

AE Consumer Advocates Working Group

May 21, 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. Finalize Payment Arrangement recommendations;
2. Finalize Arrearage Management Program recommendations;
3. Finalize Customer Service Practices recommendations; and,
4. Acknowledge the work of the Low Income Consumer Advocacy Group.

9:15 AM

Gathering and Sign-In

9:30 AM

Welcome, Objectives and Agenda

Ground Rules and Updates

Discussion and Finalization of Payment Arrangement Recommendations

10:30 AM

Discussion and Finalization of Arrearage Management Recommendations

11:30 AM

Discussion and Finalization of Customer Service Recommendations

Wrap-up and Next Steps

- **Timeline of Related Activities**
- **Hearing Process Workshop**

12:30 PM

Adjourn

Thank you for your participation today.