

# Customer Assistance Discount Program Update

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July 16, 2024

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# City of Austin Utilities

## Nationally Recognized Customer Assistance Programs



### Utility Bill Discounts

Automatic enrollment for those on assistance programs and manual enrollment for those with incomes at or below 200% of federal poverty level.



### Weatherization Assistance

No-cost home energy improvements to qualifying customers with low-to-moderate incomes.



### Medically Vulnerable Registry

Special support services for those with critical or long-term illness.



### Financial Support Plus 1

Emergency financial help for customers having temporary difficulty paying utility bills. Customers may also contribute to this fund via their monthly utility bills.



# Customer Assistance Programs



# Community-Based, Wrap-Around Support Services

## Account Management

- Account Oversight
- Custom Payment Options
- Evaluations

## Outreach

- Community Partner Network
- Community Sponsored Events

## Case Management

- In Home Site Visits
- Basic Needs Assessment
- Basic Needs Referral
- Education Classes



# CAP Discount Program

Provides bill discounts to City of Austin utility customers on low or fixed incomes who participate in certain state, federal or local assistance programs.



TRANSPORTATION  
PUBLIC WORKS



**Get Utility Bill Help**



**START TODAY**  
AustinBillHelp.com  
512-494-9400




*Continued On Next Page*

Previous Activity/Charges	\$118.30
Total Amount Due at Last Bill	\$118.30
Payment received - Thank you!	\$0.00
Previous Balance	\$0.00
<b>Current Activity/Charges</b>	
Electric Service	\$28.00
Water Service	\$28.37
Wastewater Service	\$64.30
Clean Community Service	\$4.50
Soil Water Services	\$7.10
Drainage Service	\$14.96
Street Service	+ \$05.03
Street Service	\$105.25
Current Balance	\$105.25
Total Amount Due	\$105.25
If payment is made on or after date due, it will be full payment.	
Do Not Send Payment. Your Bill is Generated for Electronic Auto-payment on 06/30/2022.	

