



**BOARD/COMMISSION RECOMMENDATION**

**Electric Utility Commission**

**Recommendation No. 20150126-010**

**Customer Assistance Program**

**WHEREAS**, Austin's Customer Assistance Program (CAP) is specifically intended to help economically disadvantaged customers by subsidizing a portion of their utility bills; and

**WHEREAS**, CAP funding was increased in the 2012 rate case to assist more customers; and

**WHEREAS**, CAP was changed during this rate case from individually qualifying applicants based on their income to automatic enrollment based on participation of any member of a customer's household in any of various social programs; and

**WHEREAS**, this automatic enrollment method has had the unanticipated effect of including customers who are not economically disadvantaged in the CAP program and have not requested or choose to be included; and

**WHEREAS**, CAP funds which are allocated to assist economically disadvantaged people are limited and the city has an obligation to see that it goes to those in need;

**NOW THEREFORE, BE IT RECOMMENDED BY THE ELECTRIC UTILITY COMMISSION TO CITY COUNCIL THAT:**

The City Council make immediate short-term changes to CAP so that the funds are directed only to the intended customers; and


**BE IT FURTHER RECOMMENDED,**

The City Council develop a plan for the next budget for permanent changes that will ensure that CAP funds are reserved for economically disadvantaged people.

Date of Approval: January 26, 2015

Record of the Vote: Approved by the Electric Utility Commission on a vote of 6-0 with Heidebrecht absent.

Attest:

  
Jeff Vice, Staff Liaison