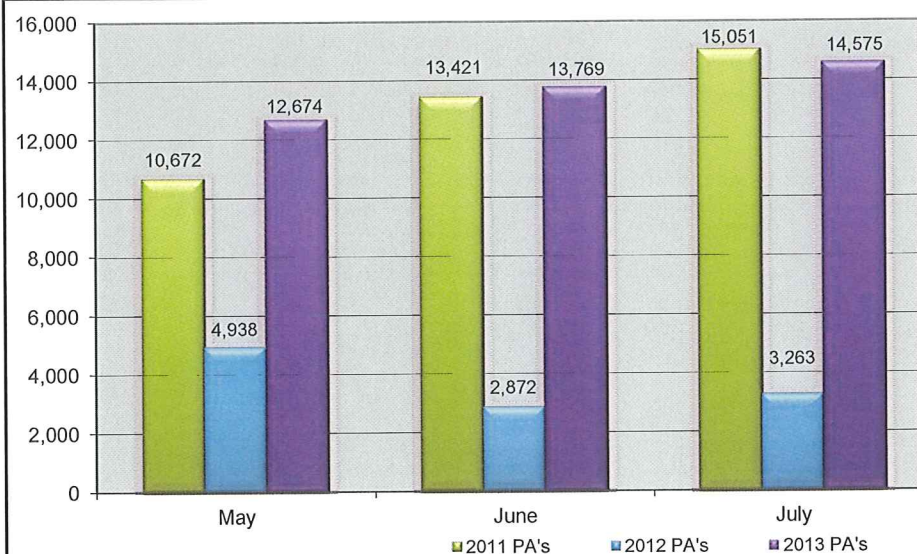
Monthly PA and Disconnect Report July 2013

Payment Arrangement

Month	2011 PAs	2012 PAs	2013 PAs
May	10,672	4,938	12,674
June	13,421	2,872	13,769
July	15,051	3,263	14,575
Monthly Total	39,144	11,073	41,018

Note: For July 2013 there was a 347% increase in the number of PA's written compared to the number written in July 2012.

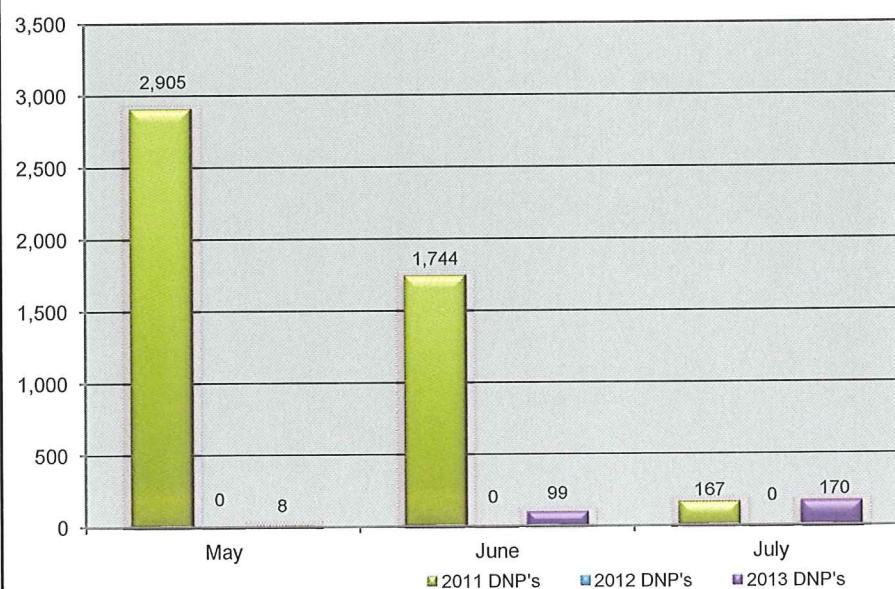
The number of PA's have now reached levels similar to pre-CCB numbers. For July 2013 there was a 3.2% decrease in the number of PA's written compared to the number written in July 2011.



Residential Disconnections

Month	2011 DNP	2012 DNP	2013 DNP
May	2,905	0	8
June	1,744	0	99
July	167	0	170
Monthly Total	84,816	0	277

Medically Vulnerable Information: For the month of July 2013, 243 customers were identified as Medically Vulnerable; that number was 197 in July 2012. 13 accounts received site visits and 0 accounts were disconnected (site visits have commenced for all delinquent Medically Vulnerable customers as of August 2012). 216 requests were received for Medically Vulnerable status in July 2013; 87 requests were received for Medically Vulnerable status in July 2012. Collection efforts have started on 123 MVR customers for July 2013.



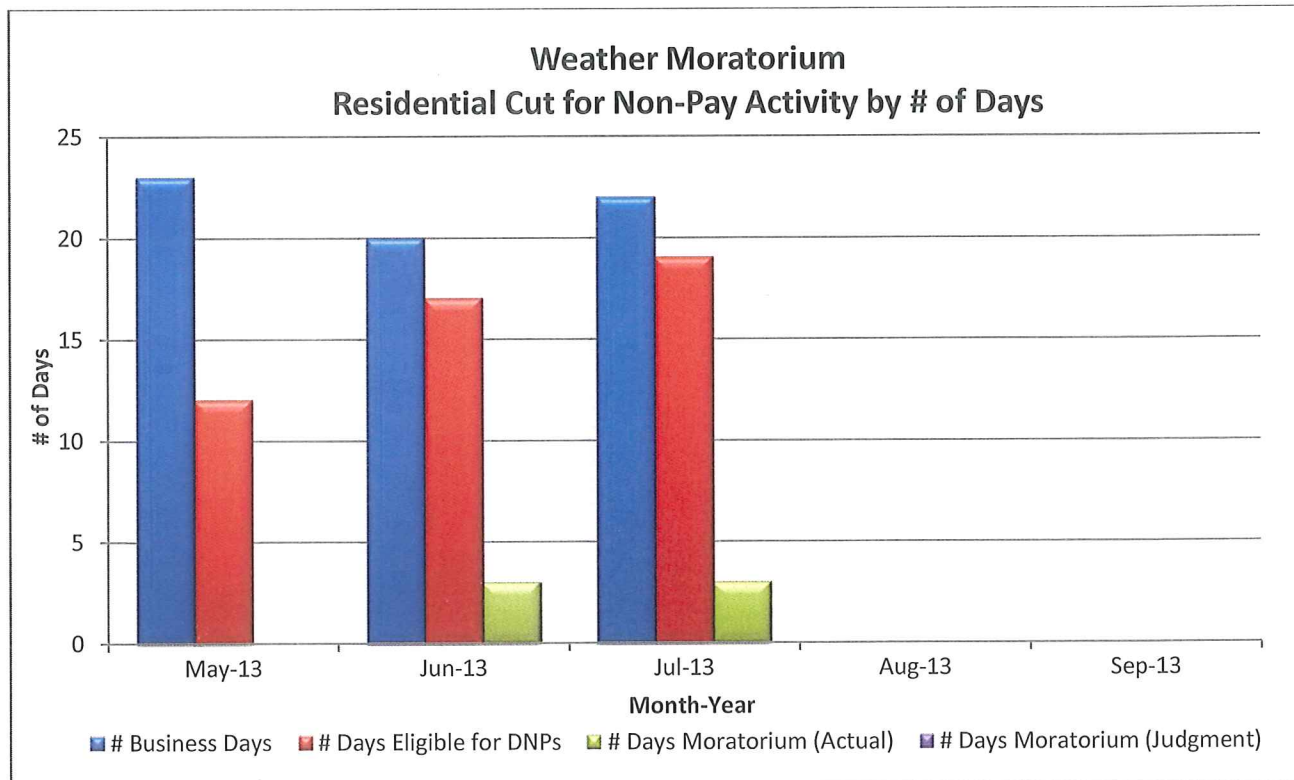


Summer Moratorium Information

For the month of July 2013, Austin Energy has recorded a total of 19 business days eligible to create disconnect for non-payment (DNP) field activities. Due to the combination of actual plus forecasted heat index, Austin Energy has implemented the summer weather moratorium on 3 days, and DNP's were issued when eligible on the remaining business days.

