

# Austin Energy Low Income Consumer Advocate Working Group

March 19, 2014

9:30 am – 12:30 pm

Town Lake Center, Assembly Room 100

## Agenda

**Goal:** To understand the current rules and to develop a sustainable set of recommended rules for:

- Revising deferred payment plans and service disconnections,
- Developing an arrearage management plan, and,
- Revising appropriate customer service practices.

## Meeting Objectives

1. Review existing Payment Arrangement (PA) policies and targeted groups
2. Review Austin Energy's programs that assist low-income and special needs groups
3. Develop recommended revised PA policies for low-income and targeted groups

9:15 AM            **Gathering and Sign-In**

9:30 AM            **Welcome, Objectives and Agenda**

### **Ground Rules and Updates**

March 28<sup>th</sup>, 9:30 a.m. – 12:30 p.m.

### **Updated PA Data Set**

### **Deferred Payment Arrangement Matrix**

- **Purpose of Payment Arrangements**
- **Existing Programs to Assist Targeted Groups**

10:00 AM            **Draft Revised Policies – Deferred Payment Plans**

### **Wrap-up and Next Steps**

12:30 PM            **Adjourn**

Thank you for your participation today.