CAP Video ENG

**Obtenga ayuda con su factura de servicios públicos**



**COMIENCE HOY**  
AustinBillHelp.com  
512-494-9400



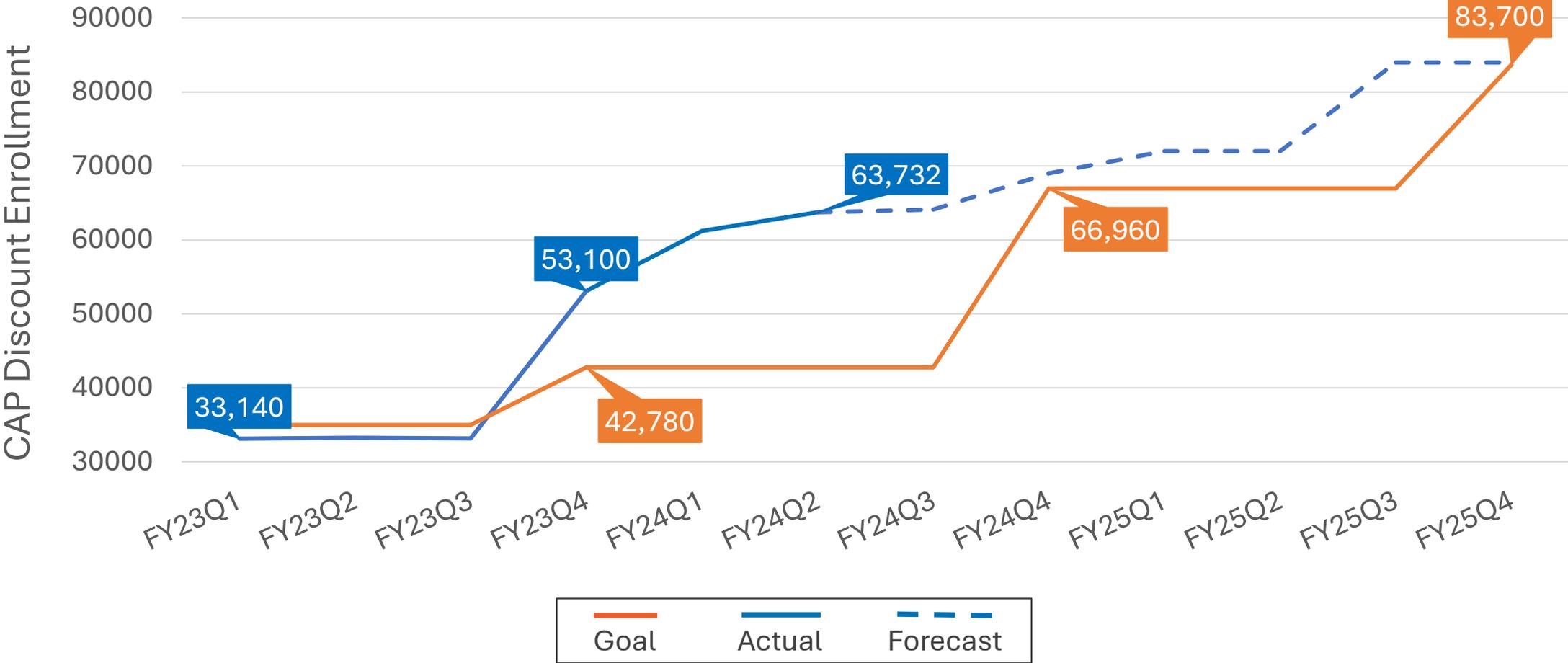

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Actividad/Cargos Pendientes	\$26.69
Servicio Eléctrico	\$9.60
Servicio de Agua Limpia	\$11.60
Cuido de Usos de Transporte	\$5.77
Recibo por Pago Tardío	\$20.72
Saldo Actual	\$26.12
<b>Cuenta Total Adelantada</b>	\$26.12

CAP Video ESP



# CAP Discount Expansion Goals



# Optimizing Participation to Increase Enrollment



## Self-Enrollment Opt-In Strategies



## Auto-Enrollment Opt-Out Strategies

Current

### Challenge

- **Low** completion rate
- **Challenge for** already-burdened **households**
- **Delays** program benefits

- Texas Health and Human Services (THHS) verified **auto-enrollments near maximum**
- State/Federal policy changes could affect enrollments

### Verification

- Requires intensive marketing
- **Direct 1:1 outreach for applications**
- Income verified by paid vendor

- **Identifies, enrolls and verifies** eligible customers without additional customer documentation
- Income verified via THHS programs

Future

### Expansion

- Invite **self-application in Justice40 areas**
- Self-attestation for income verification

- **Auto-enrollment** based on **Justice40 data**
- Enhance opt-out communications

