

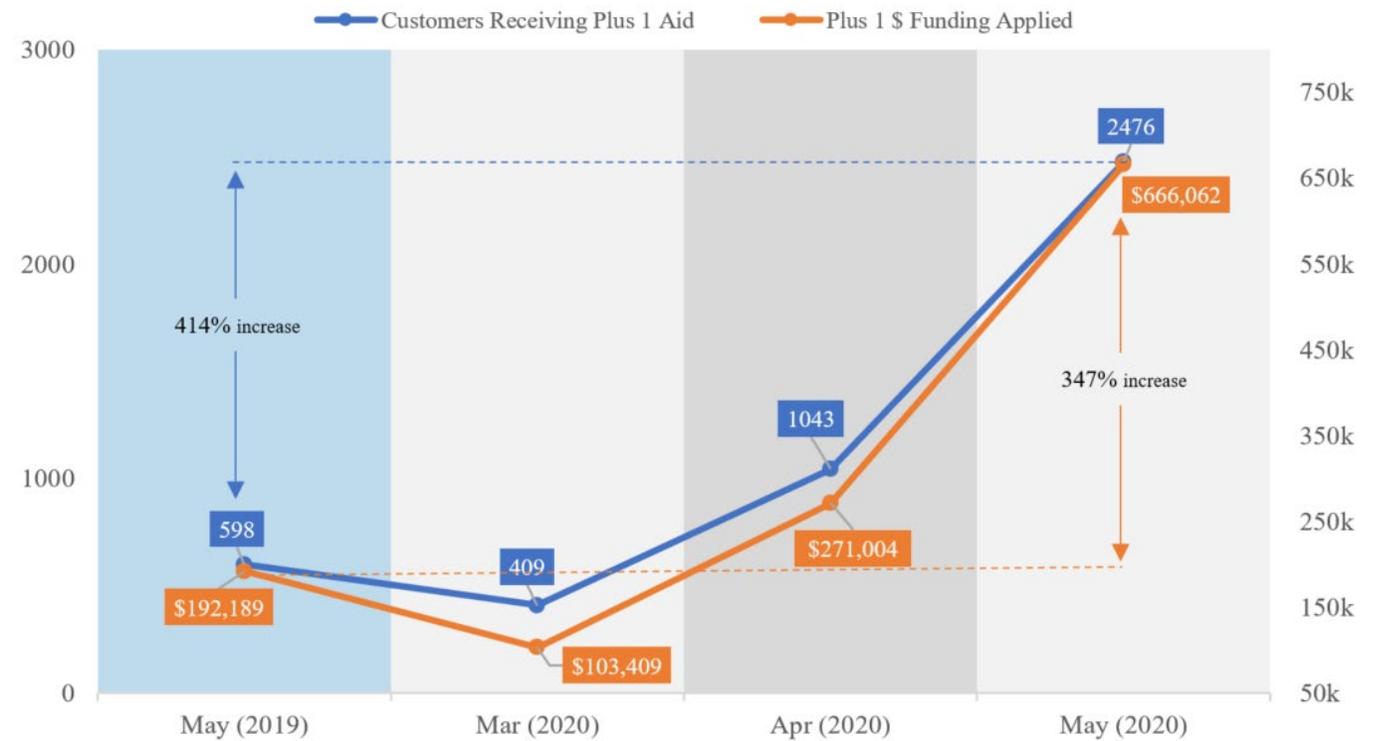
Utility Bill Relief Funding: COVID-19

As part of COA Utilities' COVID-19 response, an additional \$10M was added on April, 9, 2020, to the Plus 1 fund.

Bill Relief Funding Components

- Network of 56 Partner agencies for disbursement of funds
- New COA Utilities Online application process austinbillhelp.com
- Increase in the maximum funding per household
- Increase in assistance from same partners within a 12-month period
- Additional Marketing on Bill Relief Assistance via social media and direct mail

Plus 1 Financial Assistance Applied



*10% of Customers have received multiple bill relief assistance since April, 9, 2020.



Thank you!

Questions?



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