

Austin Energy Consumer Advocates Working Group

April 16, 2014 9:30 am – 12:30 pm

721 Barton Springs Road

Town Lake Center, Assembly Room 100

Agenda

Goal: To understand the current rules and to develop a sustainable set of recommended rules for:

- Revising deferred payment plans and service disconnections
- Developing an arrearage management plan, and,
- Revising appropriate customer service practices.

Meeting Objectives

1. Review subcommittee's recommendation for an Arrearage Management Program
2. Discuss arrearage management program components
3. Develop draft of Working Committee's Arrearage Management Program

9:15 AM **Gathering and Sign-In**

9:30 AM **Welcome, Objectives and Agenda**

Ground Rules and Updates

Presentation of Arrearage Management Program by subcommittee

- **Program design process**
- **Program recommendations**

Discussion on Arrearage Management Program components

12:00 PM **Discussion on Remaining Work and Meeting Schedule**

Wrap-up and Next Steps

12:30 PM **Adjourn**

Thank you for your participation today.