

**Follow-up re July 20 Staff Presentation to EUC
Commissioner Roa's Questions and Staff Response
Oct. 19, 2015 – Supplemental Follow-up**

1. Please provide information on renewable contracts the number and types of customers that have received rebates for installing solar photovoltaic panels. Some categories of interest are: homeowners versus renters versus apartment owners, income category, zip code, income level, and other aggregated data that would help describe residential customers that typically benefit from solar rebates.

Information previously provided.

2. Please clarify collection practices. What options does a customer have to avoid termination of service?

Austin Energy provides several notices prior to disconnection of service for non-payment. These notices alert the customer that a payment arrangement or financial assistance may be available to avoid termination of service, and we provide our contact information on customer bills, letters and notices. We encourage anyone with difficulty paying a bill to contact us to discuss available options.

3. Mr. Cullick stated that AE provided data to Council on the top 5 top companies that have deferred payment arrangements. Please provide a copy of the information provided to Council.



**Payment Arrangements Offered
by Other Utilities**

Utility	No. of PAs Allowed	Max Term length	Down Payment
Pedernales Electric Cooperative	1	6	Yes
Bluebonnet Electric Cooperative	1	3	Yes
Salt River Project	1	6+	Yes
City of San Antonio (CPS Energy)	2	12	No
Sacramento Municipal Utility District	1	12	No
Jacksonville Electric Authority (JEA)	1	12	No
Memphis Light Gas and Water	1	5	Yes
Seattle City Light	2	1	Yes
Colorado Springs Utilities	2	1	No
Austin Energy – New Policy	4	24	Yes

4. Please provide additional information on AE's 1673 FTE's (how many of those are in the field, i.e., power plants, linemen, servicemen, customer service. Please provide a breakdown of FTE's by the different divisions within Austin Energy.

Information previously provided.

5. On average how many contract employees worked for Austin Energy per month in 2104? Please provide a breakdown of contract workers by the different divisions within Austin Energy and the Cost.

Information previously provided.

6. What is the average hourly rate paid by Austin Energy for contract employees? What is the average hourly rate paid directly to the contract employee?

Information previously provided.

7. What is Mr. Cullick's plan and schedule for working with the community to develop an effective outreach and marketing campaign for ECAD?

We are currently developing and finalizing the FY16 marketing communications plans and timelines for residential, commercial and multifamily ECAD. The plans will include a multifaceted approach to reach home buyers/sellers, local real estate professionals, property owners/managers and multifamily residents, among others. The objective is to drive ordinance compliance through increased awareness and education. Here is a snapshot of the various outreach approaches that Austin Energy employs:



ECAD OUTREACH



- Austin Board of Realtors (ABOR)
- Realty Round Up
- Apartment Association
- Multifamily property visits
- Business owners meeting
- City Building meeting
- EcoRise Youth Innovations
- Austin Chamber of Commerce
- Cool House Tour
- Blues on the Green
- City wide Safety Event
- Governor's Small Business Forum for Greater Austin Hispanic
- Contractor annual kick-off
- Capital complex education
- Media
 - Print (All)
 - Digital Advertising (Residential and Multifamily)
 - Radio (Commercial)
 - TV (Residential and Commercial)
 - Direct Mail (Multifamily)
 - Collateral (All)
 - Social Media (All)

8. Has Mr. Cullick made any progress in reaching City Public Service San Antonio to gather information on its customer service survey?

Information previously provided.