	# Business Days	# Days Eligible for DNPs	# Days Moratorium (Actual)	# Days Moratorium (Judgment)
May-13	23	12*	0	0
Jun-13	20	17	3	0
Jul-13	22	19	3	0

* Disconnect for Non-Payment activity resumed on May 16th following implementation; leaving only 12 business days in the month of June eligible for disconnect activity.





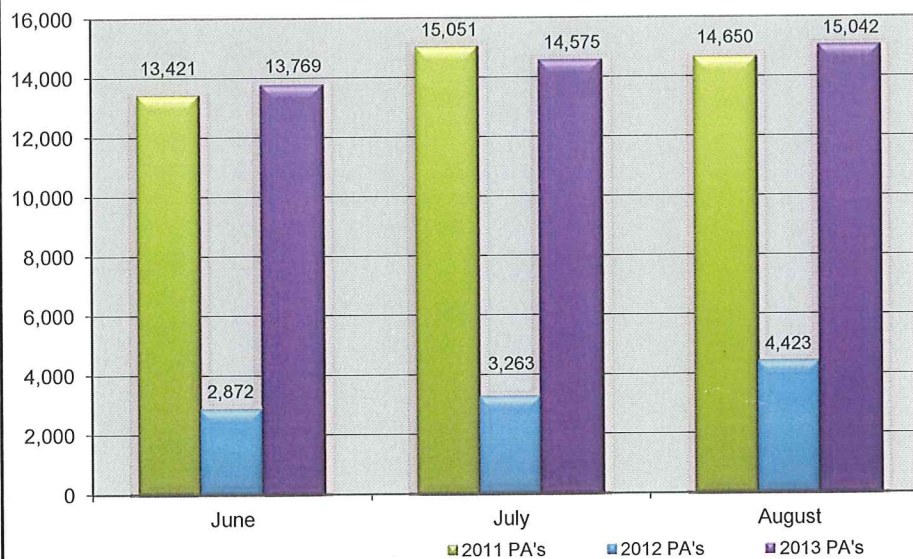
Monthly PA and Disconnect Report August 2013

Payment Arrangement

	2011	2012	2013
Month			
June	13,421	2,872	13,769
July	15,051	3,263	14,575
August	14,650	4,423	15,042
Monthly Total	43,122	10,558	43,386

Note: For August 2013 there was a 240% increase in the number of PA's written compared to the number written in August 2012.

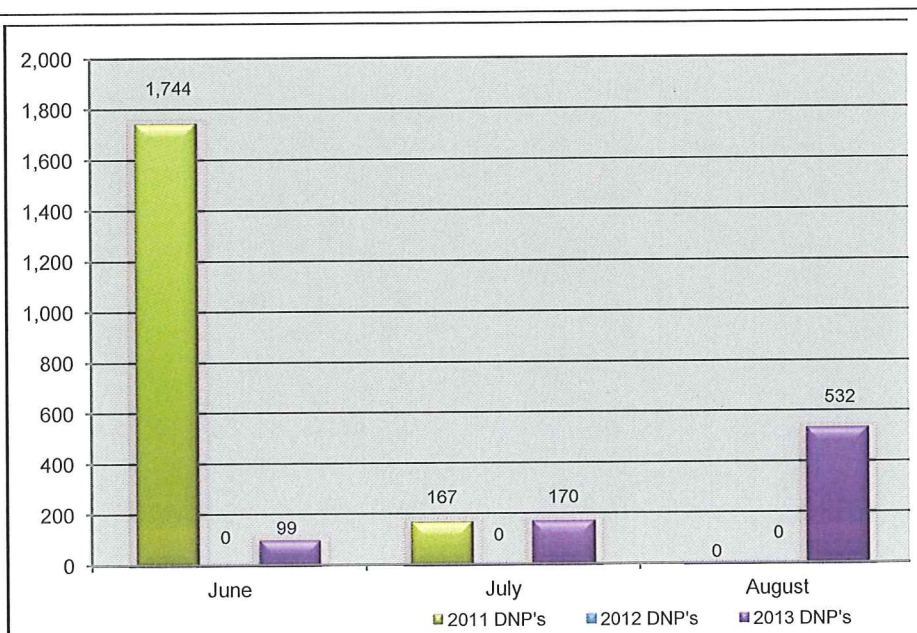
The number of PA's have now reached levels similar to pre-CCB numbers. For August 2013 there was a 2.7% increase in the number of PA's written compared to the number written in August 2011.



Residential Disconnections

	2011	2012	2013
Month	DNP	DNP	DNP
June	1,744	0	99
July	167	0	170
August	0	0	532
Monthly Total	1,911	0	801

Medically Vulnerable Information: For the month of August 2013, 237 customers were identified as Medically Vulnerable; that number was 197 in August 2012. 10 accounts received site visits and 0 accounts were disconnected (site visits have commenced for all delinquent Medically Vulnerable customers as of August 2012). 145 requests were received for Medically Vulnerable status in August 2013; 338 requests were received for Medically Vulnerable status in August 2012. Collection efforts have started on 78 MVR customers for August 2013.



