

A G E N D A



Recommendation for Committee Action

Austin Energy Committee

Item ID

46161

Agenda Number

9.

Meeting Date:

5/28/2015

Department:

Austin Energy

Subject

Presentation from the Low Income Consumer Working Group regarding payment arrangements, hearing process, arrearage management and bad debt.

Amount and Source of Funding

Fiscal Note

Purchasing Language:

Prior Council Action:

Resolution No. 20131107-052

For More Information:

Boards and
Commission Action:

MBE / WBE:

Related Items:

Additional Backup Information

Council Resolution 20131107-052 directed the City Manager to work with the Discount Steering Committee and other consumer advocates to develop revised rules for deferred payment plans, service disconnections and develop an arrearage management plan, taking into consideration best practices from other cities, and including strategies for incentivizing customers for honoring payment agreements.