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



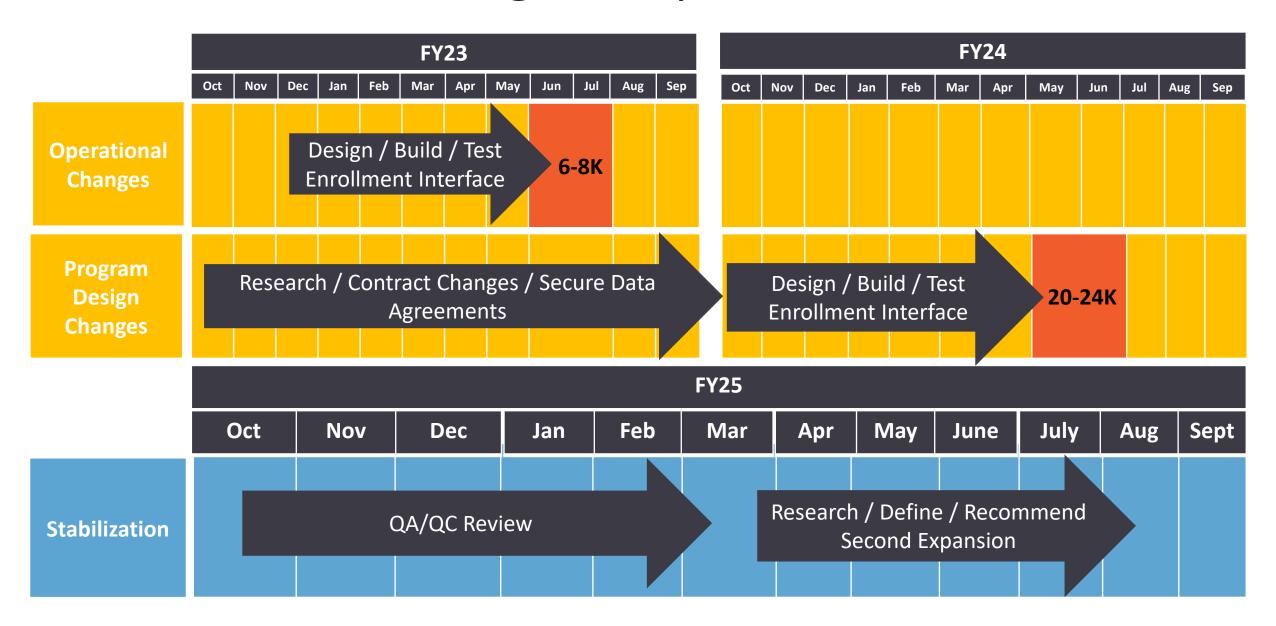
- 20-24K Households
- Adding Free Lunch Program as an auto qualifier
- Auto enrolling Telephone Lifeline Program



- 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.

