



## Office of Council Member Kathie Tovo

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### **VERSION 2: CM Tovo Budget Rider #6 - Austin Energy Medically Vulnerable Registry**

Individuals with significant medical needs and those who rely on medical equipment powered by electricity can become part of Austin Energy's Medically Vulnerable Registry. The program provides customer support, additional time for bill payment, and case management. For more information, including eligibility criteria,

see: <https://coautilities.com/wps/wcm/connect/occ/coa/util/support/customer-assistance/services-medically-vulnerable>

As the program is currently structured, individuals become registered after they or someone acting for them reaches out to Austin Energy.

### **BE IT THEREFORE RESOLVED**

The City Manager shall develop and implement recommendations for making information about the Medically Vulnerable Registry available to a broad range of customers. Possibilities might include in utility bills inserts and providing information to area hospitals and networks of medical practitioners. The City Manager is directed to report back on these recommendations and to provide a timetable for implementation by November 1, 2022.