

# Customer Assistance Program Overview

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# City of Austin Utilities

## Nationally Recognized Customer Assistance Programs



### Utility Bill Discounts

Automatic enrollment for those on assistance programs and manual enrollment for those with incomes at or below 200% of federal poverty level.



### Weatherization Assistance

No-cost home energy improvements to qualifying customers with low-to-moderate incomes.



### Medically Vulnerable Registry

Special support services for those with critical or long-term illness.



### Financial Support Plus 1

Emergency financial help for customers having temporary difficulty paying utility bills. Customers may also contribute to this fund via their monthly utility bills.



# Customer Assistance Programs



# Community-Based, Wrap-Around Support Services

## Account Management

- Account Oversight
- Custom Payment Options
- Evaluations

## Outreach

- Community Partner Network
- Community Sponsored Events

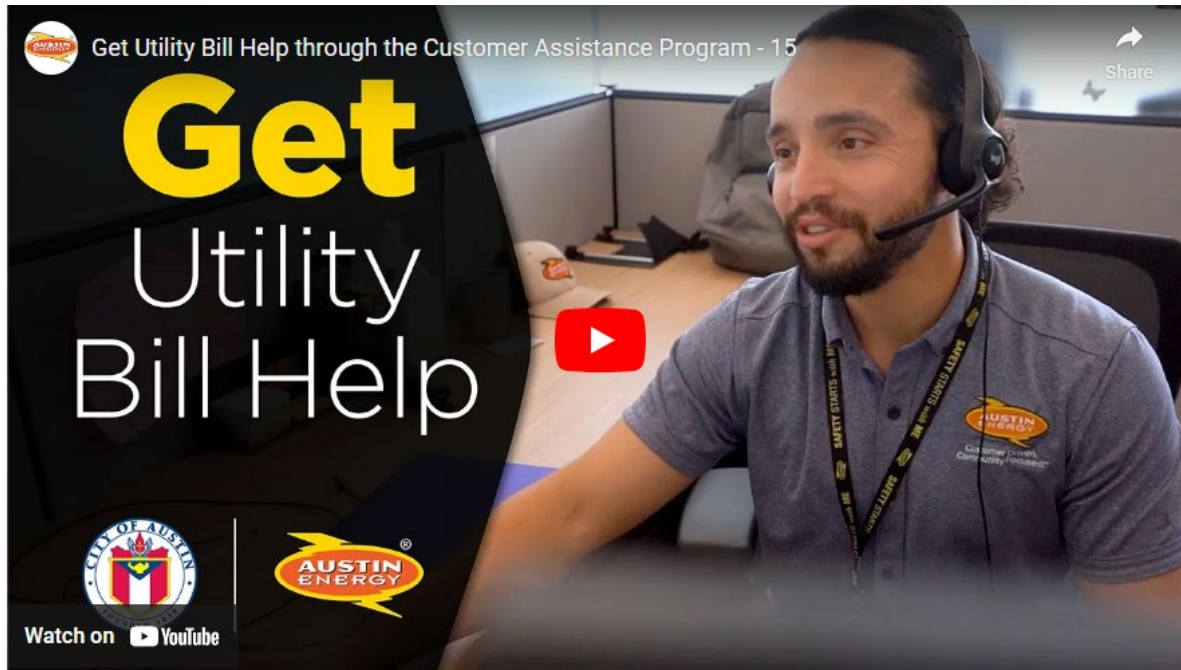
## Case Management

- In Home Site Visits
- Basic Needs Assessment
- Basic Needs Referral
- Education Classes



# CAP Discount Program

Provides bill discounts to City of Austin utility customers on low or fixed incomes who participate in certain state, federal or local assistance programs.



