

**City of Austin Utilities
Arrearage Program Design**

	Discount Participants	Any Active Residential Customer Who Has Had Service with AE from June 2011 to June 2013
Eligibility	Enrolled or waitlisted on the discount program	Active residential customer who had service with AE from June 2011 to June 2013
Benefits	Immediate incentive towards debt (match/credits begin month 1 of program) will be able to tap into AE resources (education class, weatherization)	Immediate incentive towards debt (match/credits begin month 1 of program) will be able to tap into AE resources (education class, weatherization)
How to Apply	Already in place	Already in place
Length of Program	<i>Determined by amount of debt;</i> \$1,750-\$3,000 = 12 months \$3,001-\$6,000 = 24 months \$6,001+ = 36 months	<i>Determined by amount of debt;</i> \$1,750-\$3,000 = 12 months \$3,001-\$6,000 = 24 months \$6,001+ = 36 months
Down payment Requirement	Not required	Not required
Payment Amount %	20%/80%, 30%/70%, 40%/60%	40%/60%, 30%/70%, 20%/80%
Removal from Program	2 strikes rule 30 day no contact = strike Default payment = strike NSF = strike Customer can participate in the program twice in a lifetime regardless of the outcome of previous program enrollment	2 strikes rule 30 day no contact = strike Default payment = strike NSF = strike Customer can participate in the program twice in a lifetime regardless of the outcome of previous program enrollment
Administration	Austin Energy	Austin Energy

TBD