



Council Question and Answer

Related To	Agenda Item #54	Meeting Date	November 21, 2013
-------------------	-----------------	---------------------	-------------------

Additional Answer Information

Q. How many customers are in their final (i.e. third) deferred payment agreement? (Tovo)

A. 4,993 customers

Q. How many have had three deferred payment agreements and did not complete them successfully? (Tovo)

A. 1,268 customers

Q. In the work session, I believe Mr. Overton may have stated that payment arrangements usually require a 30% down payment. Are all customers entering into a deferred payment arrangement required to pay a down payment of that amount? (Tovo)

A. Down payment amounts varied; however, regular payment arrangements have been suspended since June 2012. As of Nov 26, for customers disconnected for nonpayment, AE was offering a fourth payment arrangement and had removed the 50% down payment requirement for reconnection, with the first new installment serving as the down payment.

Q. Payment Arrangement and Pay Plan Procedures section 2.3 (B) (Standard PA Length) states that the payment plan length varies from two to eight months. How is the length of time determined and by whom? (Tovo)

A. Management established procedures regarding payment arrangements; please note that regular payment arrangements have been suspended since June 2012. Customer Service Representatives are provided a maximum number of monthly installments (e.g., Regular Policy was up to 8; during the Suspension Period of June 2012-Nov 2013 it was up to 12; and during the Interim Period of Dec 2013-May 2014 it was to be 12+). Policies dictated that additional installments may be available for customers in the Low Income, Medically Vulnerable or Life Support Programs through AE's Customer Solutions Management Team.

Also included is a copy of a related presentation; slides 7, 8 & 10 are those meant, among other things, to address the questions. In addition, also included is the related memo to Council issued after the December 21st meeting and prior to the December 5th meeting.