

Customer Assistance Programs Discount Program Expansion Plan

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Customer Assistance Programs

- Discount Program
- Weatherization Program
- Arrearage Management Program



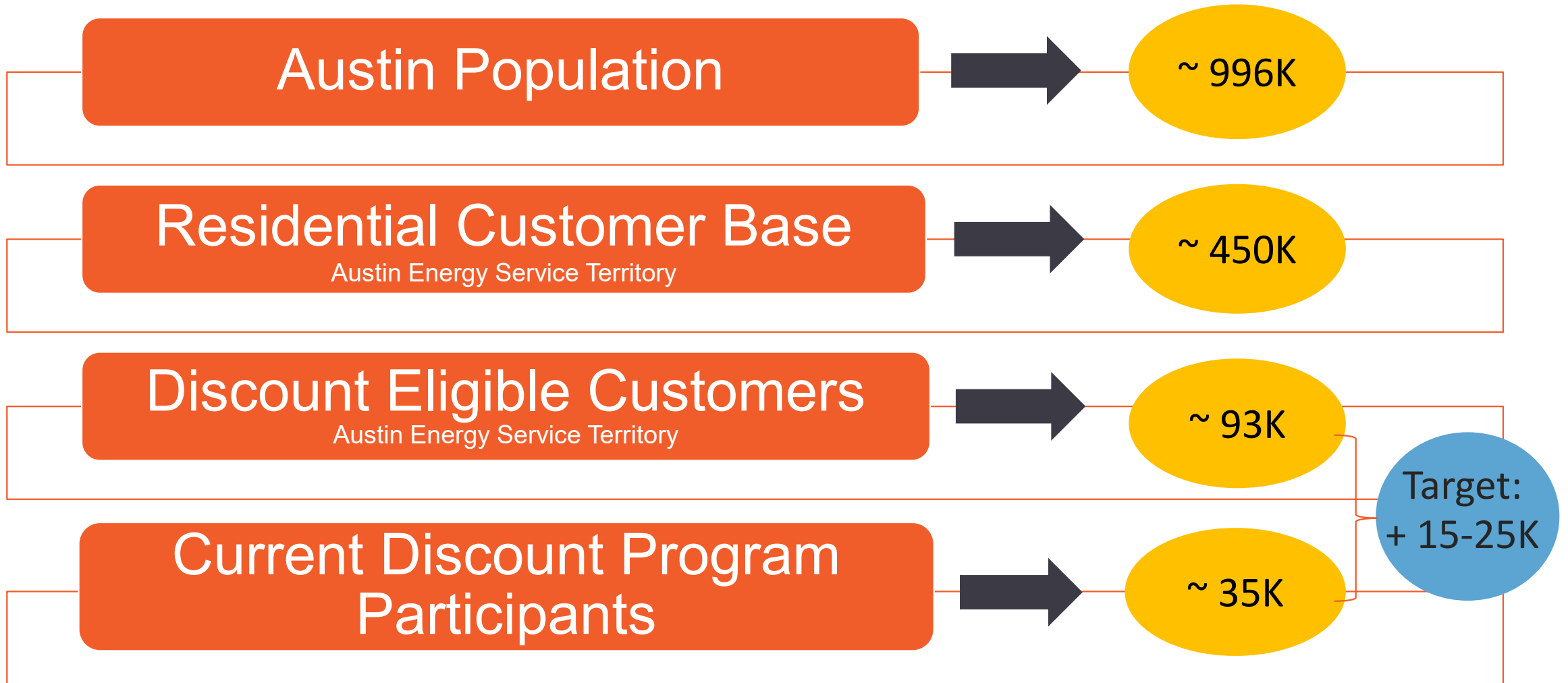
- Emergency Assistance Program
- Medically Vulnerable Registry

- Wrap-Around Social Services
- Case Management

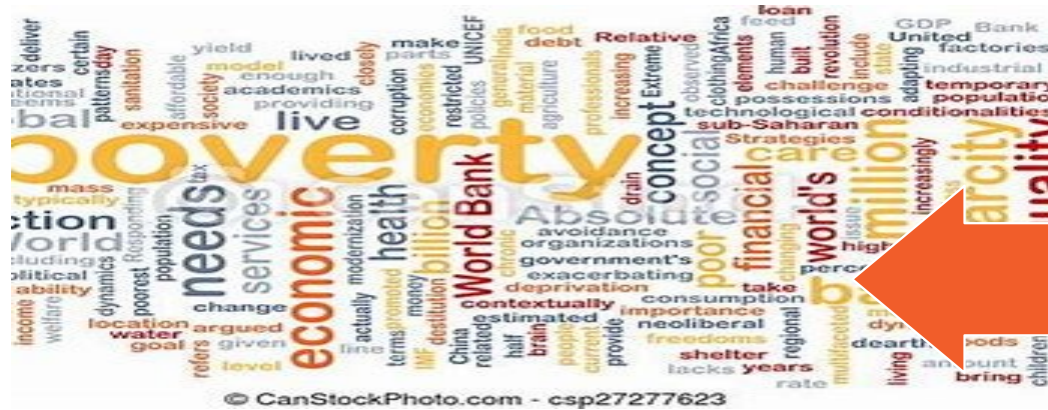
- Evaluations
- Account Management



Discount Program Expansion Opportunities



Federal Poverty Income Level & Median Family Income



Federal Poverty Income Level (FPIL) is used to determine how close a *household* is to poverty



