

Customer Collaboration: Summer Outreach Initiatives

Electric Utility Commission

Kerry Overton

Deputy General Manager, Chief Customer & Compliance Officer



June 10, 2019

© 2018 Austin Energy

Agenda

- Overview
- Customer Care Operations
- Community Outreach
 - Summer Preparedness
 - Arrearage Management Program
 - Agency Partnerships
 - Summer Savings
 - Resource Fair





AUSTIN CODE
DEPARTMENT

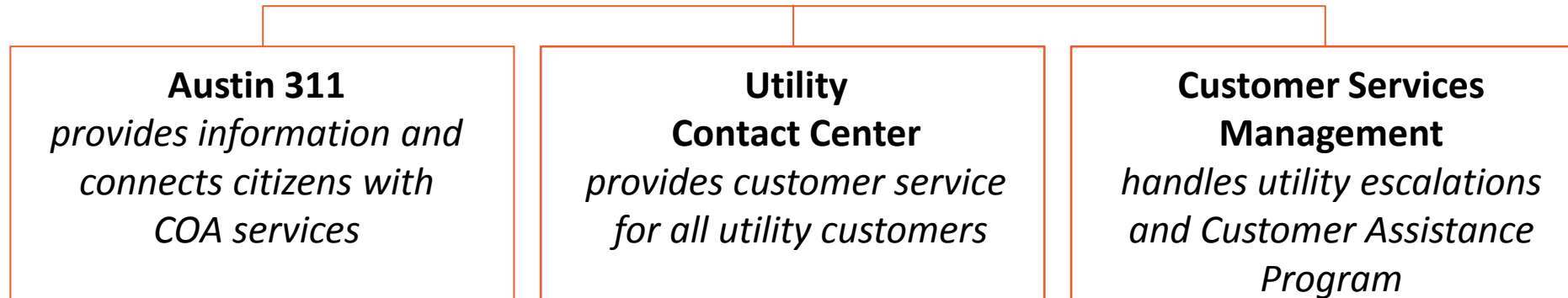


Financial Health
Program enrollment
Employee Engagement
Grid Modernization
COA Services
customer collaboration
Business Excellence
Commercial
usage
conservation
billingsmart meter
payments
phone calls
Customer Experience
livable
customer service
emails
electricity
Utility
affordability
water
outage management
recycling
Individualized Services
Information
Customer Assistance
Environment & Energy Efficiency
developers

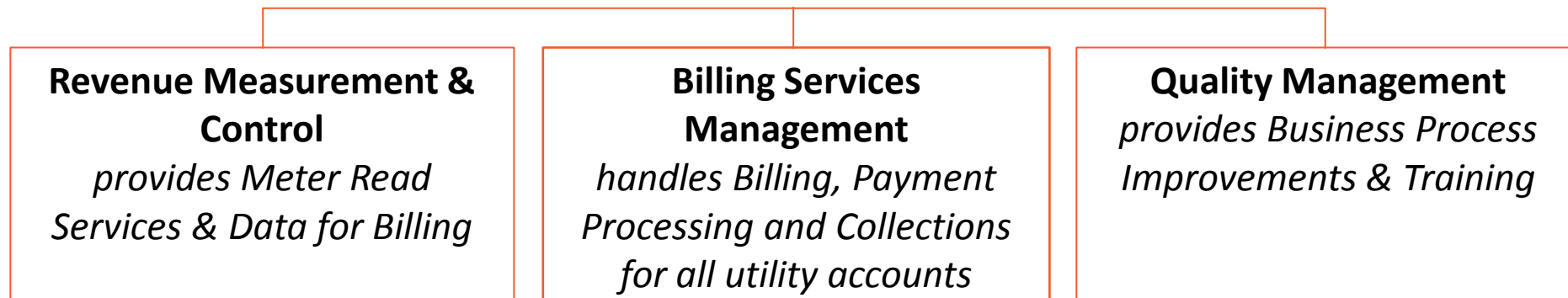


Customer Care Operations

Customer Care Services (Front Office)



Customer Account Management (Back Office)



