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WHEREAS, Austin Energy’s Customer Assistance Program provides discounts, weatherization, emergency assistance, and arrearage management programs for income-qualified and medically vulnerable customers; and

WHEREAS, there are currently approximately 93,000 discount eligible customers, but only 35,000, or 38%, are currently enrolled in the Customer Assistance Program; and

WHEREAS, on November 15, 2022, Austin Energy presented a work plan to enroll an additional 15,000 to 25,000 customers over the next two years, representing roughly 72% of eligible households; and

WHEREAS, the Electric Utility Commission recommends enrolling discount eligible households to the maximum extent possible, and suggests a collaboration between the utility and the commission to examine alternative enrollment methods including working with non-profit and taxpayer assistance entities; and

WHEREAS, the City budget performance measure EOA.G.4 proposes to count the number of households benefiting from the Customer Assistance Program, but does not include a target; **NOW, THEREFORE**,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:

Council establishes targets for the Austin Energy Customer Assistance Program of:

- 46% of eligible residential customers by June 2023
- 72% of eligible residential customers by June 2024

- 90% of eligible residential customers by June 2025

BE IT FURTHER RESOLVED:

To facilitate the meeting of these target rates of participation, the City Manager should return to Council if any Council action is needed. This could include, without limitation, authorization of any operational or other administrative changes needed, budget amendments, changes to base rates, or changes to the Community Benefits Charge. If such is needed, the City Manager should return to Council in a timely manner that would allow him to meet the targets. The Manager should report to Council if it becomes apparent the targets will not be met and propose an alternative plan.

ADOPTED: _____

ATTEST: _____

Myrna Rios
City Clerk