



Customer Assistance Discount Program Update On Automatic Enrollment

**Austin Energy Utility Oversight
Committee
May 2016**





Completed Enhancements

Enhancement	Modification to Solix Contract	Cost
Opt Out Process (6/2013)	Modified the automated enrollment process to allow customers to “Opt-Out” of the program which required an update to the interfaces, databases, and modifications to call center screens.	\$10,000
TCAD Screening (10/2015)	Installed Travis County Appraisal District (TCAD) screening functionality in all interfaces to ensure <u>during monthly recertification</u> customers who have home values over \$250,000 are flagged and sent an opt-in letter.	\$55,000
VASH Addition (2/2016)	Implemented a new qualifier in the screening algorithm for Veterans Assistance Support Housing (VASH). Also required an update of the interfaces and call center scripts.	\$20,324
Waitlist Removal (2/2016)	Redesign the interfaces and programming to no longer carry a monthly wait list for the discount program.	\$3,947
Underway		
Correct Duplicate Payment Error	Update screening algorithm to eliminate duplicate discounts. This change will require 60 days to complete.	



Recommendation Implementation

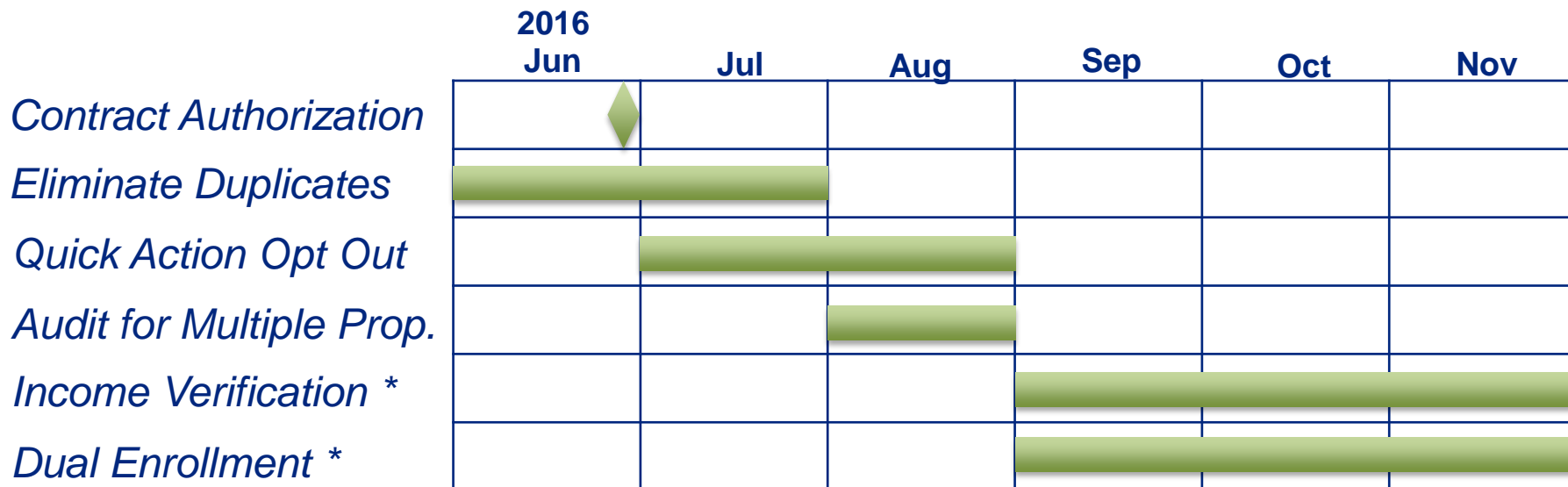
The following recommendations are outside of the scope of the current Solix contract.

Recommendation	Scope Change	Estimated Cost	Duration
<i>Quick Action</i>	Modify the automatic enrollment process to send all opt-out letters at once.	\$5,000	60 days
<i>More Than One Property</i>	Perform an annual audit to identify owners of multiple properties.	\$50,000	30 days
<i>Income Verify Participants *</i>	Perform income verification for customers who's	\$33,000	90 days
<i>Dual Enrollment System *</i>	Offer self-enrollment for customers	\$10,000	90 days
<i>Eliminate 10% Discount for Top Two Tiers</i>	Staff did <u>not</u> recommend implementation	\$10,000	Not recommended

* Staff recommends assessing the need for further enhancements (income verification and dual enrollment) after implementation of the first two recommendations.



SOLIX Contract Timeline



* Staff recommends assessing the need for further enhancements (income verification and dual enrollment) after implementation of the first three recommendations.

Next Steps:

Solix RCA EUC Date – June 20, 2016
Council Date – June 23, 2016



Questions

Thank you