

COVID-19 Emergency Customer Assistance Measures in response to Council Resolution 20200326-092

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\$46 Million in Customer Relief

\$10M

- Transfer \$5M Austin Energy and \$5M Austin Water to the Plus 1 financial aid program

\$1M

- Increase the Austin Energy Customer Assistance Program (CAP) Discount from 10% to 15%

\$25M

- Reduce the Regulatory Charge for residential and commercial electric customers now rather than during the FY21 budget process

\$4M

- Remove Tiers 4 and 5, setting Austin Energy rates at the current COA Tier 3 for all residential electric use over 1000 kwh

\$6M

- Provide a 10% reduction in CAP and non-CAP residential water (Tiers 1-3) and wastewater (Tiers 1-2) volume rates