

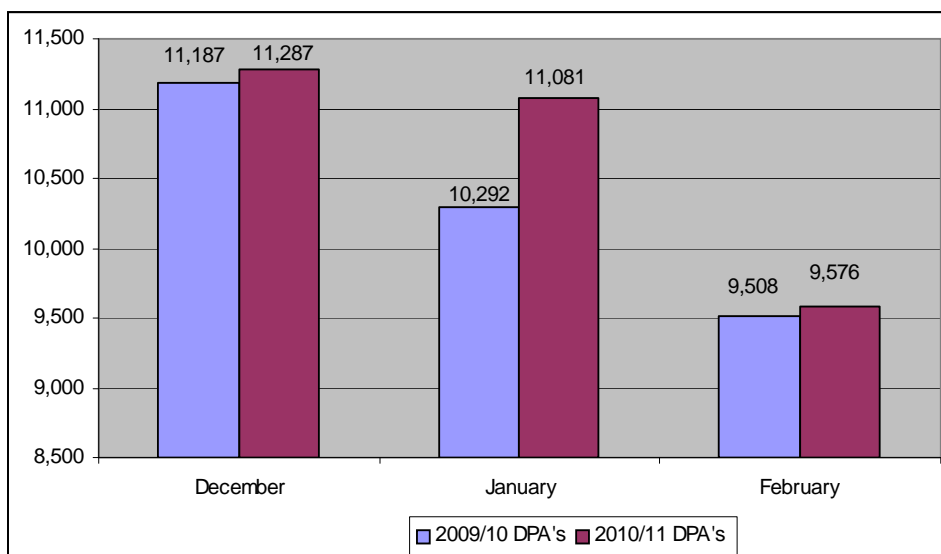


## Monthly DPA and Disconnect Report March 2011

### Deferred Payment Agreements

	2009/10	2010/11
Month	DPA's	DPA's
December	11,187	11,287
January	10,292	11,081
February	9,508	9,576
Monthly Total	30,987	31,944

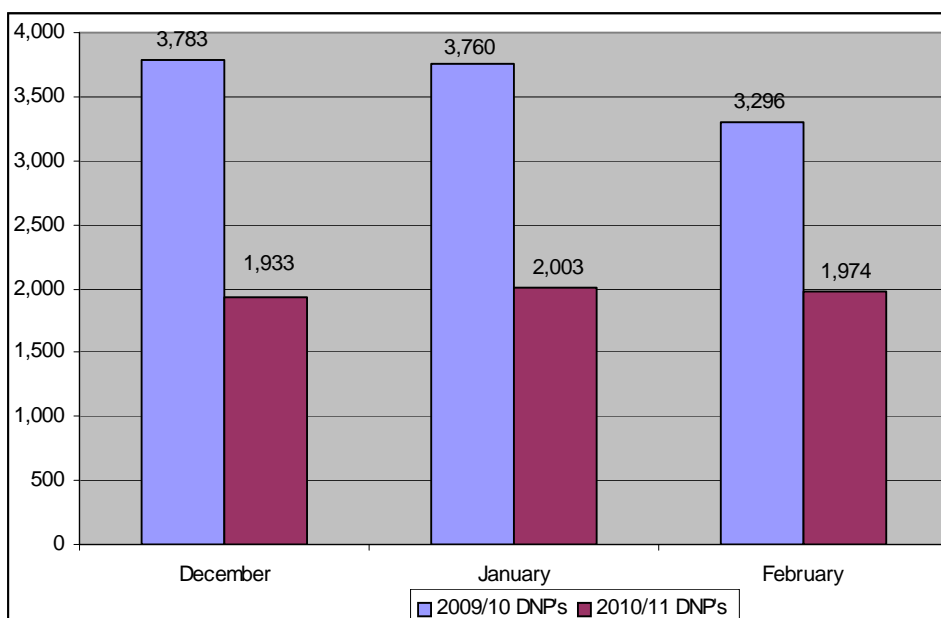
**Note:** For February 2011 there was extremely minimal increase in the number of DPAs written compared to the number written in February 2010.



### Residential Disconnections

	2009/10	2010/11
Month	Disconnects	Disconnects
December	3,783	1,933
January	3,760	2,003
February	3,296	1,974
Monthly Total	10,839	5,910

**Life Support Information:** For the month of February 2011, 143 customers were identified as Medically Vulnerable. 8 accounts received 24 hour notices and 0 accounts were disconnected (due to payment being received or payment arrangement being activated). 182 requests were received for MVP status in February 2011; 45 requests were received for MVP status in February 2010.





### Winter Moratorium Information

For the month of February 2011, Austin Energy recorded a total of 14 business days eligible to create disconnect for non-payment (DNP) service orders. Austin Energy did not issue disconnects 7 out of 14 days due to the new winter weather moratorium.

	# Business Days	# Days Eligible DNP's	# Days Moratorium Implemented
Dec-10	20	17	4*
Jan-11	20	9	2**
Feb-11	19	14	7

\*4 days would have been suspended due to 'new' weather restrictions but the restrictions had not yet been put in place. During December, AE did not disconnect 11 out of the 17 eligible days, due to holidays and system issues.

\*\*2 days were suspended due to 'new' weather restrictions. 10 other days were ineligible due to floor relocation and system issues.

