

Cooper 3a
late backup

CUSTOMER PROTECTIONS

- Partial payments are applied to utility bill with any left over to repayment
- AE engages in no collection action except to collect revenue from billing and transfer to vendor
- If estimated savings in developing the fixed charge are not realized, the fixed charge has to be adjusted dollar for dollar downward in order for the customer to realize the estimated savings;
- No disconnect for failing to pay the fixed charge included in the billing for EE improvements;
- How do we address balance billing and payment arrangements? I would comment that the fixed charge be left out of balance billing and payment arrangements.
- AE has stated that this type of program isn't workable for customers whose household income is low and low-moderate. Is this a program that should be a focus for this task force?
- How do you get around the contract for services provision if applied to tenants?
- Even if could get around the contract for services provision to tenants, the ECAD ordinance needs to be amended to ensure prospective tenants are aware that there is a charge that energy conservation efforts on their part will affect that charge?
- Why is this needed when we already have a loan program that provides unsecured loans? Why not increase the amount of loans that can be processed?