

Customer Assistance Program

Discount Program Expansion

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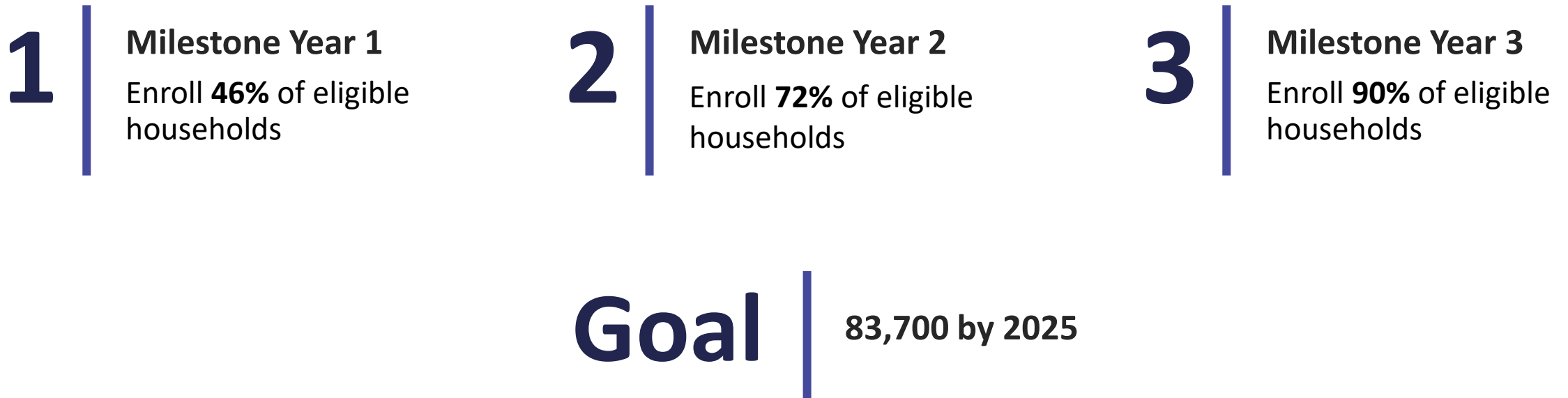


