

From: Paul Robbins
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Subject: 2nd RFI of Paul Robbins
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AUSTIN ENERGY 2016 RATE REVIEW

AUSTIN ENERGY'S TARIFF PACKAGE UPDATE OF THE 2009 COST OF SERVICE STUDY AND PROPOSAL TO CHANGE BASE ELECTRIC RATES

BEFORE THE CITY OF AUSTIN IMPARTIAL HEARINGS EXAMINER

2nd RFI of Paul Robbins

As an intervenor in the Austin Energy rate case, I am requesting the following information. For each question, please tell me who it was answered by and sponsored by.

For clarification of these question, Austin Energy respondents may contact me at this e-mail address, or by phone at: (512) 447-8712.

1. Customer Assistance Program

1.1. Please provide me with the number of staff, names of staff, salaries of staff, amount of benefits of staff, and supervisory overhead of staff involved in administration of the Customer Assistance Program.

1.2. Please provide the percentage of each of these staff members' time related to this program.

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1.3. Please provide the costs for Austin Energy's automatic enrollment contractor Solix for fiscal years 2013, 2014, 2015, and 2016, and as well as the estimated costs for the next 4 years.

1.4. Please provide other expenditures of money from Austin Energy's general budget included in base rates (not related to Community Benefit Charges) used to fund the Customer Assistance Program.

1.5. Please provide any advertisement, promotion, or public education budget related to the Customer Assistance Program.