

# Austin Energy Customer Care Services

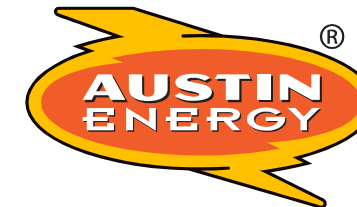
## CAP Program Expansion

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# Program Overview

*The Customer Assistance Program (CAP) encompasses all of the City of Austin sponsored programs designed to assist moderate to low-income customers*

## **Customer Assistance Programs Community Benefit Charge Funded Components**

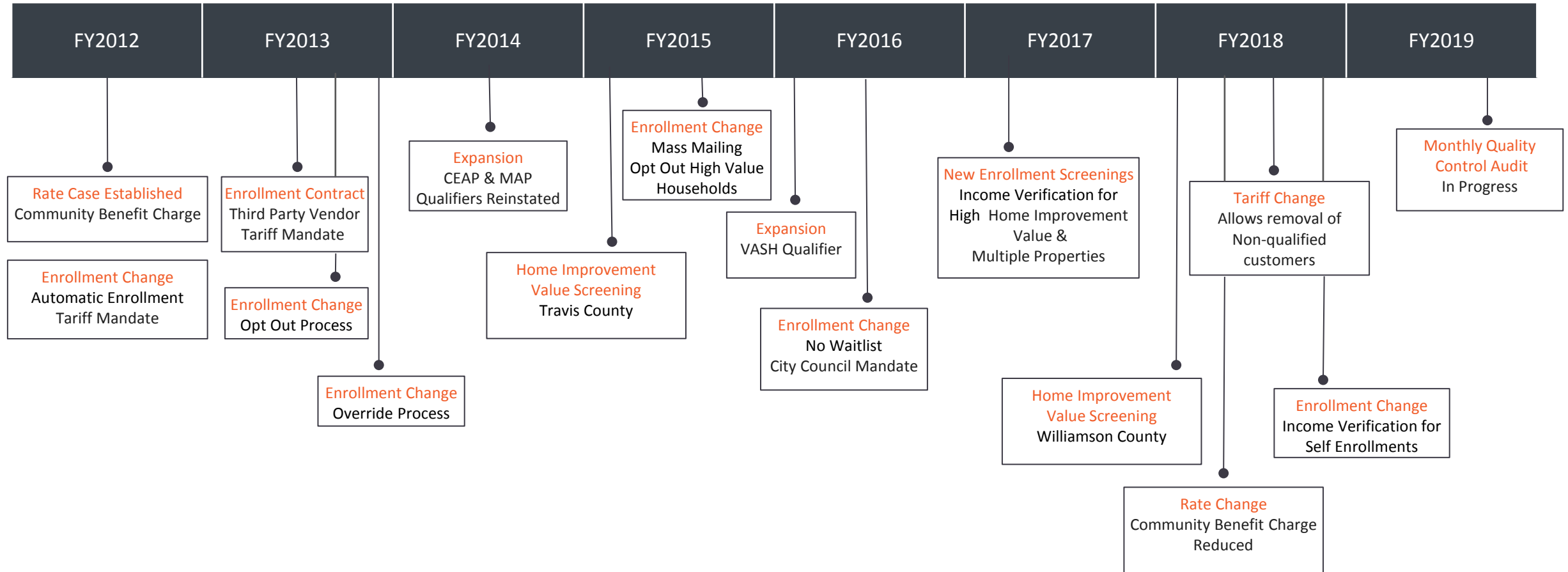
- Discount Program
- CAP Weatherization
- Plus 1 Emergency Financial Support
- Arrearage Management

