

Work Effort Overview

- Address mounting Austin Energy consumer debt
- Allow customers with small balances and good overall payment history to have flexible terms.
- Focus on customers who meet current obligations, have a moderate unpaid balance, but have trouble reducing the unpaid amount.
 - Institute customer service procedures to help customer meet obligations
- Initiate disconnect procedures for customers who fail to meet their obligations.

Not Addressed Today

- Process for CAP customers
- Creative ways to help customers who have high balances
- Special arrearage management for debt originating during the 2011-13 timeframe
- Potential role for an Ombudsperson
- Process for customers seeking service by applicants having large previous debt
- Appeals process

New Payment Arrangement Proposal

- Customers in good standing
 - Customers who meet their obligations will be in good standing.
 - A customer with a deferred payment arrangement shall remain in good standing when the current monthly bill is paid in full by the due date and 100% of the deferred payment due is paid no later than the next due date.
 - A customer in good standing will not be subject to broken payment arrangement provisions of payment arrangements or disconnection.
 - Customers falling out of good standing, but having an unpaid balance of less than \$1,000 will fall into account watch status
- Account watch status
 - A customer with a deferred payment arrangement who does not remain in good standing but whose current monthly bill is paid by the due date and whose arrearage is less than \$1,000.
 - A customer in credit watch status will be subject to the existing provisions for payment arrangement and disconnection.
 - The customer will be contacted and actions designed to resolve the situation will be proposed.
 - Customers failing to meet these conditions will be subject to disconnect
- Customers subject to disconnect
 - Normal termination procedures apply unless the customer makes a 50% down payment with 15 days and successfully completes a payment arrangement with a maximum of 8 installments.