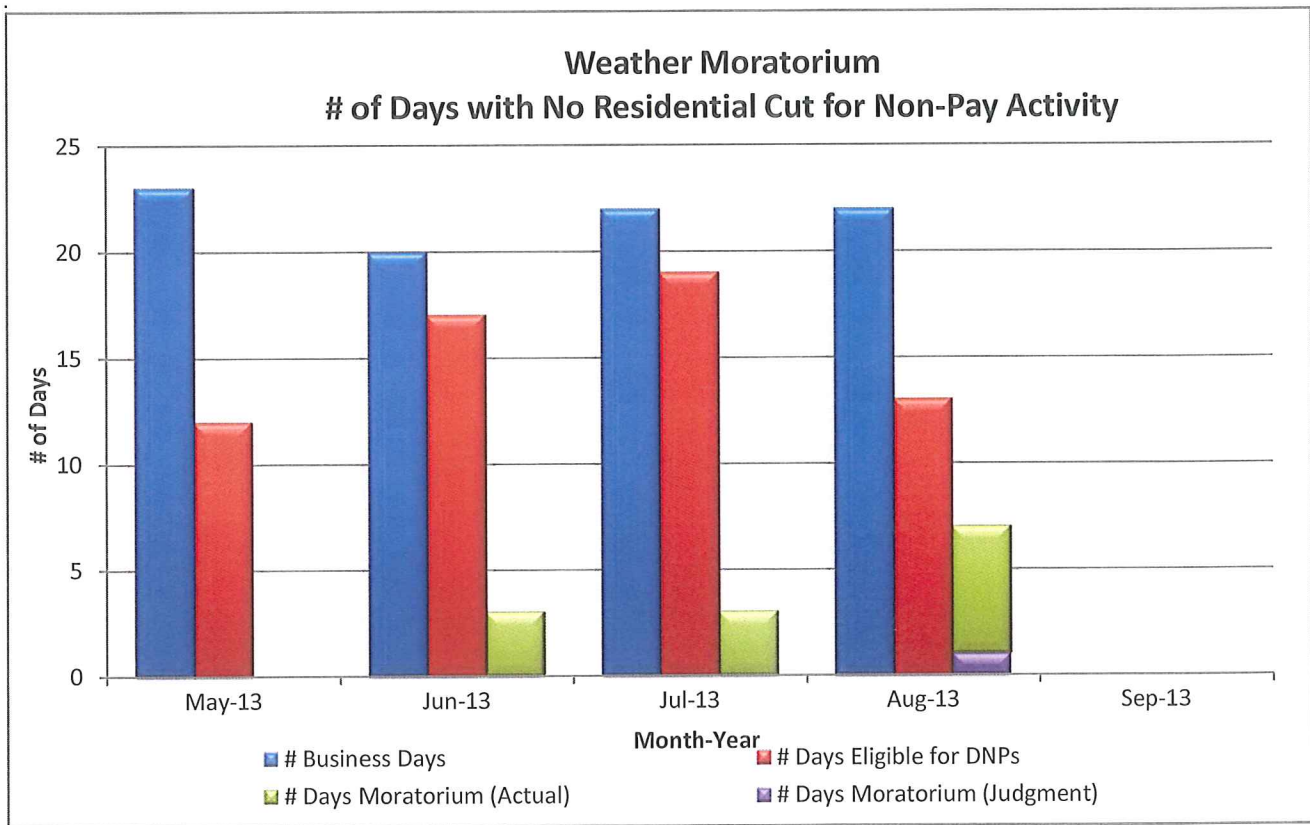


Summer Moratorium Information

For the month of August 2013, Austin Energy has recorded a total of 14 business days eligible to create disconnect for non-payment (DNP) field activities. Due to the combination of actual plus forecasted heat index, Austin Energy has implemented the summer weather moratorium on 7 days, and DNP's were issued when eligible on the remaining business days.

	# Business Days	# Days Eligible for DNPs	# Days Moratorium (Actual)	# Days Moratorium (Judgment)
May-13	23	12*	0	0
Jun-13	20	17	3	0
Jul-13	22	19	3	0
Aug-13	22	14	6	1

* Disconnect for Non-Payment activity resumed on May 16th following implementation; leaving only 12 business days in the month of June eligible for disconnect activity.





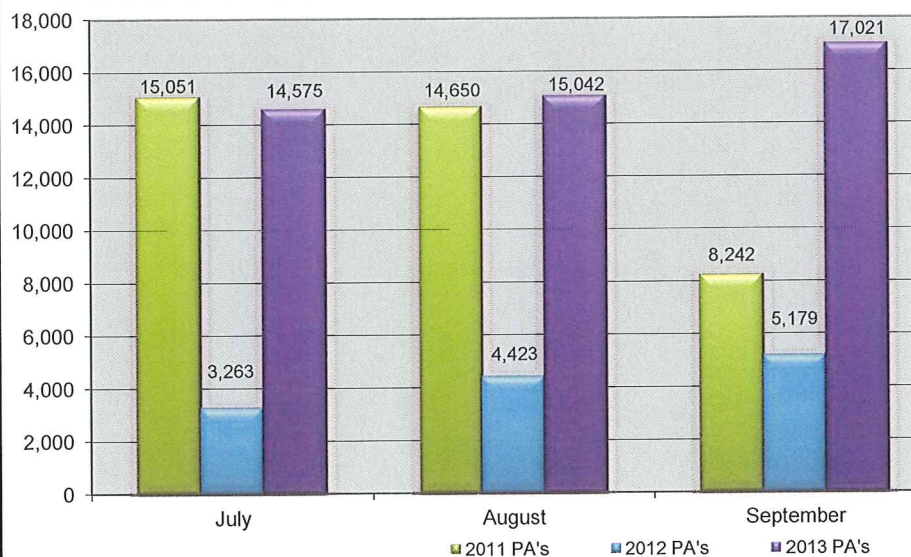
Monthly PA and Disconnect Report September 2013

Payment Arrangement

Month	2011	2012	2013
July	15,051	3,263	14,575
August	14,650	4,423	15,042
September	8,242	5,179	17,021
Monthly Total	37,943	12,865	46,638

Note: For September 2013 there was a 229% increase in the number of PA's written compared to the number written in September 2012.

The number of PA's have now reached levels similar to pre-CCB numbers. For September 2013 there was a 106% increase in the number of PA's written compared to the number written in September 2011.



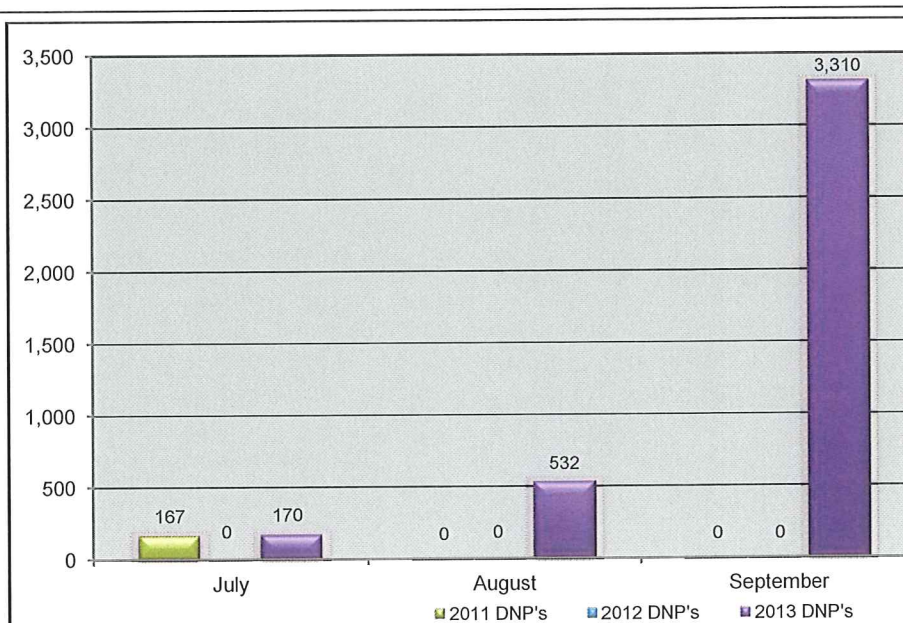
Residential Disconnections

Month	*2011 DNP	**2012 DNP	2013 DNP
July	167	0	170
August	0	0	532
September	0	0	3,310
Monthly Total	167	0	4,012

*No residential DNP due to record high heat and CC&B Go-Live.