[CAP Video ENG](#)



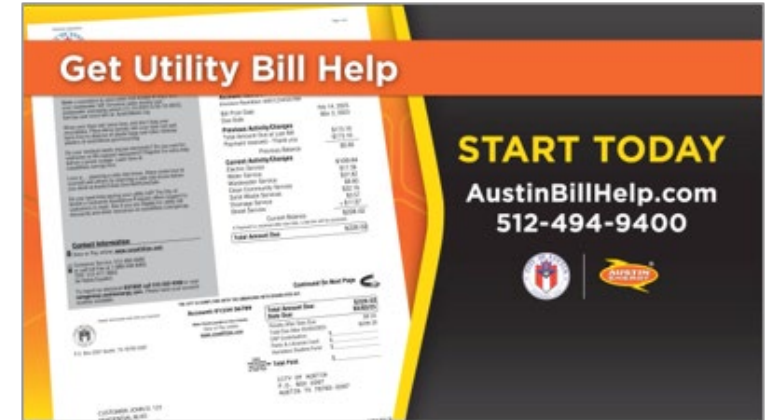
[Video ESP](#)



# Achieving Success – Serving Those In Need

## Current Expansion

- Monthly enrollment data from Texas Health and Human Services Commission
- Staff identified additional programs at or below 200% federal poverty level to expand

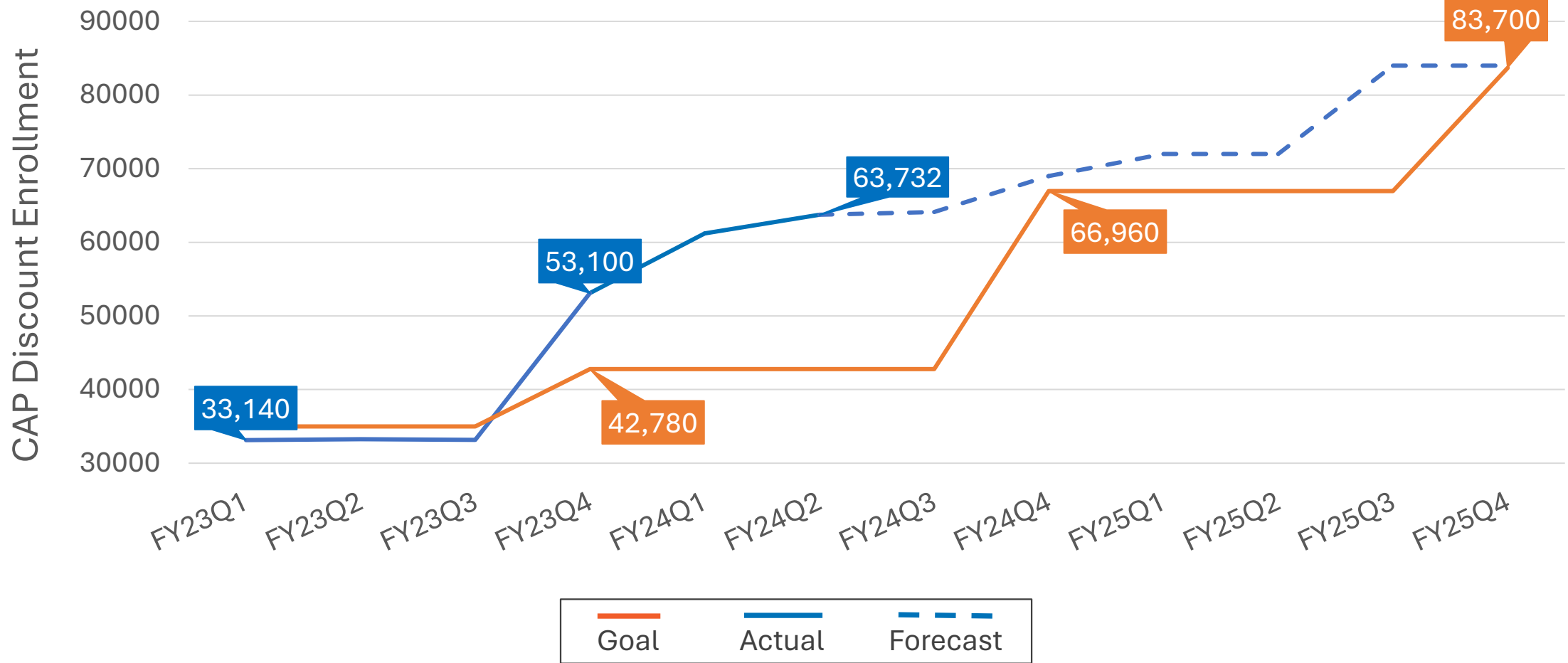


## Future Expansion

- Continue working with school districts
- Continue working with state and local partners
- Identify additional qualifying programs with participants not captured in existing programs