### Risk Mitigation

- **2% tolerance threshold**

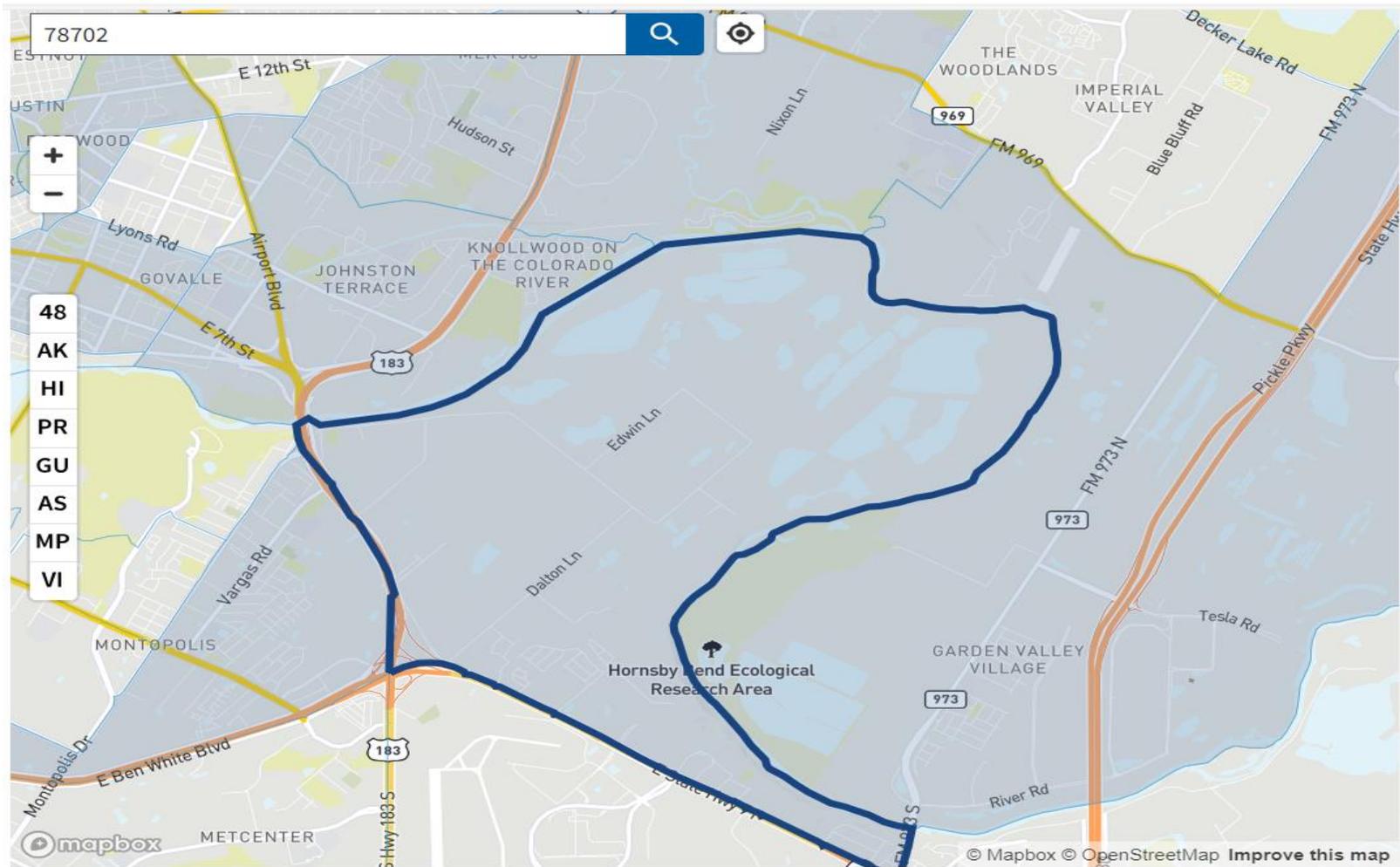
- **4% tolerance threshold**

Maintain current quality control measures and expand to measure program effectiveness and impact



# Justice40 Federal Initiative

Leverage Justice40 data to ensure Customer Assistance Programs reach eligible customers in disadvantaged communities



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**Tract information**  
Number: 48453002310  
County: Travis County  
State: Texas  
Population: 2,890

**Tract demographics**  
Race / Ethnicity ([Show](#) v)  
Age ([Show](#) v)

Identified as disadvantaged?  
**YES**

This tract is considered disadvantaged because it meets more than 1 burden threshold **AND** the associated socioeconomic threshold.

[Send feedback](#) 

Transportation +  
Energy +  
Health +  
Housing +

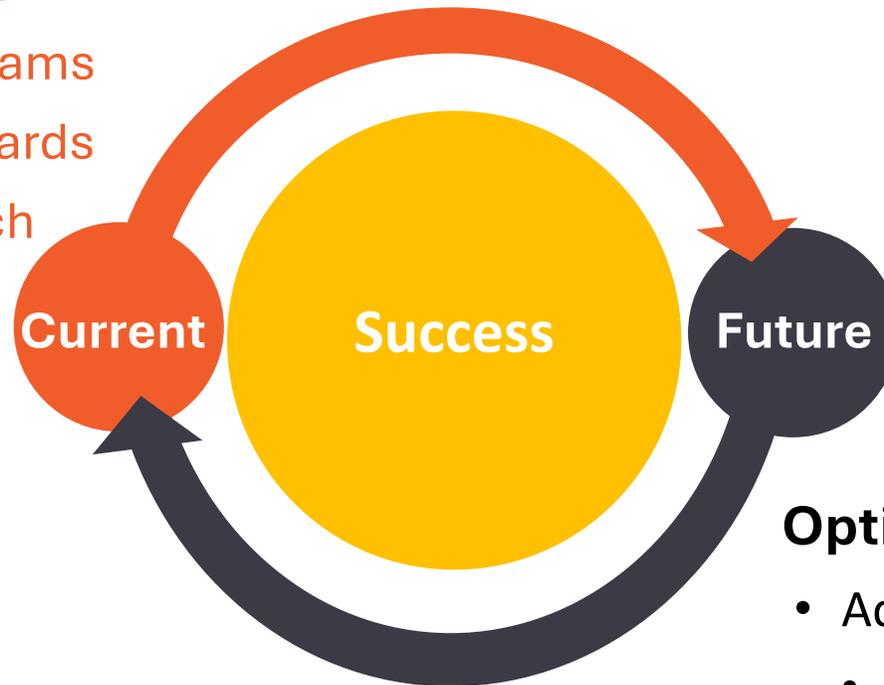
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# Expanding CAP Discount Enrollment

## Maximize Current Strategies

- Auto-Enrollment (opt-out)
  - Operational improvements
  - Adding more eligible programs
  - Property screening safeguards
- Ongoing marketing & outreach



## Optimize Future Strategies

- Adopt Justice40 data
  - Expand auto-enrollment (opt-out)
  - Continue self-enrollment (opt-in)
  - Income self-attestation (opt-in)





**Customer Driven.  
Community Focused.<sup>SM</sup>**

