



Arrearage Management Initiative

Jerry Galvan, VP Customer Care Services

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Utility & Customer Advocacy Group Collaboration

Stakeholders

- Customer Advocacy Group
- Discount Steering Committee
- Austin Energy
- Austin Water
- Other City of Austin Utilities

Areas of Focus

- Payment Arrangement Policy Revision (Completed)
- Customer Service Training for all agents (Completed)
- Arrearage Management Initiative (In Progress)



Initiative Design

Starting in 2017 and ending in 2020, Austin Energy will match a portion of a participating customer's Electric monthly payment (allocated toward Electric Usage).



Criteria	Option 1 (Selected)	Option 2
Active Residential Accounts	Electric, Water/Wastewater and other City of Austin services	Electric and other City Of Austin services (No Water/Wastewater)
Customer Assistance Program (CAP)	Present Discount Participants only	Past and Present Discount Participants only
Debt Range	\$1750 - \$3000	\$1000 - \$3000
Length of Program	Up to 36 months	Up to 36 months
Enrollment in Budget Billing	✓	✓
Ineligible for Payment Arrangement	✓	✓
Education Class	✓	✓
Weatherization Services	✓	✓
Auto Enrollment	✓	✓
Self Enroll	Optional	Optional



Initiative Design

Summary of Service

CUSTOMER, JOHN D.

Service Address: 123 RESIDENTIAL BLVD

Account Number: 12345 60000

Invoice Number: 123456789

Bill Print Date

Jan 28, 2017

Due Date

Feb 14, 2017

Current Activity/Charges

Electric Service

\$79.77

Water Service

\$50.38

Wastewater Service

\$124.45

Clean Community Service

\$8.05

Solid Waste Services

\$46.39

Drainage Service

\$4.90

Street Service

+ \$11.52

Current Balance

\$325.46

If Payment is received after due date, a late fee will be assessed.

Total Amount Due

\$325.46

50%
of Customer's Electric
Payment applied toward
Electric Service
Current Activity / Charges

Austin Energy matches this
amount (Community Benefit
Charge funding)
to satisfy **Electric Service**
Current Activity / Charges

50%
of Customer's Electric
Payment applied toward
Arrearage Balance

Customer pays the Total Amount Due



Eligible Accounts

	Option 1 (Selected)	Option 2 (with expanded debt range)
January 2016	930	814
November 2016	533	340

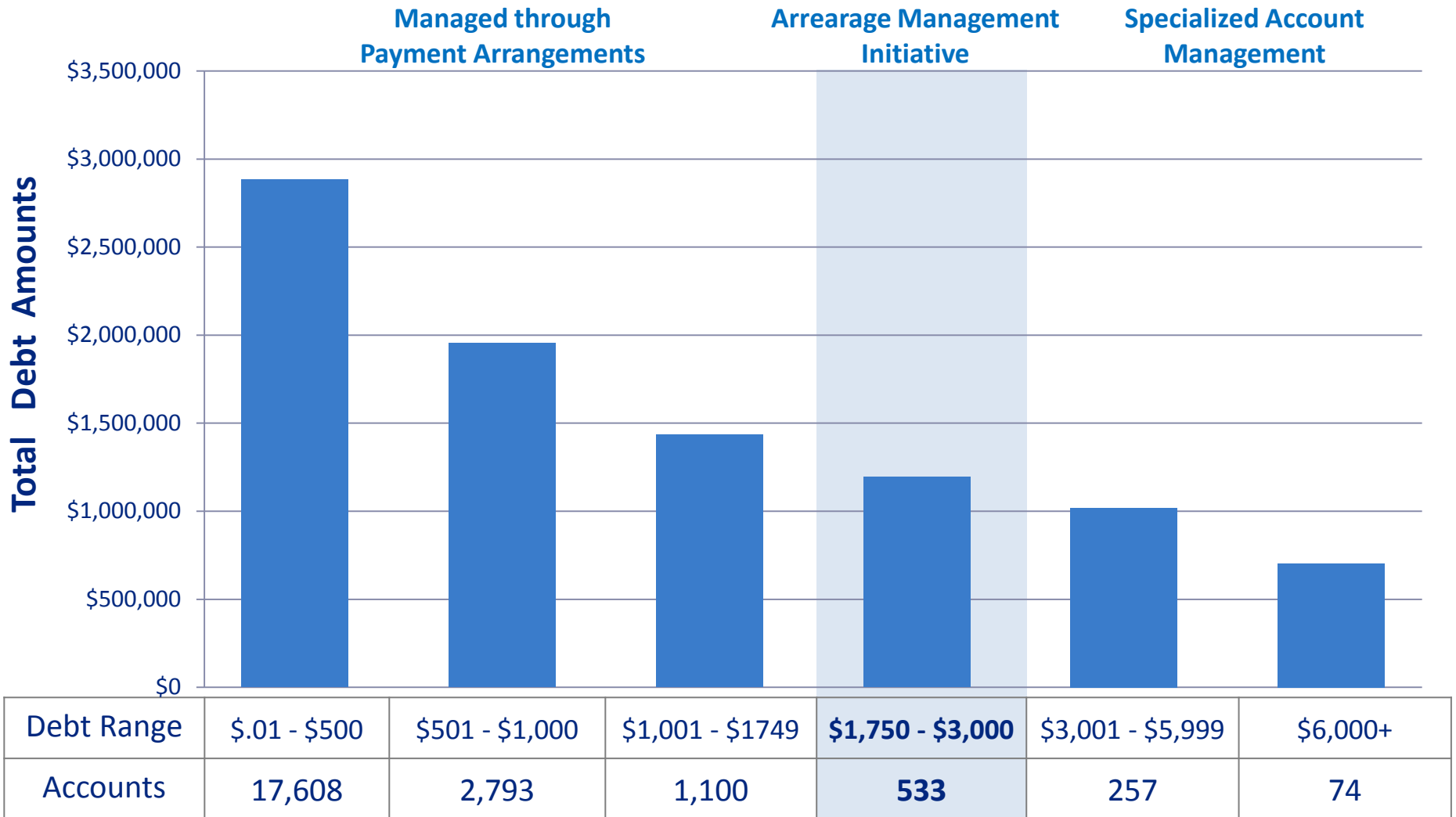
Decrease since January

- Accounts Ineligible for Auto-Enrollment in Discount Program
- Inactive Accounts
 - Customer stopped services
 - Disconnected for Non-Payment
- Accounts no longer within the debt range



Eligible Accounts

CAP Customer Debt for Active Accounts: Electric, Water/Wastewater and COA Services





Next Steps

- Continue to work with Customer Advocacy Groups on key decision points
 - ~~Selection of Option 1 or 2~~
 - Agreement reached on implementation of Option 1
- Build and Test in Utility Billing System
- Austin Water to establish funding mechanism (FY18)
- Future planning for Customer Assistance Program funding and enrollment
- Austin Energy Arrearage Management Initiative ending in 2020



Questions?

Thank you!