## **Other Customer Assistance Program Components**

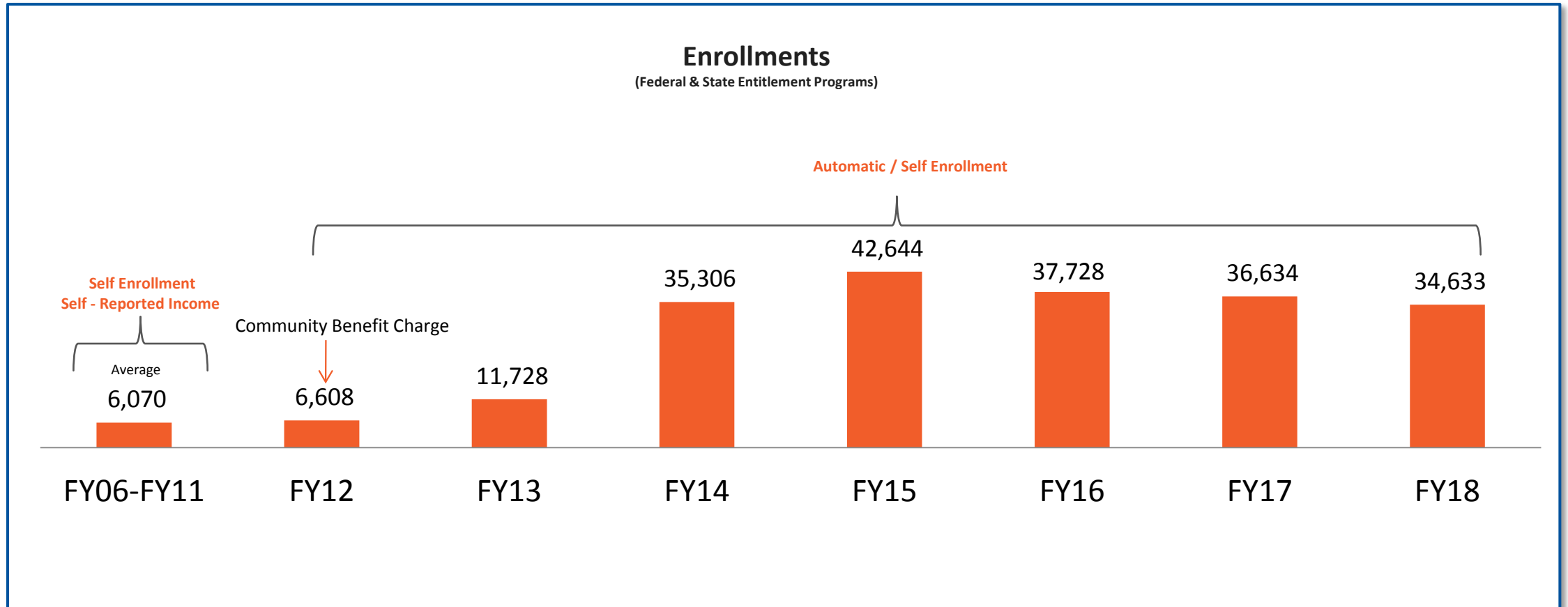
- Medically Vulnerable Registry
- Education Classes
- Case Management
- Site Visits & Community Outreach
- Community Connections Resource Fair
- Affordable Energy Summit