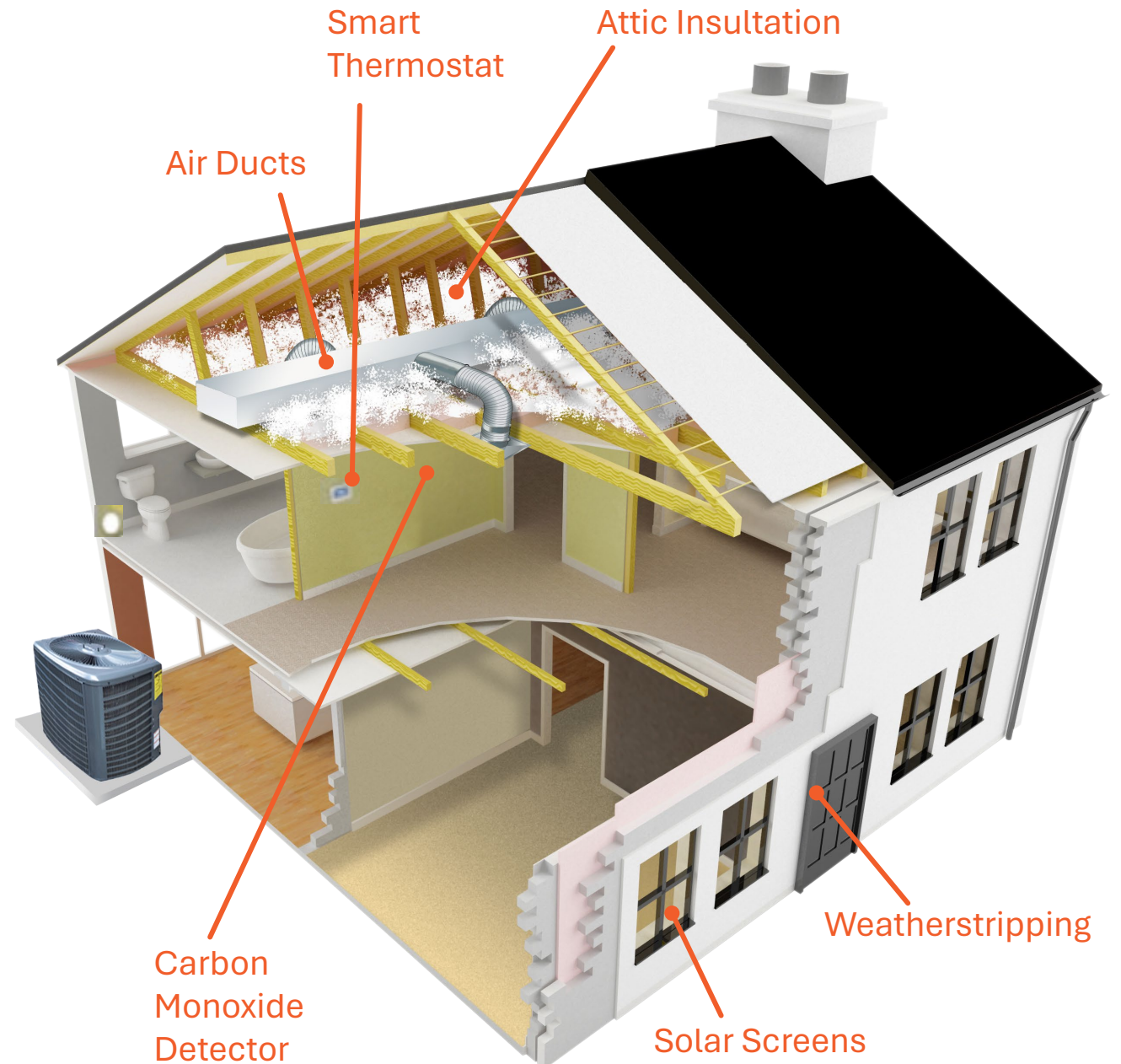
# Expanding Access to CAP Discounts



# Austin Energy No Cost Weatherization

Offers home energy improvements to qualifying low-income customers. These improvements lower energy costs and improve indoor comfort and air quality, making homes healthier and safer.

CAP Discount Program participants are automatically income qualified for and referred to the Weatherization Program.





**Customer Driven.  
Community Focused.<sup>SM</sup>**