**No residential DNP due to post conversion delays

Medically Vulnerable Information: For the month of September 2013, 251 customers were identified as Medically Vulnerable; that number was 186 in September 2012. 0 accounts received site visits and 0 accounts were disconnected. 30 requests were received for Medically Vulnerable status in September 2013; 15 requests were received for Medically Vulnerable status in September 2012. Collection efforts have started on 161 MVR customers for September 2013.



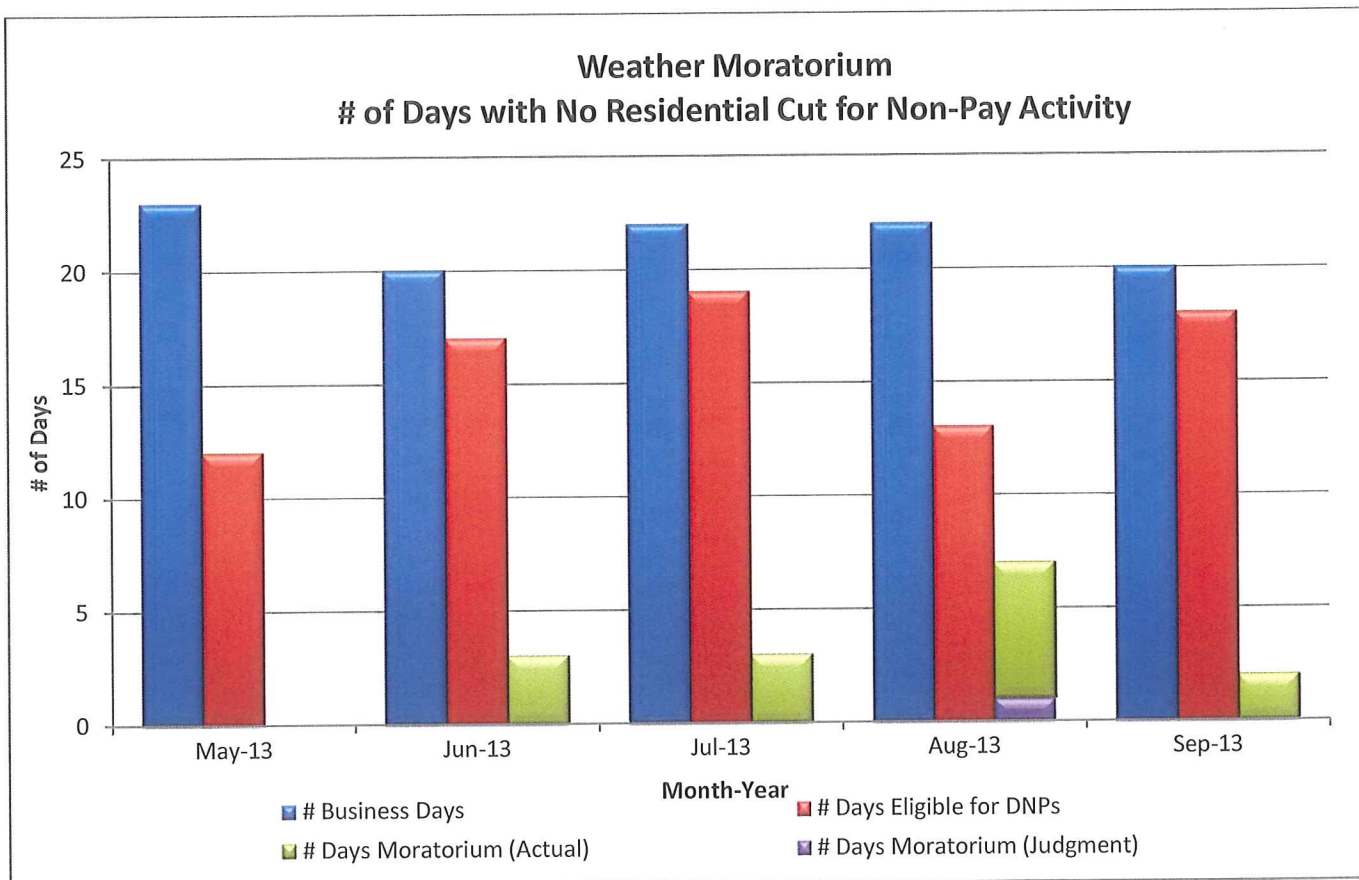


Summer Moratorium Information

For the month of September 2013, Austin Energy has recorded a total of 18 business days eligible to create disconnect for non-payment (DNP) field activities. Due to the combination of actual plus forecasted heat index, Austin Energy has implemented the summer weather moratorium on 2 days, and DNP's were issued when eligible on the remaining business days.

	# Business Days	# Days Eligible for DNPs	# Days Moratorium (Actual)	# Days Moratorium (Judgment)
May-13	23	12*	0	0
Jun-13	20	17	3	0
Jul-13	22	19	3	0
Aug-13	22	14	6	1
Sept-13	20	18	0	0

* Disconnect for Non-Payment activity resumed on May 16th following implementation; leaving only 12 business days in the month of June eligible for disconnect activity.





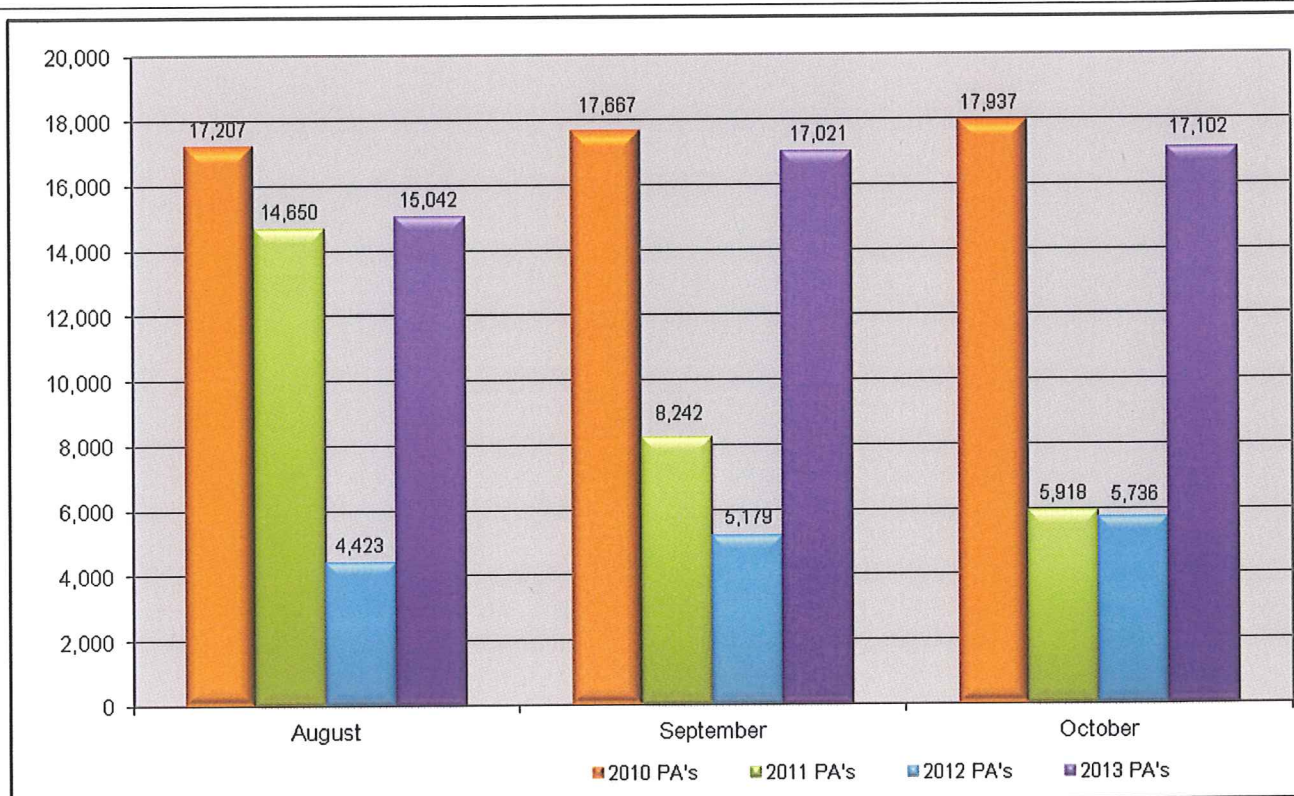
Monthly PA and Disconnect Report October 2013

