

**AGENDA**



**Recommendation for Committee Action**

Austin Energy Committee	Item ID	46161	Agenda Number	9.
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Meeting Date:	5/28/2015	Department:	Austin Energy
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**Subject**

Presentation from the Low Income Consumer Working Group regarding payment arrangements, hearing process, arrearage management and bad debt.

**Amount and Source of Funding**

**Fiscal Note**

Purchasing Language:	
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Prior Council Action:	Resolution No. 20131107-052
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For More Information:	
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Boards and Commission Action:	
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MBE / WBE:	
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Related Items:	
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**Additional Backup Information**

Council Resolution 20131107-052 directed the City Manager to work with the Discount Steering Committee and other consumer advocates to develop revised rules for deferred payment plans, service disconnections and develop an arrearage management plan, taking into consideration best practices from other cities, and including strategies for incentivizing customers for honoring payment agreements.