

FY 2023-2024 BUDGET QUESTION
Response to Request for Information

DEPARTMENT(S): Austin Energy, Austin Water

CBQ NO.: 137

REQUESTED BY: Alter (D5)

DATE REQUESTED: 07/26/2023

DATE POSTED: 08/03/2023

REQUEST: Please provide a current status of enrollment in the Customer Assistance Program and progress towards the goals set out in Resolution 20221201-046 (46% of eligible residential customers by June 2023)

RESPONSE:

Austin Energy Current Status & Progress:

Austin Energy's Customer Assistance Discount Program expansion plan has exceeded the first of three targets, with June 2023 enrollments reaching over 53,100 accounts (target 42,780).

Austin Energy will continue to work toward enrollment goals for future years as outlined herein:

- a) discussions with Discount Steering Committee (comprised of community partners and non-profit agencies);
- b) data sharing arrangements with city and county housing authorities;
- c) exploring how to get households with students receiving free and reduced lunch at school into discount program. Ongoing work with Austin Independent School District (AISD).

Austin Water Current Status & Progress:

Austin Water (AW) provides residential and multi-family Customer Assistance Program (CAP) programs for our most vulnerable low-income customers. The City of Austin Utilities, managed by Austin Energy (AE), administers CAP for AW and all City utilities. AW's CAP enrollment differs from AE's due to differences in service territory and master metering of AW multi-family customer accounts. AW has partnered with AE to support the CAP expansion goals outlined in Resolution 20221201-046 adopted by Council on, December 1, 2022 and has seen an encouraging uptick in participating CAP customers similar to AE.

These recent expansion efforts increased customer enrollment for residential and multi-family CAP programs. AW's residential CAP participation increased by 33%, as 4,089 new residential CAP participants were added from the end of March (Q2) to the end of June (Q3) for a total of 16,594. Additionally, AW's multi-family CAP participation increased by 6,471 new multi-family CAP participants or 38% for a total of 23,590 in the 3rd quarter. Combined residential and multi-family CAP program increases for Q3 totaled 10,560, or 36% since Q2.

The table below shows the FY 2023 quarter ending totals for AW CAP participants.

CAP Participants FY 2023	Q1	Q2	Q3
Residential	12,431	12,505	16,594
Multifamily	16,703	17,119	23,590

AE and AW will continue work on implementation goals for the CAP program. Additional information regarding CAP program expansion and implementation efforts is detailed in AE's July 27, 2023, memo to Council.

<https://services.austintexas.gov/edims/pio/document.cfm?id=412611>