Payment Arrangements

Month	2010 PAs	2011 PAs	2012 PAs	2013 PAs
August	17,207	14,650	4,423	15,042
September	17,667	8,242	5,179	17,021
October	17,937	5,918	5,736	17,102
Monthly Total	52,811	28,810	15,338	49,165

Note: For October 2013 there was a 198% increase in the number of PA's written compared to the number written in October 2012.

The number of PA's has now reached levels similar to pre-CCB numbers. For October 2013 there was a 4.7% decrease in the number of PA's written compared to the number written in October 2010.





Monthly PA and Disconnect Report October 2013

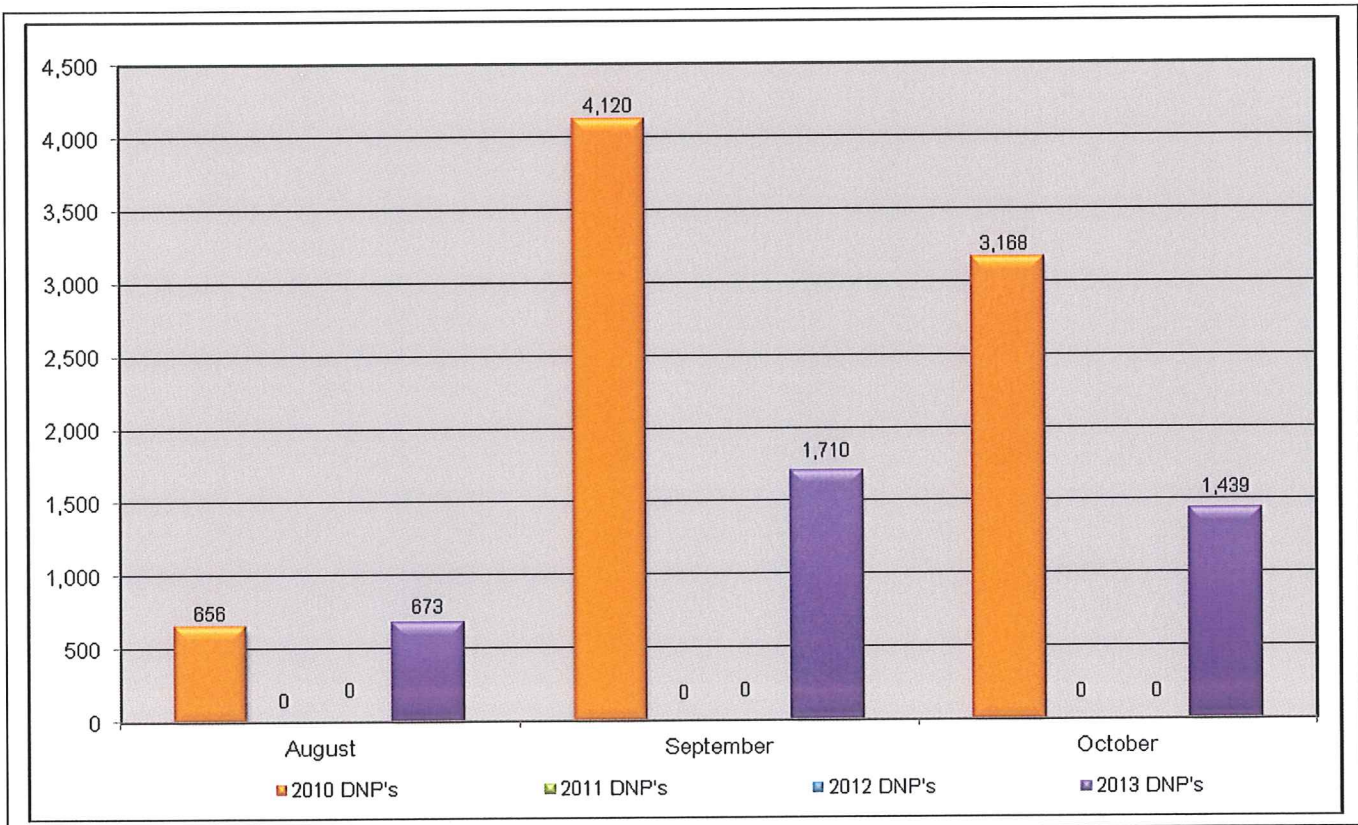
Residential Disconnections

Month	2010 DNP	*2011 DNP	**2012 DNP	2013 DNP
August	656	0	0	532
September	4,120	0	0	3,310
October	3,168	0	0	1,439
Monthly Total	7,944	0	0	3,822

*No residential DNP due to record high heat and CC&B Go-Live.

**No residential DNP due to post conversion delays

Medically Vulnerable Information: For the month of October 2013, 292 customers were identified as Medically Vulnerable; that number was 193 in October 2012. 12 accounts received site visits and 0 accounts were disconnected (site visits have commenced for all delinquent Medically Vulnerable customers as of August 2012). 248 requests were received for Medically Vulnerable status in October 2013; 101 requests were received for Medically Vulnerable status in October 2012. Collection efforts have started on 119 MVR customers for October 2013.





