

# Customer Assistance Discount Program Update

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July 16, 2024

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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.



TRANSPORTATION  
PUBLIC WORKS



**Get Utility Bill Help**

**START TODAY**  
AustinBillHelp.com  
512-494-9400

*Continued On Next Page*

Previous Activity/Charges	\$118.30
Total Amount Due at Last Bill	\$118.30
Payment received - Thank you!	\$0.00
Previous Balance	\$0.00
<b>Current Activity/Charges</b>	
Electric Service	\$28.00
Water Service	\$28.37
Wastewater Service	\$64.30
Clean Community Service	\$7.10
Street Water Services	\$14.96
Drainage Service	\$0.00
Street Service	\$0.00
<b>Current Balance</b>	\$105.25
Total Amount Due	\$105.25
If payment is made on or after date, it will be applied.	
Do Not Send Payment. Your bill is generated for Electronic Auto-payment on 06/30/2022.	

CAP Video ENG

**Obtenga ayuda con su factura de servicios públicos**

**COMIENCE HOY**  
AustinBillHelp.com  
512-494-9400

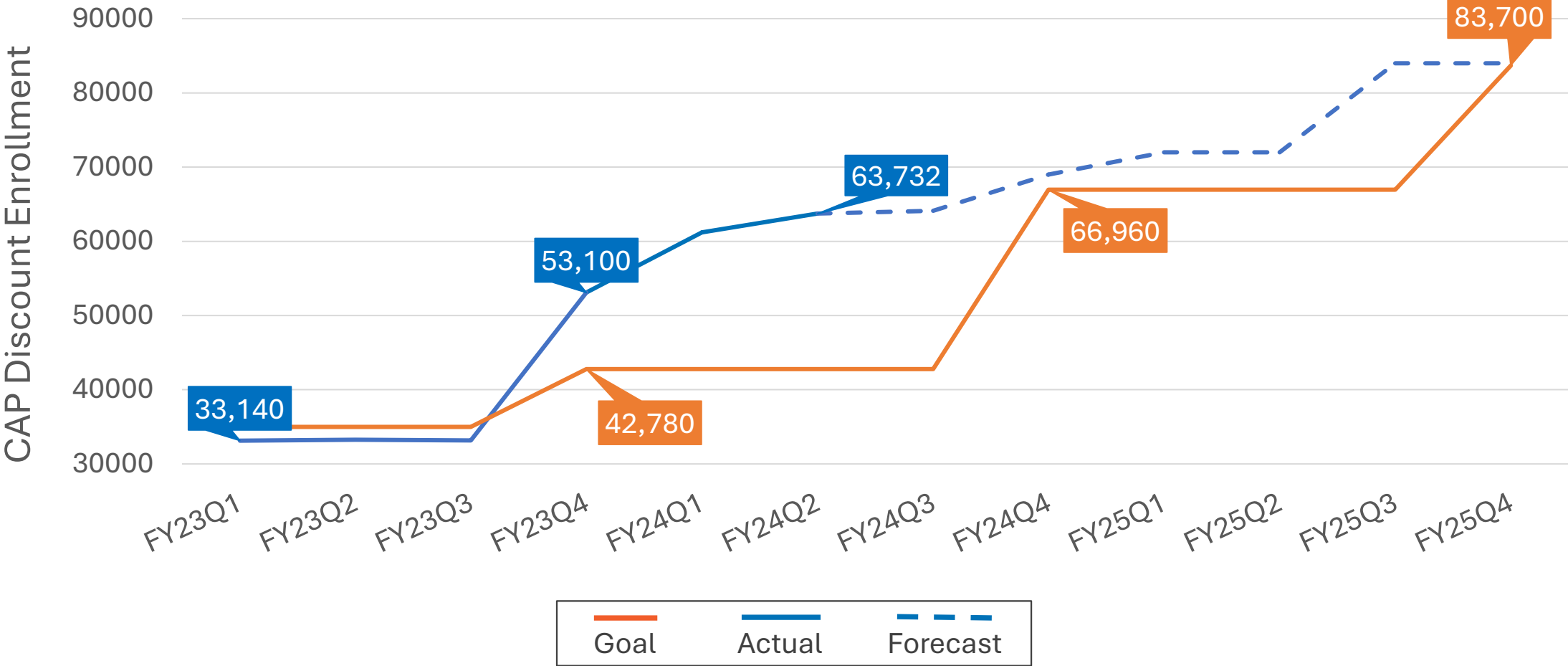
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Actividad/Activos	\$26.69
Servicio Eléctrico	\$28.60
Servicio Comunitario Limpio	\$14.66
Cuido de Usos de Transporte	\$7.77
Recibo por Pago Tardío	\$25.12
<b>Saldo Actual</b>	\$203.12
<b>Saldo Total Adelantado</b>	\$214.91

