



City of Austin

Recommendation for Action

File #: 24-4345, Agenda Item #: 2.

5/2/2024

Posting Language

Approve an ordinance amending City Code Section 15-9-23 (Medically Vulnerable Residents) relating to utility customers with certain medical vulnerabilities to reduce the frequency of program recertification requirements and expand the types of providers that may certify patient eligibility.

Lead Department

Austin Energy.

Fiscal Note

This item has no fiscal impact.

Prior Council Action:

May 27, 2010- Council approved an ordinance amending City Code Chapter 15-9 as it relates to Medically Vulnerable Customers.

For More Information:

Kerry Overton, Deputy General Manager, Chief Customer Officer (512) 322-6113.

Council Committee, Boards and Commission Action:

April 15, 2024 - Recommended by the Electric Utility Commission on a 10-0 vote with one vacancy.

Additional Backup Information:

Austin Energy manages a Medically Vulnerable Registry for customers with life support equipment requiring electric or water service, and customers with certain critical or serious illnesses that require heating and air conditioning. Customers on the registry receive additional communications during weather emergency situations, along with wellness checks, resource referrals and outreach to emergency contacts as needed. These customers also receive individualized case management services that may include help creating emergency plans, referrals to social service agencies, and assistance with billing and payment arrangements.

The proposed amendments to the Utility Service Regulations set forth in City Code Chapter 15-9 will revise the City's practices regarding utility customers with eligible medical conditions. The proposed amendment to Section 15-9-23 reduces the frequency of recertification requirements for the Medically Vulnerable Registry and expands the types of providers who may certify a patient's eligibility for the program.