



Deposit Regulation Updates & Policy

Presented to Austin Energy Utility Oversight Commission

Kerry Overton, DGM, Chief Customer and Compliance Officer

Elaine Veselka, VP, Customer Account Management

March 28, 2018





Overview

Regulation Updates

- Article 5: Credit Security
- Article 9: Invoice & Payment Requirements

COA Utilities Deposit Policy

- Formalized internal policy to support Article 5: Credit Security
- Expansion of Credit Security Deposit waiver eligibility
- Implementation of Tampering Deposit





Summary of Regulation Updates

Article 5: Credit Security

- Established Customer Care's ability to grant deposit waivers based on Deposit Policy (*§15-9-71 Credit Security Authorized*)
- Added option for Landlord (All Bills Paid) Letter of Reference (*§15-9-72 Forms and Amount of Credit Security for Residential Customers*)
- Added language accommodating voluntary breaks in utility service within the preceding 18 months (*§15-9-72 Forms and Amount of Credit Security for Residential Customers and §15-9-75 Customer Payment Standards*)
- Added language to support the Tampering Security Deposit (*§15-9-76 Use and Replacement of Security Deposit*)
- Clarified that the City may apply a deposit to multiple unpaid invoices (*§15-9-77 Transfer or Refund of Deposits*)

Article 9: Invoice & Payment Requirements

- Administrative update to align with language used in §15-9-75 Customer Payment Standards (*§15-9-137 Payment Requirements and Late Payment Penalty*)





COA Deposit Policy - Credit Security (Residential)

Amounts (no change)	\$200
Deposit Waiver Criteria (new or enhanced)	<ul style="list-style-type: none">• Meets Customer Payment Standards (enhanced)*• Letter of Reference from Another Utility (enhanced)*• Landlord (All Bills Paid) Letter of Reference (new)• Enrollment in Auto Pay / E-bill (new)• Letter confirming current account standing for customers 65 years of age or older (new)• Returning Active Duty Service Members (new)• Victims of Domestic Abuse (new)• Tenant Relocation Assistance Recipients (new)• Medically Indigent (new) <p>*Expanded to allow for voluntary breaks in utility service within 18 preceding months</p>
Transfers (no change)	<i>Deposit may be transferred for service transfer requests. A new deposit may be required if services are being started at an additional premise.</i>
Refund Eligibility (no change)	<i>Meets Customer Payment Standards for 12 months or discontinues services & pays all invoices</i>



COA Deposit Policy- Tampering Security

After the 2nd meter tampering event and for any subsequent tampering events throughout the life of the account, the Utility may assess a Tampering Security Deposit in addition to the Meter Tampering Fee for any Residential or Commercial customer.

	RESIDENTIAL	COMMERCIAL
Amount	<ul style="list-style-type: none">• 3x usage over the 12 preceding billing cycles• For customers without 12 months of previous service, minimum deposit is \$400	<ul style="list-style-type: none">• 3x usage over the 12 preceding billing cycles• For customers without 12 months of previous service, minimum deposit is \$1000
Refund Eligibility	Meets Customer Payment Standards for 36 months or discontinues services and pays all invoices	
Dispute Process	Customer can request an Administrative Hearing	



Key Dates

- EUC: March 19th
- AEUOC: March 28th
- W/WW Commission: April 11th
- City Council: April 12th



Questions?

Thank you!

