

AE Consumer Advocates Working Group

May 13, 2014

1:00 pm – 3:00 pm

Town Lake Center, Assembly Room 100

Agenda

Goal: To understand the current rules and to develop a sustainable set of recommended rules for:

- Revising deferred payment plans and service disconnections
- Developing an arrearage management plan, and,
- Revising appropriate customer service practices.

Meeting Objectives

1. Review group Ground Rules and protocols for interaction;
2. Finalize Arrearage Management Program recommendations; and,
3. Consider additional Payment Arrangement recommendations (Recommendations for Consideration by the Customer Assistance Advocacy Group).

12:45 PM

Gathering and Sign-In

1:00 PM

Welcome, Objectives and Agenda

Ground Rules and Updates

Discussion of Arrearage Management Program

Discussion of Additional PA Recommendations for Consideration

Wrap-up and Next Steps

3:00 PM

Adjourn

Thank you for your participation today.