

**City of Austin Utilities
Arrearage Program Design**

	Advocacy Group Recommendation		City of Austin Utility Recommendation	
	Discount Participants	Any Active Residential Customer Who Has Had Service with AE from June 2011 to June 2013	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	Enrolled or waitlisted on the discount program	Special payment arrangement available
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)	Immediate incentive towards debt (match/credits begin month 1 of program) will be able to tap into AE resources (education class, weatherization)	Special payment arrangement available
How to Apply	Already in place	Already in place	Already in place	Special payment arrangement available
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	<i>Determined by amount of debt;</i> \$1,750-\$3,000 = 12 months \$3,001-\$6,000 = 24 months \$6,001+ = 36 months	Special payment arrangement available
Down payment Requirement	Not required	Not required	Not required	Special payment arrangement available
Payment Amount %	20%/80%, 30%/70%, 40%/60% with cap of 5%	40%/60%, 30%/70%, 20%/80%	20%/80%, 30%/70%, 40%/60% with cap of 5%	Special payment arrangement available
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	2 strikes rule 30 day no contact = strike Default payment = strike NSF = strike Customer can be reinstated in program if payments caught up after 2 strikes	Special payment arrangement available
Administration	Austin Energy	Austin Energy	Austin Energy	Austin Energy

 Not Finished