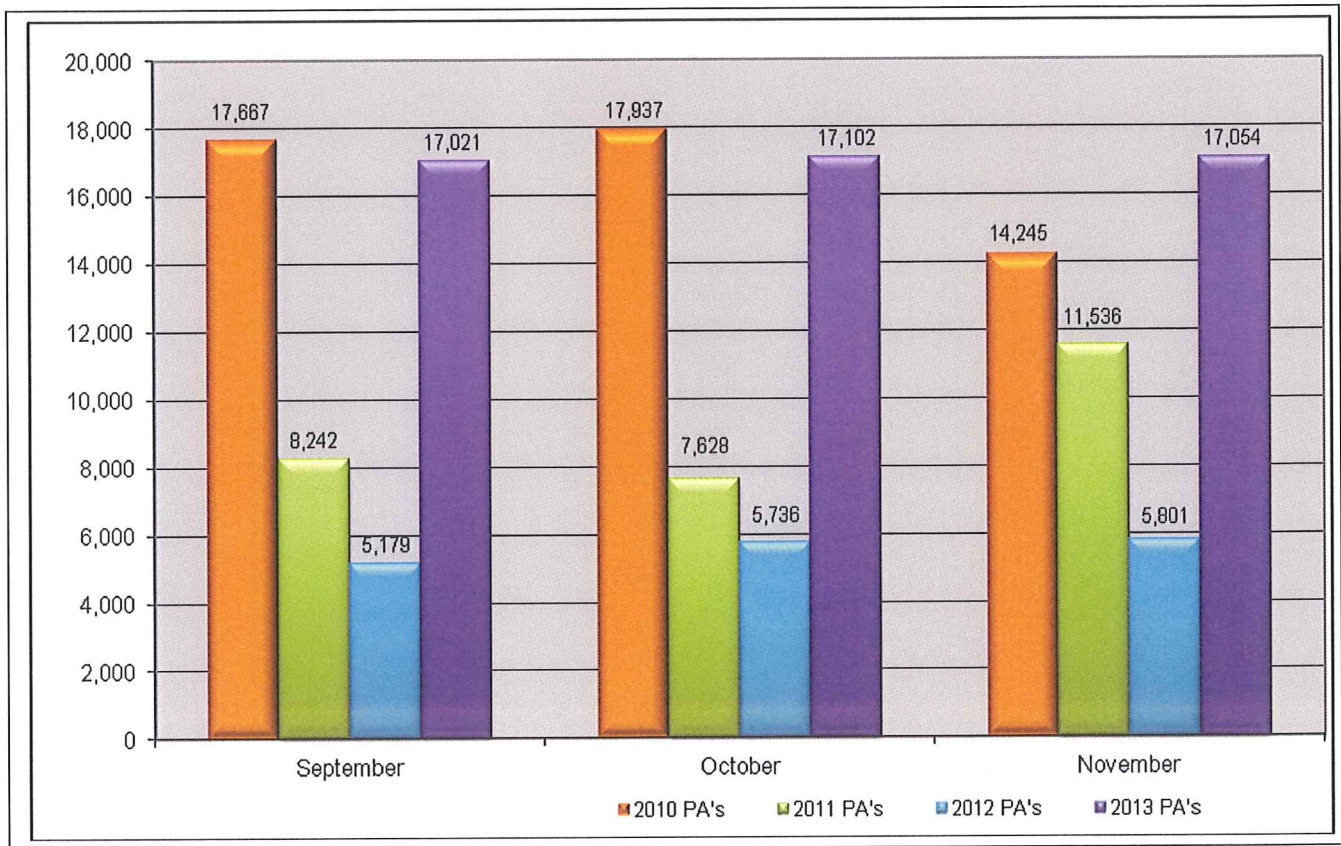
Monthly PA and Disconnect Report November 2013

Payment Arrangements

	2010	2011	2012	2013
Month	PA's	PA's	PA's	PA's
September	17,667	8,242	5,179	17,021
October	17,937	7,628	5,736	17,102
November	14,245	11,536	5,801	17,054
Monthly Total	49,849	27,406	16,716	51,177

Note: For November 2013 there was a 194% increase in the number of PA's written compared to the number written in November 2012.

The number of PA's has now reached levels similar to pre-CCB numbers. For November 2013 there was a 19.7% increase in the number of PA's written compared to the number written in November 2010.





Monthly PA and Disconnect Report November 2013

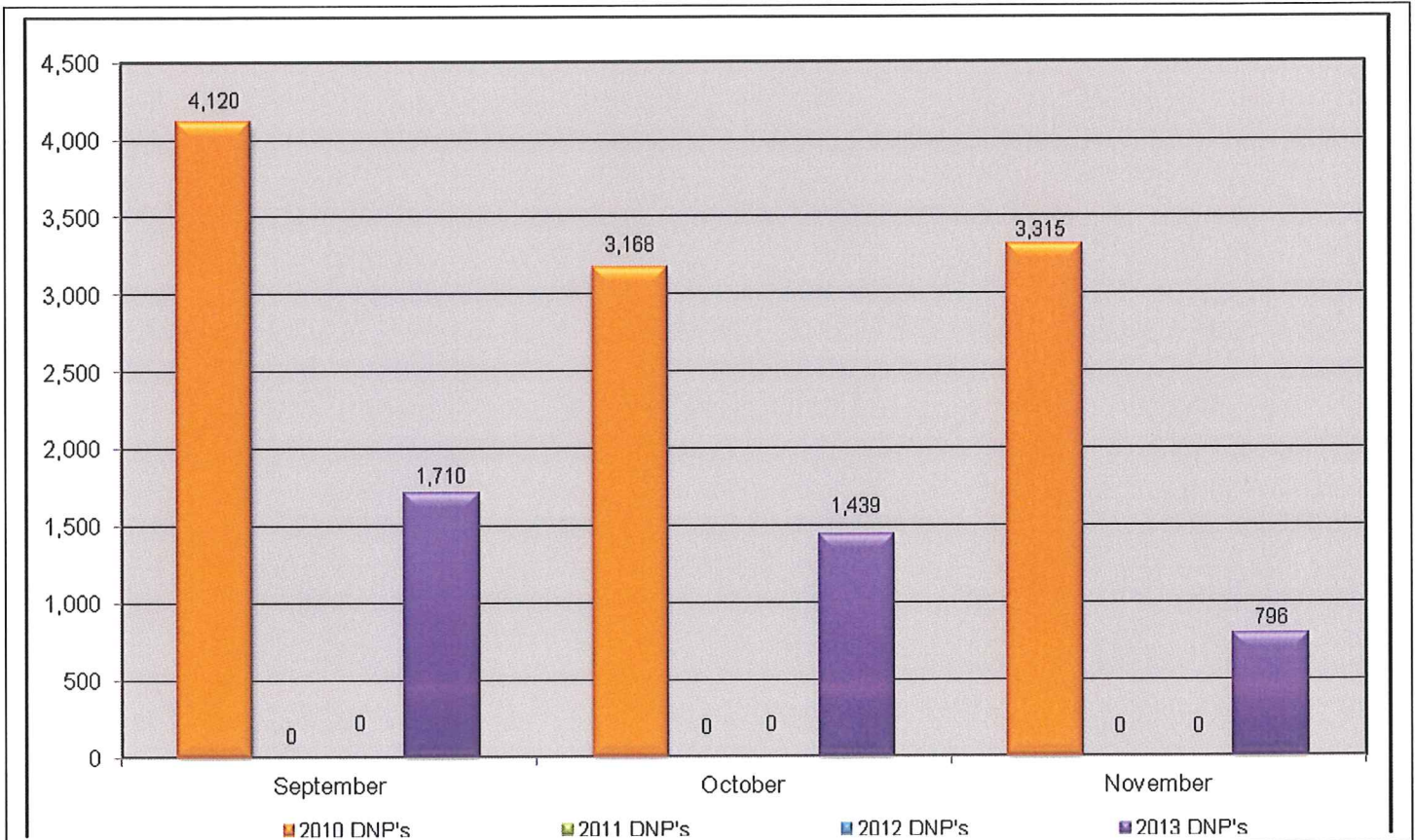
Residential Disconnections

Month	2010 DNP	*2011 DNP	**2012 DNP	2013 DNP
September	4,120	0	0	1,710
October	3,168	0	0	1,439
November	3,315	0	0	796
Monthly Total	10,603	0	0	3,945

*No residential DNP due to record high heat and CC&B Go-Live.

