

Board and Commission Council Committee Agenda Item Request

Name of Board or Commission: Water and Wastewater Commission

Request Number: 20210714-D2

Description of Item: Water & Wastewater Commission Recommendation on Customer Assistance Program

- Austin Water ratepayers fund the Customer Assistance Program to assist low- and moderate-income customers with their water and wastewater bills
- It has been proven that some of this funding has been going to customers who own high real-estate assets
- Most program participants are not screened for income, which can lead to further instances where scarce funding for low-income assistance is given to people who do not need it

Based on the above, the WATER AND WASTEWATER COMMISSION requests that City Council place an Agenda Item on the appropriate Council Committee Agenda to discuss that the Audit Department conduct an audit of the Customer Assistance Program in the next fiscal year to assure that these relatively scarce funds to help the poor are spent properly.

Board or Commission Vote to refer item to Council: STAFF USE ONLY

Date of Approval of Request: STAFF USE ONLY

Attachments: Yes No STAFF USE ONLY

If yes, please list the attachments:

Attest: STAFF USE ONLY

MAYOR'S OFFICE USE ONLY

Council Committee Assigned:

- Audit and Finance Committee
- Austin Energy Utility Oversight Committee
- Austin Water Oversight Committee
- Mobility Committee
- Health and Human Services Committee
- Housing and Planning Committee

Recommend a Fiscal Analysis be completed?

Recommend a Legal Analysis be completed?

Notes:

Mayor Signature & Date: