Customer Assistance Program

Discount Program Expansion

Kerry Overton

Deputy General Manager & Chief Customer Officer
Austin Energy

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Discount Program Expansion Resolution

City Council Resolution No. 20221201-046

The December 2022 resolution requires Austin Energy to reach 90% of the eligible low-income customers in the service territory with three yearly milestones through 2025.

1 | **Milestone Year 1**
Enroll **46%** of eligible households

2 | **Milestone Year 2**
Enroll **72%** of eligible households

3 | **Milestone Year 3**
Enroll **90%** of eligible households

Goal | **83,700 by 2025**

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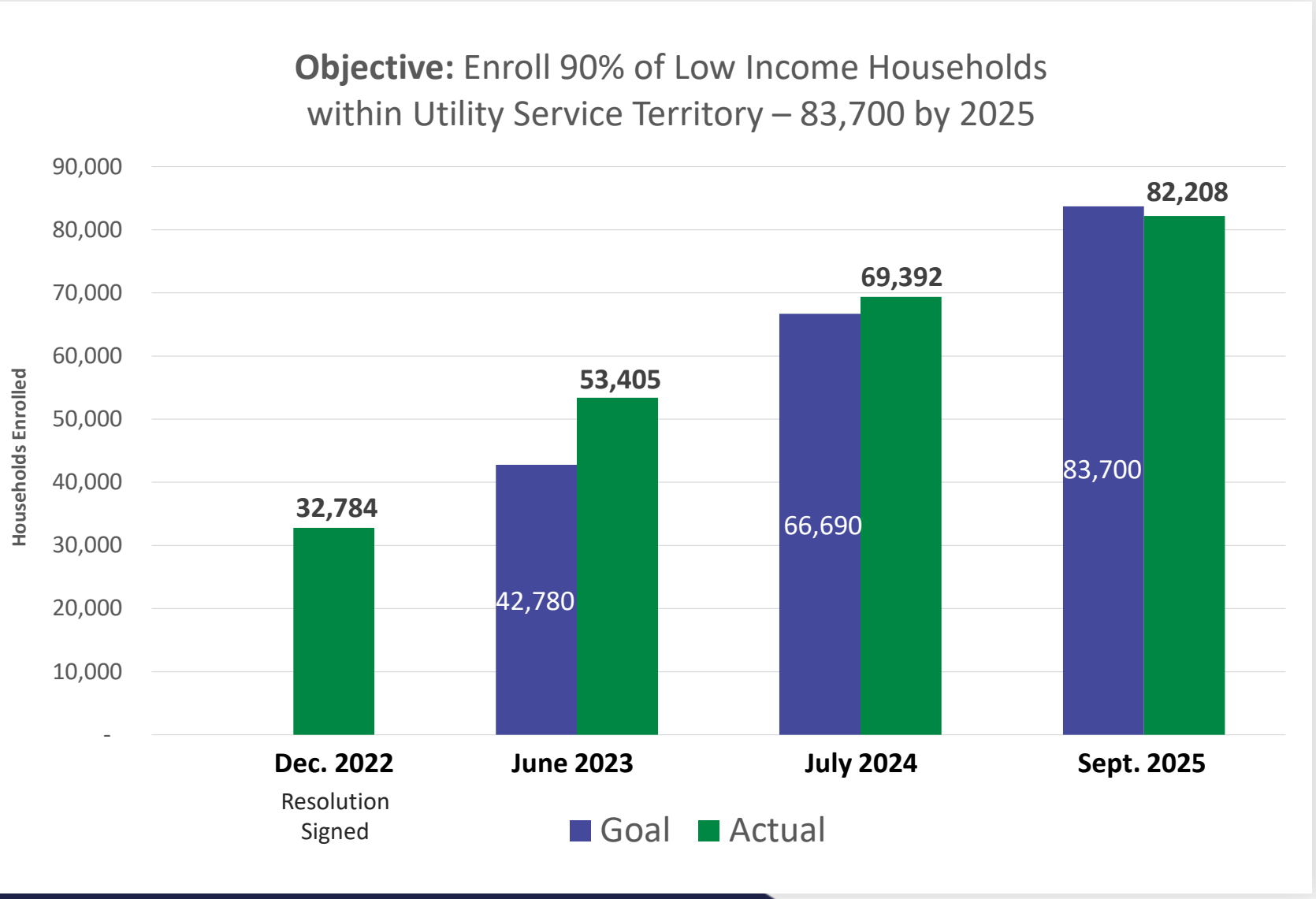

Discount Expansion

3-Year Enrollment Results

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Discount Program Customer Impact

Yearly Customer Savings **$1,446 Per Year***

Electric

- Monthly Average Customer Savings $31.32
- FY2024 Customer Savings $20 Million

Water

- Monthly Average Customer Savings $41.07
- FY2024 Customer Savings $9.5 Million

Wastewater

- Monthly Average Customer Savings $41.42
- FY2024 Customer Savings $7.8 Million

Drainage

- Monthly Average Customer Savings $6.72
- FY2024 Customer Savings $1.2 Million

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* Based on average usage and having all City of Austin Utility Services

Customer Assistance Delivery Model

Community

- Outreach
- Strategic Partnerships
- Community Network

Programs

- Emergency Assistance
- Medically Vulnerable Registry
- Arrearage Management
- Discounts
- Weatherization

Customer

- Account Management
- Case Management
- Program Education

Support

- Displacement Services
- In Home Services
- Basic Need Referrals
- Refugee Services

WRAP AROUND SUPPORT SERVICES

Methodology:

Modernized System Delivering Results

Modernization

- Real-Time Application Protocol Interface (API)
- Address Based Matching
- Self Enrollment Portal
- Partner Data Sharing Portal

Data-Driven Expansion

- Geo Based Poverty Data
- Integrated Partner Data
- School District Data
- Targeted Outreach Campaigns

Operational Strength

- Staffing
- School Partnerships
- Quality Control Protocols

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Sustaining Continuing Progress

- Grow Community Based Partnerships
- Identify New Eligibility Programs
- Ongoing Community Alignment & Need
- Continue Engagement with National & Local Partners

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