October 2025

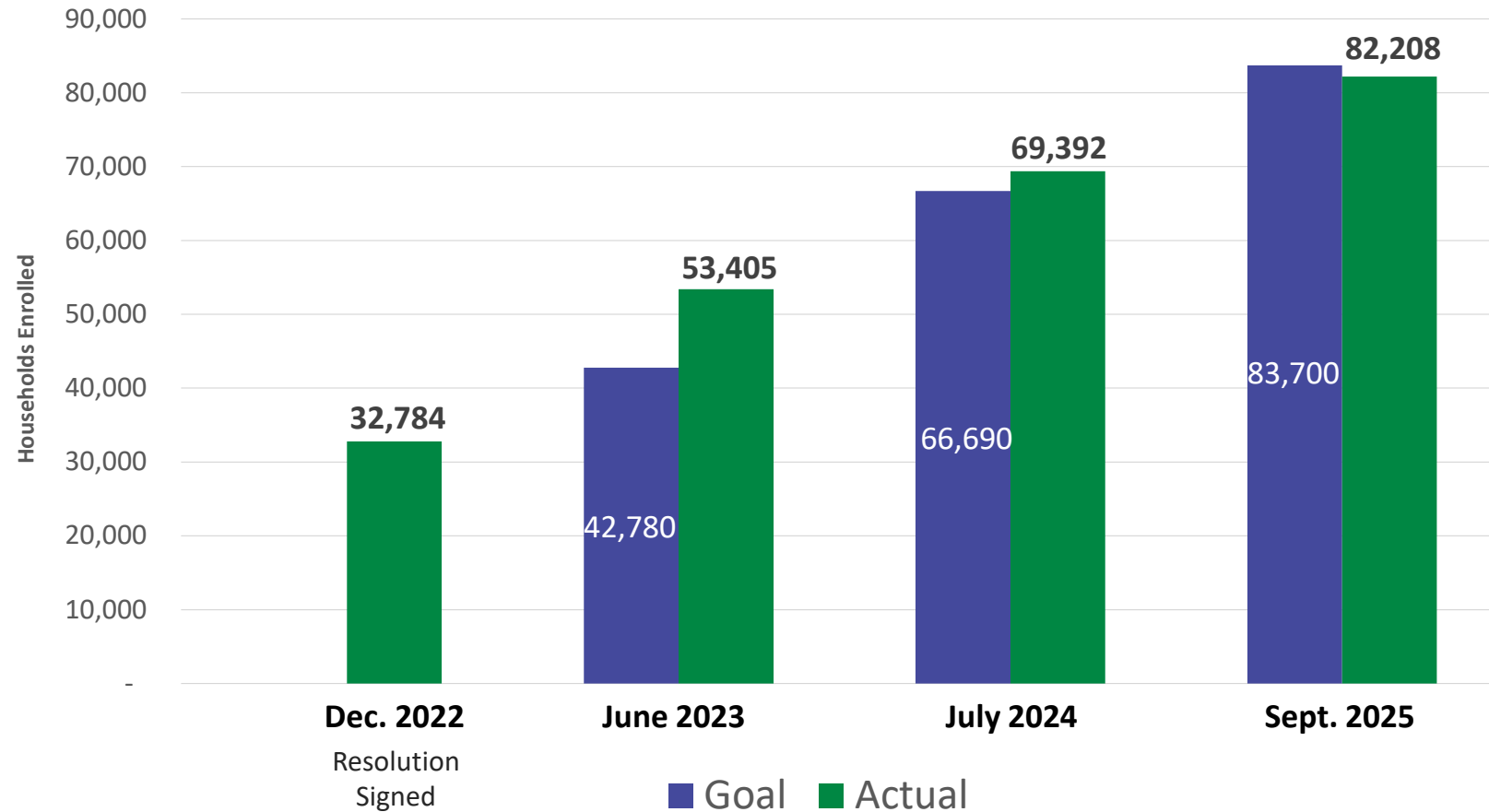
Discount Program Expansion Resolution

City Council Resolution No. 20221201-046

The December 2022 resolution requires Austin Energy to reach 90% of the eligible low-income customers in the service territory with three yearly milestones through 2025.



Objective: Enroll 90% of Low Income Households
within Utility Service Territory – 83,700 by 2025

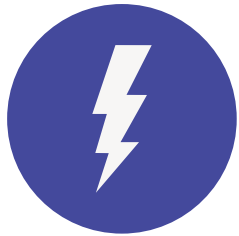


Discount Expansion

3-Year
Enrollment
Results

Discount Program Customer Impact

Yearly Customer Savings **\$1,446 Per Year***



Electric

- Monthly Average Customer Savings \$31.32
- FY2024 Customer Savings \$20 Million



Water

- Monthly Average Customer Savings \$41.07
- FY2024 Customer Savings \$9.5 Million



Wastewater

- Monthly Average Customer Savings \$41.42
- FY2024 Customer Savings \$7.8 Million



Drainage

- Monthly Average Customer Savings \$6.72
- FY2024 Customer Savings \$1.2 Million

Customer Assistance Delivery Model



Community

- Outreach
- Strategic Partnerships
- Community Network



Programs

- Emergency Assistance
- Medically Vulnerable Registry
- Arrearage Management
- Discounts
- Weatherization



Customer

- Account Management
- Case Management
- Program Education

Support

- Displacement Services
- In Home Services
- Basic Need Referrals
- Refugee Services



Methodology:

Modernized System Delivering Results



Modernization

- Real-Time Application Protocol Interface (API)
- Address Based Matching
- Self Enrollment Portal
- Partner Data Sharing Portal



Operational Strength

- Staffing
- School Partnerships
- Quality Control Protocols



Data-Driven Expansion

- Geo Based Poverty Data
- Integrated Partner Data
- School District Data
- Targeted Outreach Campaigns

Sustaining Continuing Progress



Grow Community Based Partnerships



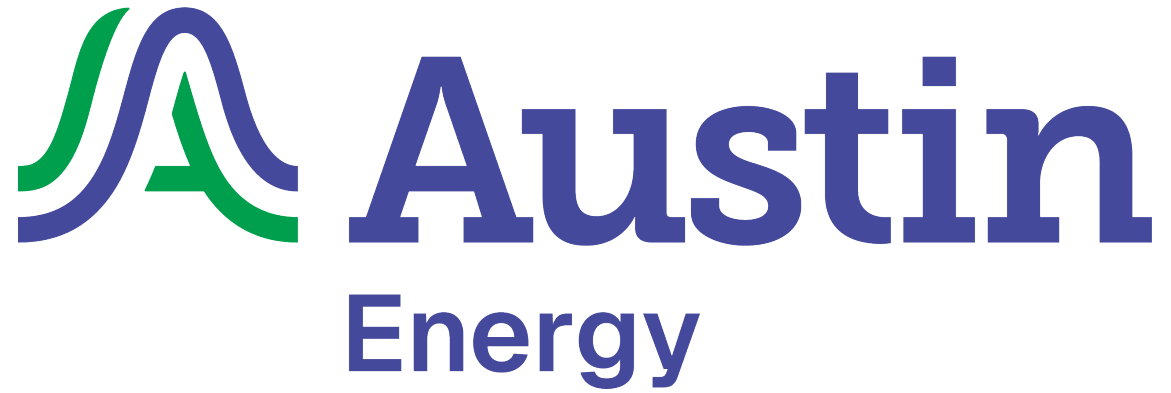
Identify New Eligibility Programs



Ongoing Community Alignment & Need



Continue Engagement with National & Local Partners



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