




MEMORANDUM

TO: Mayor and Council

FROM: Shay Ralls Roalson P.E., Director, Austin Water 

DATE: January 27, 2023

SUBJECT: Austin Water Response to Budget Rider 16, Multifamily Customer Assistance Program Expansion-Final Update

Austin Water (AW) worked collaboratively with Austin Energy (AE) and Law to implement the Council adopted FY 2021 Budget Rider 16 directing Austin Water to develop a multifamily Customer Assistance Program (CAP) water and wastewater bill discount. Action was taken on December 10, 2020 by Council that approved a budget amendment to AW's Community Benefit Charge (CBC) Fund. The amendment authorized AW to reimburse AE for the CAP credit provided to AW multifamily CAP customers on AE's electric bill and to amend AW's fee schedule to authorize the recommended multifamily CAP discount. AW serves approximately 5,600 multifamily complexes with individual master meters. AW Phase I multifamily CAP customers began receiving the multifamily bill credit of \$17.00 (\$11.00 for water and \$6.00 for wastewater) on their AE electricity bill in April 2021. Phase II targets CAP eligible multifamily residents within AW's service territory who do not receive a direct bill from COA Utilities on which to apply the multifamily bill credit.

Phase II: AW Multifamily Units that Do Not Receive a COA Utility Bill

Overview: There are approximately 100 multifamily complexes within AW's service territory who are served by electric utility providers other than AE and an additional 18 multifamily complexes master metered by AE. Since residents of these complexes are not directly billed by COA utilities, AW worked with AE and its third-party CAP eligibility service provider to implement a program to provide CAP benefits directly to eligible residents of these complexes.

Final Status: The third-party service provider has finalized the list of eligible multifamily CAP customers outside of AE's service territory and will be conducting outreach to these master-metered customers to solicit applications for program enrollment over the next few weeks. As applications are received and reviewed for approval, AW expects direct payments to be issued to approved customers within 60 - 90 days of application submittal.

For questions or additional information on this matter, please contact Austin Water Assistant Director of Financial Services Joseph Gonzales at Joseph.Gonzales@austintexas.gov or (512) 972-0359.

xc: Spencer Cronk, City Manager
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