Median Family Income (MFI)
is used to determine housing
affordability

Discount Program Expansion Path

Program Design Changes

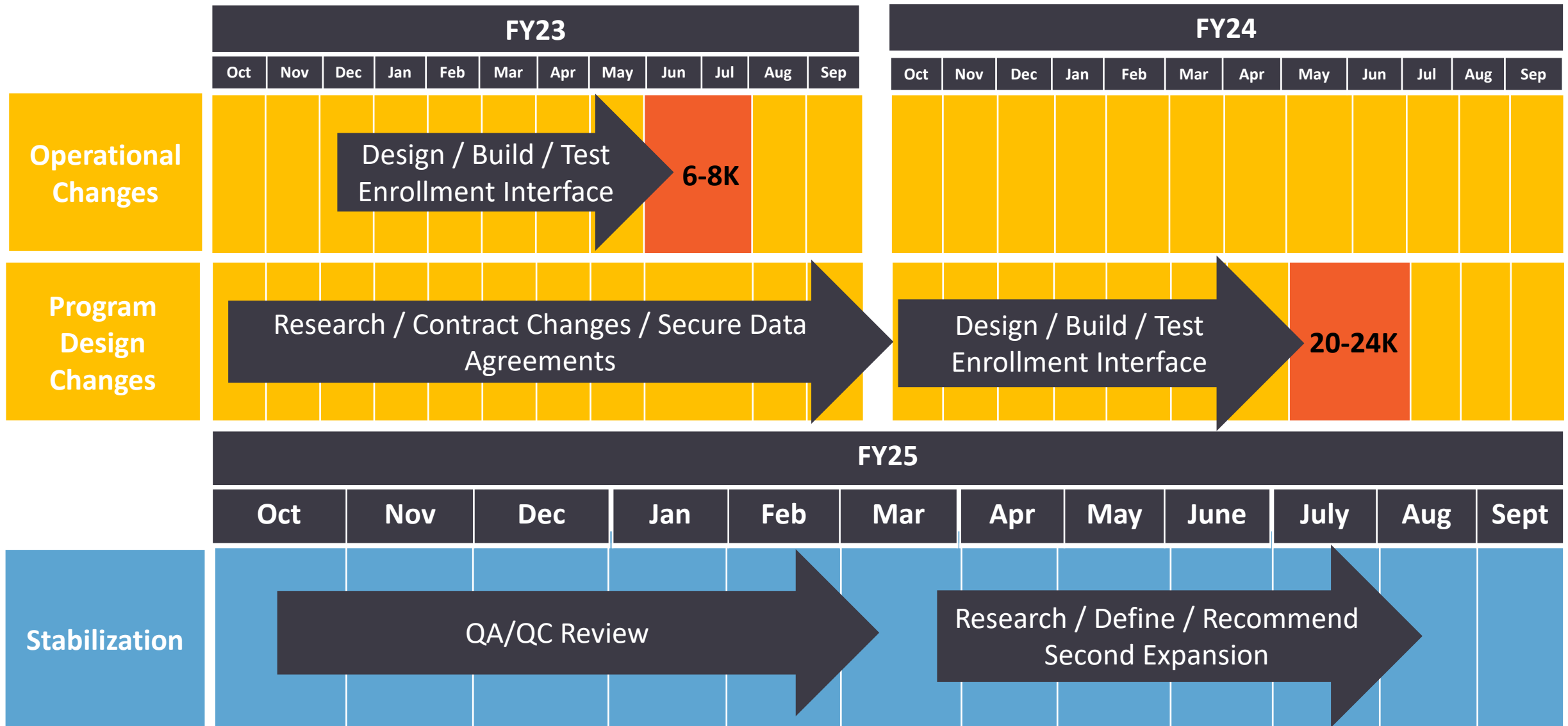
- 20-24K Households
- Adding Free Lunch Program as an auto qualifier
- Auto enrolling Telephone Lifeline Program

Operational Changes

- 6-8K Households
- Modify name matching process from 95% to 85%
- Increase home improvement value from \$250K to ~\$450K



Discount Program Expansion Timeline



Key Takeaways

Expansion Path

- Operational Changes
- Program Design Changes
- Outreach & CAP Marketing Campaigns

Evaluation Period

- Future O&M Impact
- Future Expansion

Council Action

- Approve Tariff Changes
- Help Educate Community





**Customer Driven.
Community Focused.SM**