**No residential DNP due to post conversion delays

Medically Vulnerable Information: For the month of November 2013, 245 customers were identified as Medically Vulnerable; that number was 198 in November 2012. 5 accounts received site visits and 0 accounts were disconnected (site visits have commenced for all delinquent Medically Vulnerable customers as of August 2012). 78 requests were received for Medically Vulnerable status in November 2013; 133 requests were received for Medically Vulnerable status in November 2012. Collection efforts have started on 205 MVR customers for November 2013.

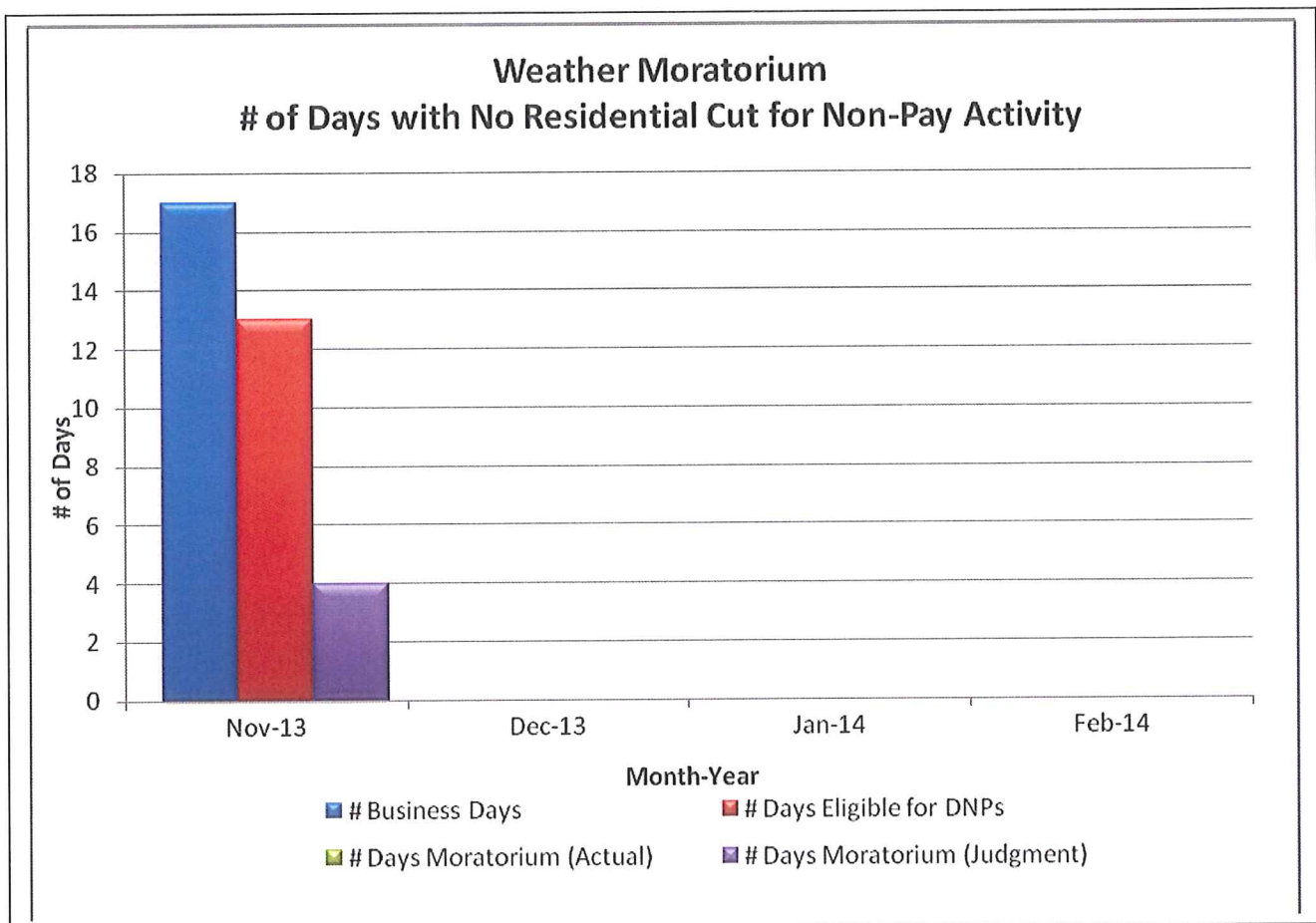




Winter Moratorium Information

For the month of November 2013, Austin Energy has recorded a total of 17 business days eligible to create disconnect for non-payment (DNP) field activities. Due to the forecasted low temperatures or the combination of forecasted low temperatures with precipitation, Austin Energy has implemented the winter weather moratorium on 4 days, and DNP's were issued when eligible on the remaining business days.

	# Business Days	# Days Eligible for DNPs	# Days Moratorium (Actual)	# Days Moratorium (Judgment)
Nov-13	17	13	0	4
Dec-13	19			
Jan-13	21			