CAP Video ESP



# CAP Discount Expansion Goals



# Optimizing Participation to Increase Enrollment



## Self-Enrollment Opt-In Strategies



## Auto-Enrollment Opt-Out Strategies

Current

### Challenge

- **Low** completion rate
- **Challenge for** already-burdened **households**
- **Delays** program benefits

- Texas Health and Human Services (THHS) verified **auto-enrollments near maximum**
- State/Federal policy changes could affect enrollments

### Verification

- Requires intensive marketing
- **Direct 1:1 outreach for applications**
- Income verified by paid vendor

- **Identifies, enrolls and verifies** eligible customers without additional customer documentation
- Income verified via THHS programs

Future

### Expansion

- Invite **self-application in Justice40 areas**
- Self-attestation for income verification

- **Auto-enrollment** based on **Justice40 data**
- Enhance opt-out communications

### Risk Mitigation

- **2% tolerance threshold**

- **4% tolerance threshold**

Maintain current quality control measures and expand to measure program effectiveness and impact



# Justice40 Federal Initiative

Leverage Justice40 data to ensure Customer Assistance Programs reach eligible customers in disadvantaged communities

**Tract information**  
Number: 48453002310  
County: Travis County  
State: Texas  
Population: 2,890

**Tract demographics**  
Race / Ethnicity ([Show](#) v)  
Age ([Show](#) v)

Identified as disadvantaged?  
**YES**

This tract is considered disadvantaged because it meets more than 1 burden threshold **AND** the associated socioeconomic threshold.

[Send feedback](#)

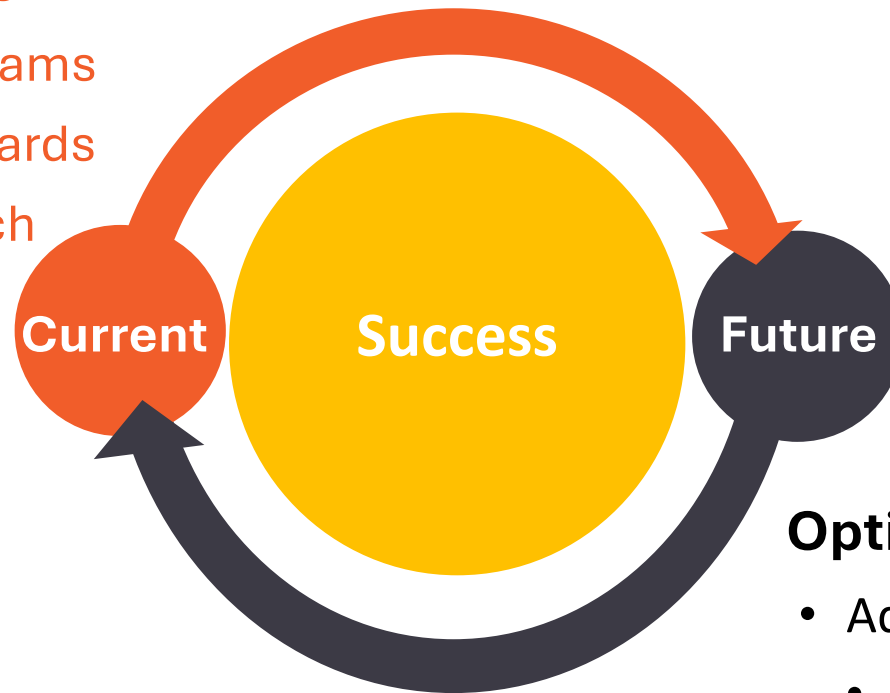
Transportation	+
Energy	+
Health	+
Housing	+



# Expanding CAP Discount Enrollment

## Maximize Current Strategies

- Auto-Enrollment (opt-out)
  - Operational improvements
  - Adding more eligible programs
  - Property screening safeguards
- Ongoing marketing & outreach



## Optimize Future Strategies

- Adopt Justice40 data
  - Expand auto-enrollment (opt-out)
  - Continue self-enrollment (opt-in)
  - Income self-attestation (opt-in)







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

