



# City of Austin

## Recommendation for Action

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**File #:** 26-1430, **Agenda Item #:** 16.

4/23/2026

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### **Posting Language**

Authorize a contract for customer assistance program enrollment support services for Austin Energy with Solix, Inc., for an initial term of two years with up to three one-year extension options in an amount not to exceed \$10,000,000. Funding: \$833,333 is available in the Operating Budget of Austin Energy. Funding for the remaining contract term is contingent upon available funding in future budgets.

### **Lead Department**

Austin Financial Services.

### **Client Department(s)**

Austin Energy.

### **Fiscal Note**

Funding in the amount of \$833,333 is available in the Fiscal Year 2025-2026 Operating Budget of Austin Energy.

Funding for the remaining contract term is contingent upon available funding in future budgets.

### **Procurement Language:**

Sole Source.

### **MBE/WBE:**

Sole source contracts are exempt from the City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program); therefore, no subcontracting goals were established.

### **For More Information:**

Direct questions regarding this Recommendation for Council Action to Austin Financial Services - Central Procurement at [FSDCentralProcurementRCAs@austintexas.gov](mailto:FSDCentralProcurementRCAs@austintexas.gov) or 512-974-2500.

### **Council Committee, Boards and Commission Action:**

April 13, 2026 - To be reviewed by the Electric Utility Commission.

### **Additional Backup Information:**

This contract will support enrollment into the City's utility Customer Assistance Program (CAP), which provides financial assistance and support for customers experiencing economic hardship, medical challenges, or other vulnerabilities that affect their ability to maintain electric and water services. The program is funded by the Community Benefit Charge and advances the City's commitment to equitable access to essential utilities.

The contract provides the technical infrastructure, data analytics, quality control, and operational support needed to verify eligibility, process applications, and maintain accurate records for all participating utilities, including Austin Energy, Austin Water, and Austin Watershed Protection. Eligibility is established using lists

from programs such as Medicaid, Supplemental Nutrition Assistance Program, Children’s Health Insurance Program, Supplemental Security Income, Lifeline, Travis County Medical Assistance Program, Comprehensive Energy Assistance Program, Veterans Affairs Supportive Housing, and other City-approved programs, which are cross-referenced with utility account data.

Solix, Inc. is the sole owner and provider of the proprietary systems and tools used to administer CAP, and these products are available exclusively through the contractor. The contractor has extensive knowledge of eligibility-based public benefit programs as well as the Customer Assistance Program. Their expertise is unparalleled in the industry.

This contract replaces the existing agreement with Solix, Inc. expiring November 30, 2026. After this contract, the City intends to conduct a competitive solicitation to explore other options, but continuity at this stage is needed to fully leverage recent automation investments and efficiency gains.

A delay in contract authorization could impact approval time for customers facing financial hardships.

| <b>Contract Details:</b> |                    |                               |
|--------------------------|--------------------|-------------------------------|
| <b>Contract Term</b>     | <b>Term Length</b> | <b>Contract Authorization</b> |
| Initial Term             | 2 years            | \$4,000,000                   |
| Optional Extension 1     | 1 year             | \$2,000,000                   |
| Optional Extension 2     | 1 year             | \$2,000,000                   |
| Optional Extension 3     | 1 year             | \$2,000,000                   |
| <b>Total</b>             | <b>5 years</b>     | <b>\$10,000,000</b>           |

**Note:** Contract Authorization amounts are based on the City’s estimated annual usage.