

AGENDA



Thursday, May 27, 2010

**Austin Energy
RECOMMENDATION FOR COUNCIL ACTION****Item No. 4**

Subject: Approve an ordinance amending City Code Chapter 15-9 as it relates to utility customers with certain medical vulnerabilities, and utility disconnection moratoriums during summer extreme weather conditions.

Amount and Source of Funding: There is no unanticipated financial impact.

Fiscal Note: A fiscal note is not required.

For More Information: Jawana Gutierrez, Vice-President, Customer Care, 322-6956.

Boards and Commission Action: Recommended by the Electric Utility Commission.

The proposed amendments to the Utility Service Regulations set forth in City Code Chapter 15-9 will revise the City's practices regarding medically vulnerable utility customers and utility service disconnections during extreme hot weather.

The proposed amendment to Section 15-9-23 redefines and expands the identification of customers with certain life support equipment and medically vulnerable conditions, thereby allowing these groups additional customer protections. The proposed amendment to Section 15-9-110 ensures that utility customers with certain medical conditions receive additional notifications before utility services are disconnected.

The proposed amendment to 15-9-109 replaces the current extreme weather utility disconnection moratorium for the summer.