

The PURPOSE of a Payment Arrangement (PA) is a short term payment option for households that are having a temporary crisis; PAs provide several months to pay off overdue utility bills in equal installments.

	City of Austin Utilities Regular Policy	Council Mandated Current Policy	Advocacy Group Recommends	Advocacy Group Recommends	City of Austin Utilities Recommends	City of Austin Utilities Recommends
Target Population	All Residential	Low Income Regular Residential Critically Ill Elderly Households w/ young children	Low Income Regular Residential Critically Ill Elderly Households w/ young children	General	Low Income Regular Residential Critically Ill Elderly Households w/ young children	Specialty Group
Eligibility	All Residential	Low Income Regular Residential Critically Ill Elderly Households w/ young children	CAP Customers	All Residential	CAP Customer	Accrued debt between June 2011-June 2013
Length of Term	Up to 8 months (CSR) Up to 12 months (Supervisors)	24 months regular residential \$48 maximum for discount participants (any length of term possible)	As defined by a monthly payment not to exceed 5% of U.S. Dept of HHS monthly poverty guideline for single person household	Up to 24 months, if needed (CSR) Up to 36 months (Supervisors)	36 month cap; payment not to exceed 5%	Up to 60 months (CSC)
Number of PA's Allowed	Unlimited-as long as the account is brought to 0 balance before the account becomes eligible again	3 Payment Arrangements 4th Payment Arrangement for any customer identifying a "Bona Fide" Reason *	Unlimited-as long as the account is brought to 0 balance before the account becomes eligible again. Limited -Those with broken arrangements can have 3 Payment Arrangements/4th with "Bona Fide" Reason*	Unlimited-as long as the account is brought to 0 balance before the account becomes eligible again. Limited - Those with broken arrangements can have 2 Payment Arrangements/3rd with "Bona Fide" Reason*		
Down Payment	Yes - 50% down exceptions approved by Supervisors	NO	NO	Yes -Down payment equal to first month installment	NO	Yes -Down payment equal to first month installment
\$ Amount Threshold	None	None	None	None	None	None
Deposit on PA	NO	NO	No application of deposit to PA		No application of deposit to PA	

*Bona Fide Reasons= serious illness or injury by account holder or household member; loss of employment; economic loss due to natural disaster; domestic violence against the customer; a commitment by an independent program to assist customer with payment