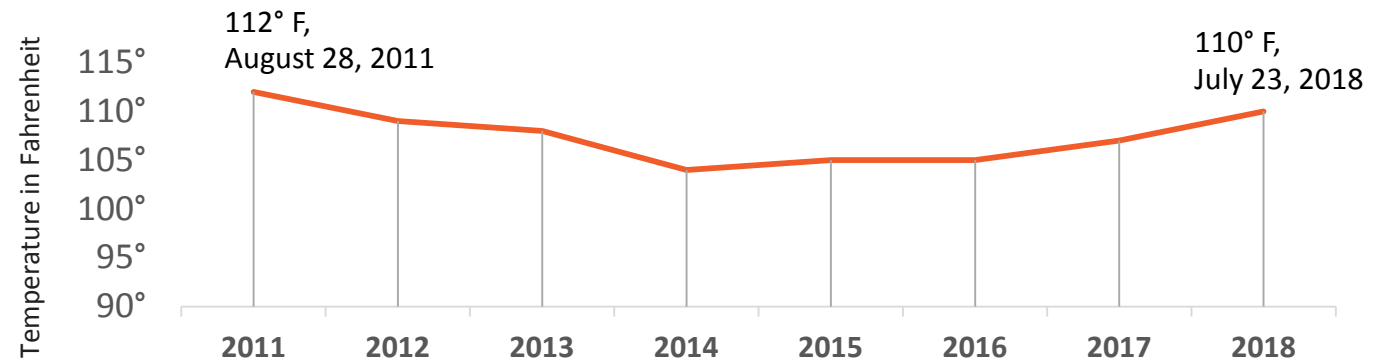
Community Outreach: Summer Preparedness

Last year was Austin's third hottest summer on record. City of Austin Utilities has several procedures in place to protect our customers in extreme weather.

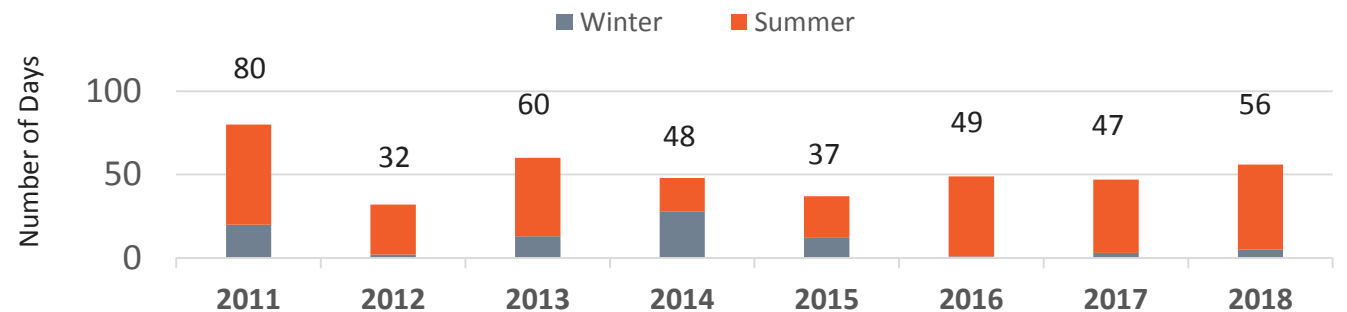
Extreme Heat Response

- Community outreach highlighting conservation
- City of Austin Special Operations Plan for Heat Emergencies
- Austin Energy operational procedures for reliability
- Extreme Weather Moratorium on residential disconnections for non-payment
- Financial assistance for qualified customers

