

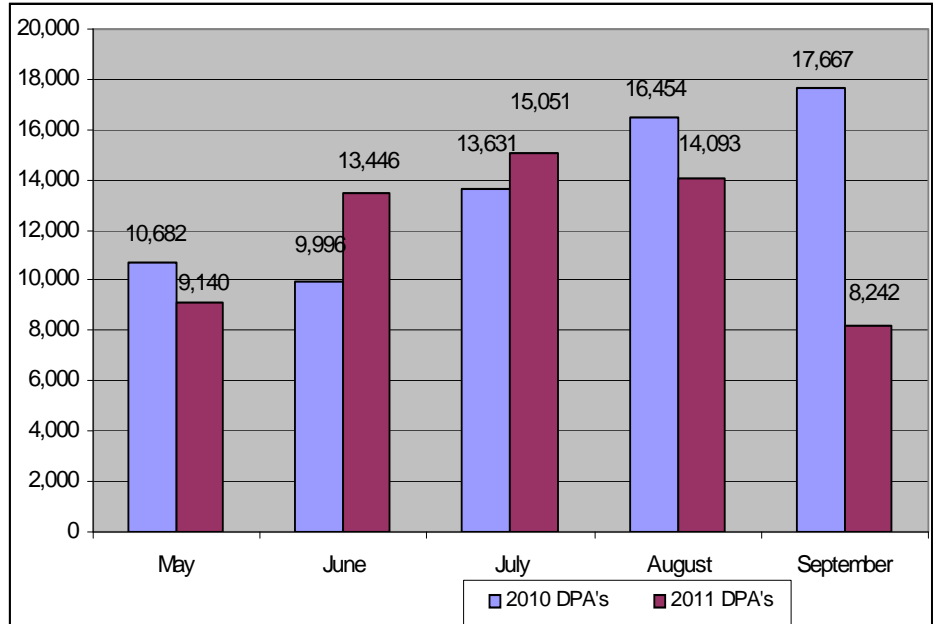


## Monthly DPA and Disconnect Report September 2011

### Deferred Payment Agreements

Month	2010 DPAs	2011 DPAs
May	10,682	9,140
June	9,996	13,446
July	13,631	15,051
August	16,454	14,093
September	17,667	8,242
Monthly Total	68,430	59,972

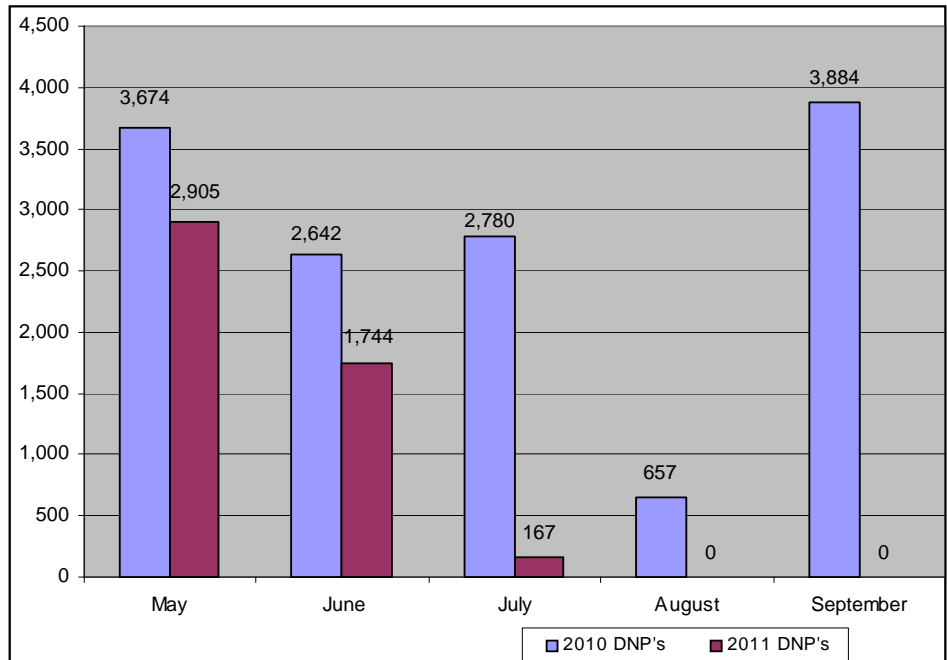
**Note:** For September 2011 there was a 53% decrease in the number of DPAs written compared to the number written in September 2010. The weather moratorium was well advertised, and customers called much less.



### Residential Disconnections

Month	2010 Disconnects	2011 Disconnects
May	3,674	2,905
June	2,642	1,744
July	2,780	167
August	657	0
September	3,884	0
Monthly Total	13,637	4,816

**Life Support Information** For the month of September 2011, 204 customers were identified as Medically Vulnerable; that number was 98 in September 2010. 89 accounts received 24 hour notices and 0 accounts were disconnected (due to payment being received or payment arrangement being activated). 167 requests were received for Medically Vulnerable status in September 2011; 125 requests were received for Medically Vulnerable status in September 2010.





### Summer Moratorium Information

For the month of September 2011, Austin Energy has recorded a total of 21 business days eligible to create disconnect for non-payment (DNP) service orders. Due to the CC&B conversion, AE did not deliver Residential 24 hour notices, and DNP's were not issued.

	# Business Days	# Days Eligible for DNP's	# Days Moratorium (Actual)	# Days Moratorium (Judgment)
May-11	21	13	0	0
Jun-11	22	16*	4	4
Jul-11	20	17**	15	1
Aug-11***	23	11	11	0
Sept-11	21	0	0	0

\*June had 8 days out of 16 that we did not DNP due to heat. AE disconnected 4 days in June.

\*\*July 1<sup>st</sup> was the only day AE disconnected customers; all remaining days were heat moratorium.

\*\*\*AE stopped delivery of Residential 24 hour notices on August 5<sup>th</sup> due to extreme heat. There are zero days in August for DNP.