# Discount Program – Improvements / Modifications

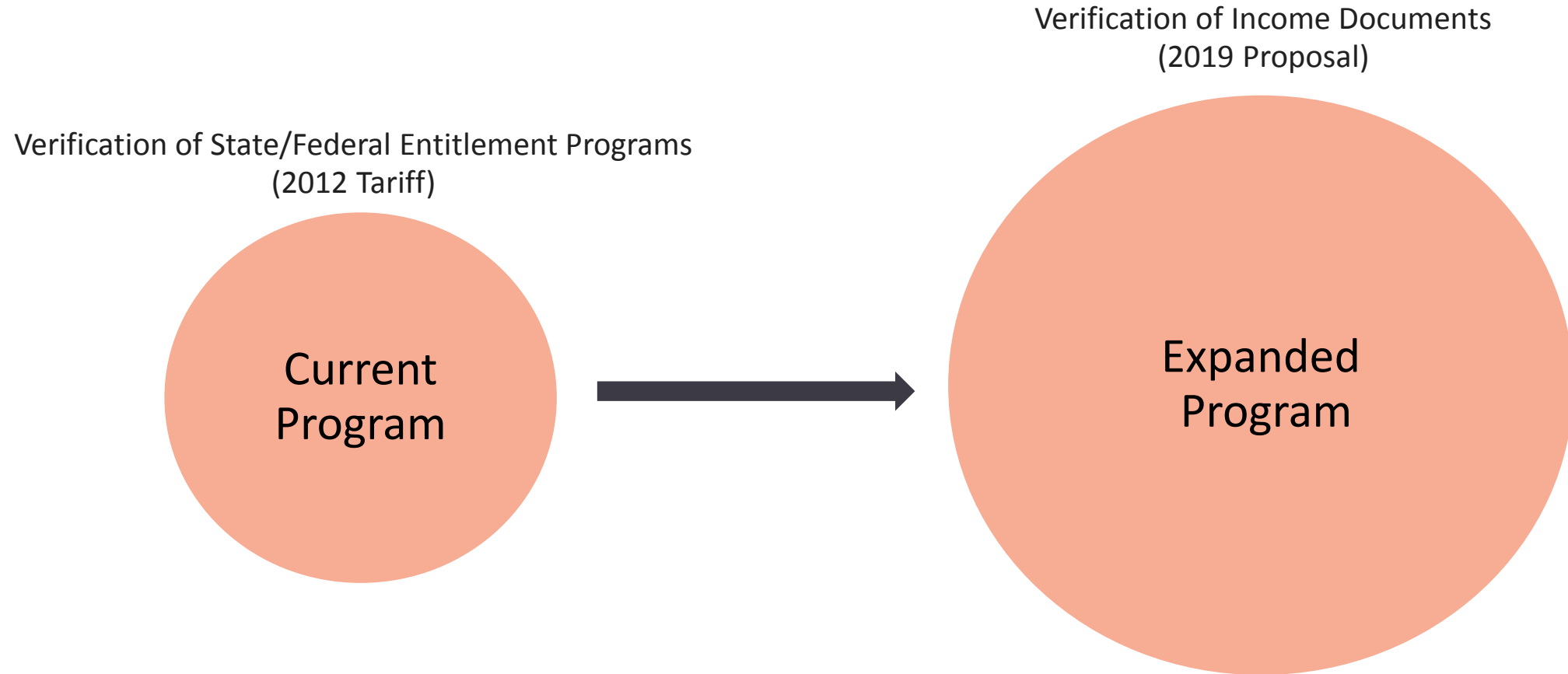


# Discount Program - Customer Participation



# Expansion of Discount Program

*\*200% Federal Poverty Income Level*



# Customer Assistance Program

## *Increase Participation Level Impacts*

Participate Rate Increase	Bill Impact @ 860 kWh \$ Increase	Population	
		CAP	Non-CAP
Current	\$0.00	32,425	457,243
20%	\$0.53	38,909	450,758
40%	\$0.91	45,394	444,273
60%	\$1.31	51,879	437,788
80%	\$1.74	58,364	431,303
100%	\$2.18	64,849	424,818

*Based on Fiscal Year 2019 Actuals. Average Customer's electric bill @ 860 kWh is \$86.72*



# Discount Program - Risks & Impacts

Expansion Risks	Changes at the federal level on current entitlement programs
	Potential for Community Benefit Charge to increase
	Costs of other Customer Assistance Program Components may increase
	Unintended consequences of income verification
	Other Participating Departments Revenue Impact – TBD

Expansion Costs	Income Verification First Year Estimate	\$100,000
	Marketing & Outreach	\$50,000
	Case Management	TBD



# Next Steps







**Customer Driven.  
Community Focused.<sup>SM</sup>**