Austin's Highest Temperatures by Year



Extreme Weather Moratorium Days



Community Outreach: Arrearage Management Program

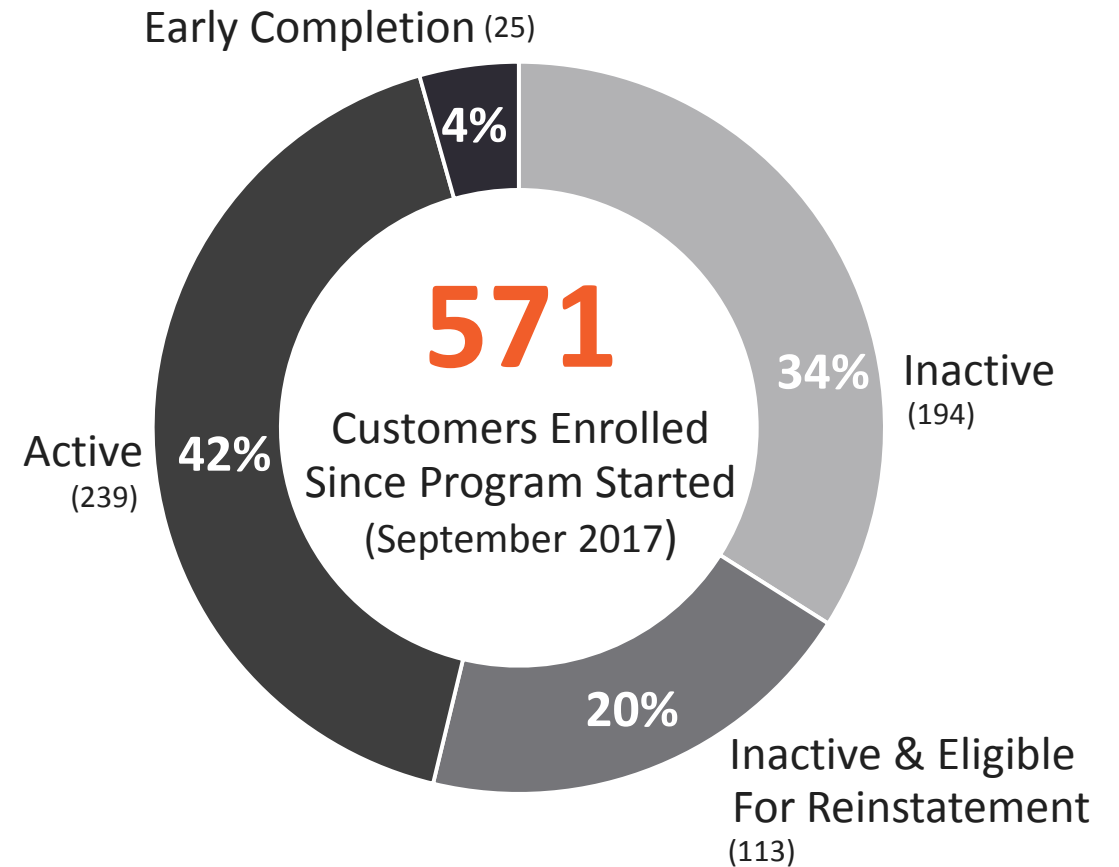
The Arrearage Management Program is a payment-matching program for qualified low-income customers.

Eligibility

- CAP Customers with a balance over \$1750
- Participation in site visit and education
- Agrees to pay current charges each month

Program Components

- Current Bill Payment / Utility Debt Reduction
- In Home Site Visits / Education
- Weatherization
- Case Management



Community Outreach: Agency Partnerships



City of Austin Utilities partners with local agencies to ensure our customers have access to additional resources.

Affordable Energy Summit

Education opportunity specifically designed for partnering agencies

July 24

City of Austin Utilities received 2019 **Expanding Excellence Award** for Innovation in People & Process

CSWEEK  **expanding excellence awards.**

Community Outreach: Summer Savings Campaign



June 24

Spicewood Springs Library
4:30 – 7:30 PM

July 11

Millennium Youth Entertainment Complex
4:00 – 7:00 PM

July 17

St. Matthew's Episcopal Church
4:00 – 7:00 PM

July 25

Shepherd of the Hills Presbyterian Church
4:00 – 7:00 PM



Community Outreach: Resource Fair

Community Connections Annual Resource Fair

*Customer Assistance Program
sponsored event featuring education,
services and resources
for community*

Oct 20

Lanier High School





**Customer Driven.
Community Focused.SM**

