



MEMORANDUM

TO: Mayor and Council Members

FROM: Jackie Sargent, General Manager, Austin Energy
Greg Meszaros, Director, Austin Water Utility

DATE: May 12, 2020

SUBJECT: **Staff Response to Resolution No. 20200326-092**

On March 23, 2020, Council passed Resolution No. 20200326-092 directing staff to identify and evaluate options for reducing utility bill impacts for customers affected by the coronavirus pandemic. This memo is to confirm that on April 9, 2020, Council approved the Ordinance 20200409-083 which adopted a moratorium on city utility disconnections, waived city utility late fees, extended the deadline for commercial and multifamily energy audit and benchmark reporting, reduced certain city electric and water rates, expanded eligibility for the city utilities' customer assistance program to include individuals experiencing financial hardship due to the COVID-19 pandemic, and amended the fiscal year 2019-2020 budgets of Austin Water and Austin Energy to appropriate up to \$10,000,000 for the utilities' Plus-One payment assistance programs. This item is now completed. Please contact Jackie Sargent, General Manager of Austin Energy at (512) 322-6002 or Greg Meszaros, Director of Austin Water Utility at (512) 972-0108 if you have further questions.

Thank you.

cc: Spencer Cronk, City Manager