



Recommendation for Action

File #: 21-1459, **Agenda Item #:** 7.

3/4/2021

Posting Language

Approve an ordinance authorizing waivers of the residential electric service initiation fee and establishing a one-time credit on residential electric bills to offset the customer charge for service during the recent cold weather event and declaring an emergency.

Lead Department

Austin Energy

Fiscal Note

A fiscal note is attached.

For More Information:

Kerry Overton, Austin Energy Deputy General Manager, 512-322-6113; Andy Perny, Division Chief, 512-974-2447

Additional Backup Information:

This item will allow the utility to waive new service initiation fees for residents forced to move out of damaged residences due to the February cold weather emergency. Additionally, this item contains a one-time credit to offset the customer charge for residential electric bills that include the period during which many Austin Energy customers were without power. The credit will also apply to customers enrolled in the customer assistance program who do not pay the customer charge.

Austin Energy continues to explore means of providing customer relief in these difficult times. These measures are able to be brought forward quickly and are therefore being presented to Council now.

Strategic Outcome(s):

Government That Works for All.