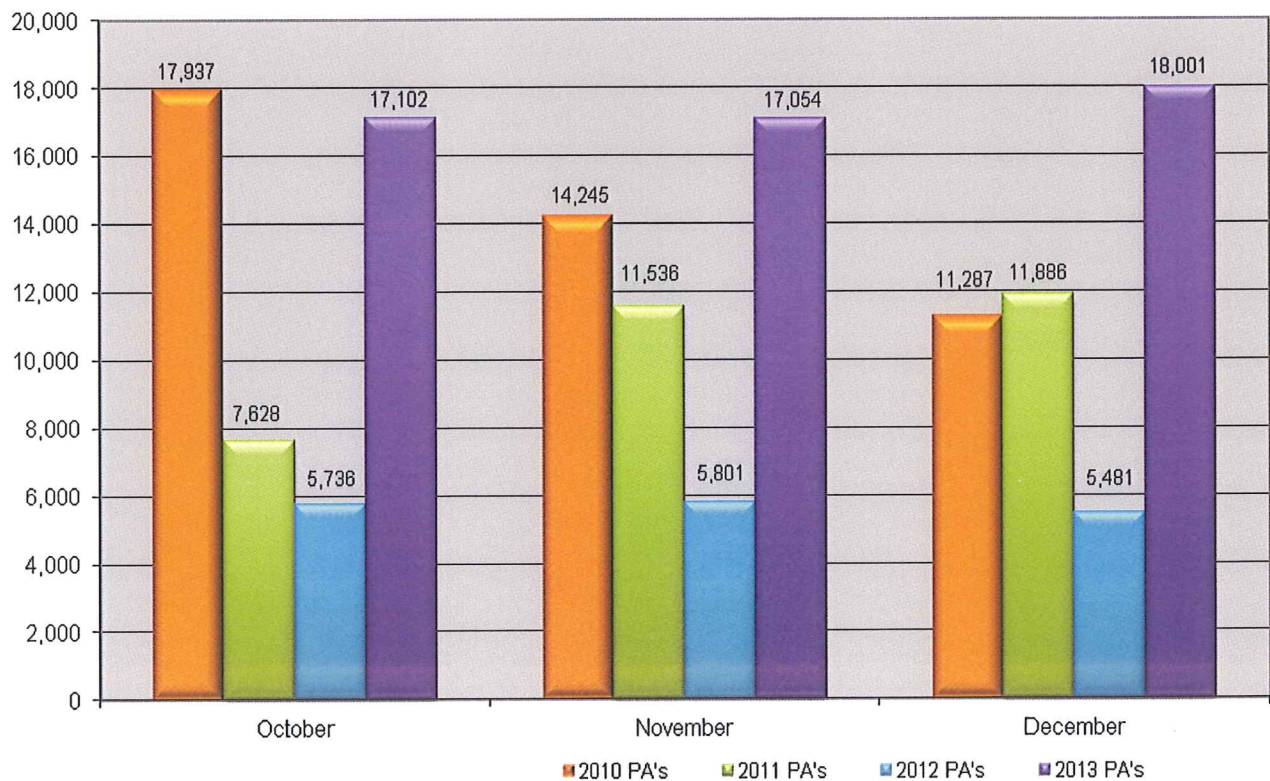
Monthly PA and Disconnect Report December 2013

Payment Arrangements

Month	2010 PAs	2011 PAs	2012 PAs	2013 PAs
October	17,937	7,628	5,736	17,102
November	14,245	11,536	5,801	17,054
December	11,287	11,886	5,481	18,001
Monthly Total	43,469	31,050	17,018	52,157

Note: For December 2013 there was a 228% increase in the number of PA's written compared to the number written in December 2012.

The number of PA's has now reached levels similar to pre-CCB numbers. For December 2013 there was a 59.5% increase in the number of PA's written compared to the number written in December 2010; due in part to the extreme cold weather.





Monthly PA and Disconnect Report December 2013

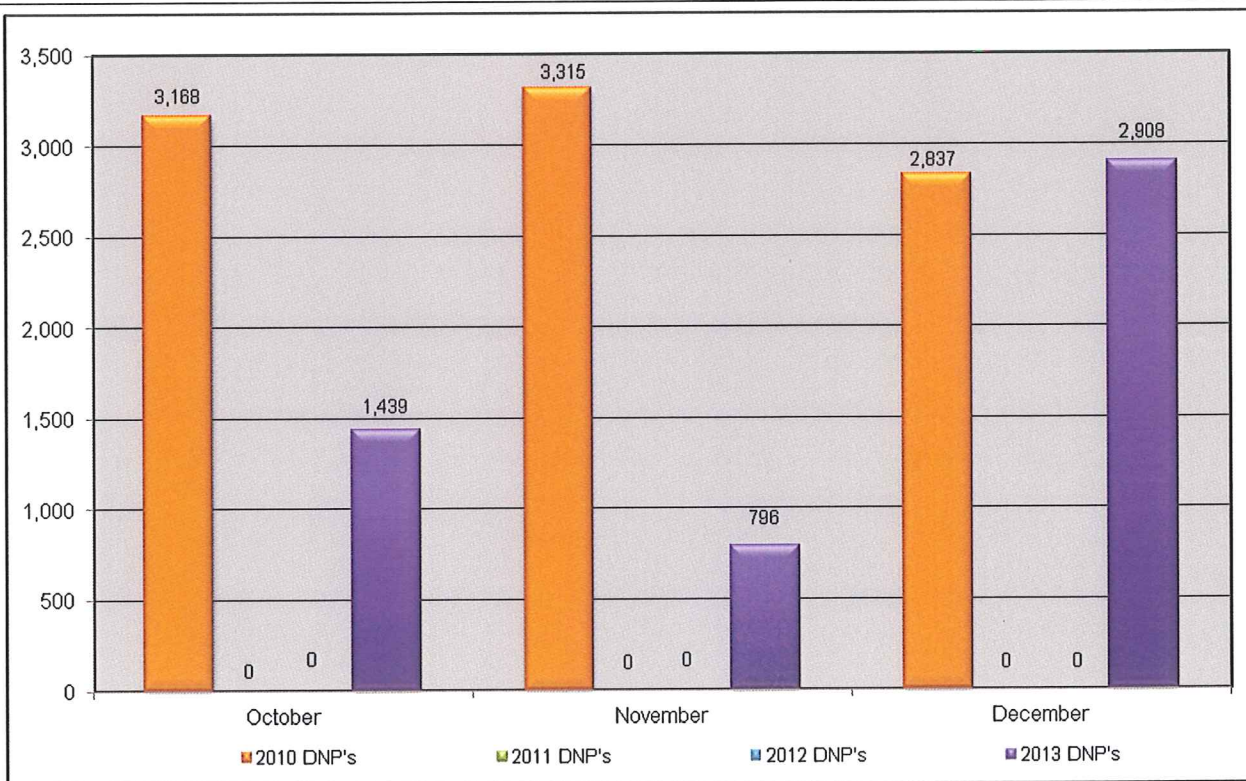
Residential Disconnections

Month	2010 DNP	*2011 DNP	**2012 DNP	2013 DNP
October	3,168	0	0	1,439
November	3,315	0	0	796
December	2,837	0	0	2,908
Monthly Total	9,320	0	0	5,143

*No residential DNP due to record high heat and CC&B Go-Live.

**No residential DNP due to post conversion delays

Medically Vulnerable Information: For the month of December 2013, 261 customers were identified as Medically Vulnerable; that number was 209 in December 2012. 18 accounts received site visits and 0 accounts were disconnected (site visits have commenced for all delinquent Medically Vulnerable customers as of August 2012). 32 requests were received for Medically Vulnerable status in December 2013; 129 requests were received for Medically Vulnerable status in December 2012. Collection efforts have started on 134 MVR customers for December 2013.





Winter Moratorium Information

For the month of December 2013, Austin Energy has recorded a total of 19 business days eligible to create disconnect for non-payment (DNP) field activities. Due to the forecasted low temperatures or the combination of forecasted low temperatures with precipitation, Austin Energy has implemented the winter weather moratorium on 3 days, and DNP's were issued when eligible on the remaining business days.

	# Business Days	# Days Eligible for DNPs	# Days Moratorium (Actual)	# Days Moratorium (Judgment)
Nov-13	18	13	0	4
Dec-13	19	19	3	11*
Jan-13	21			

* Includes holidays

