

AFFORDABLE ENERGY POLICY SUMMIT

Tuesday, July 11, 2017



AT&T Executive Education & Conference Center
1900 University Avenue
9:00am - 4:30pm





Payment Arrangements & Collection Process

Maddy Campbell, Austin Energy

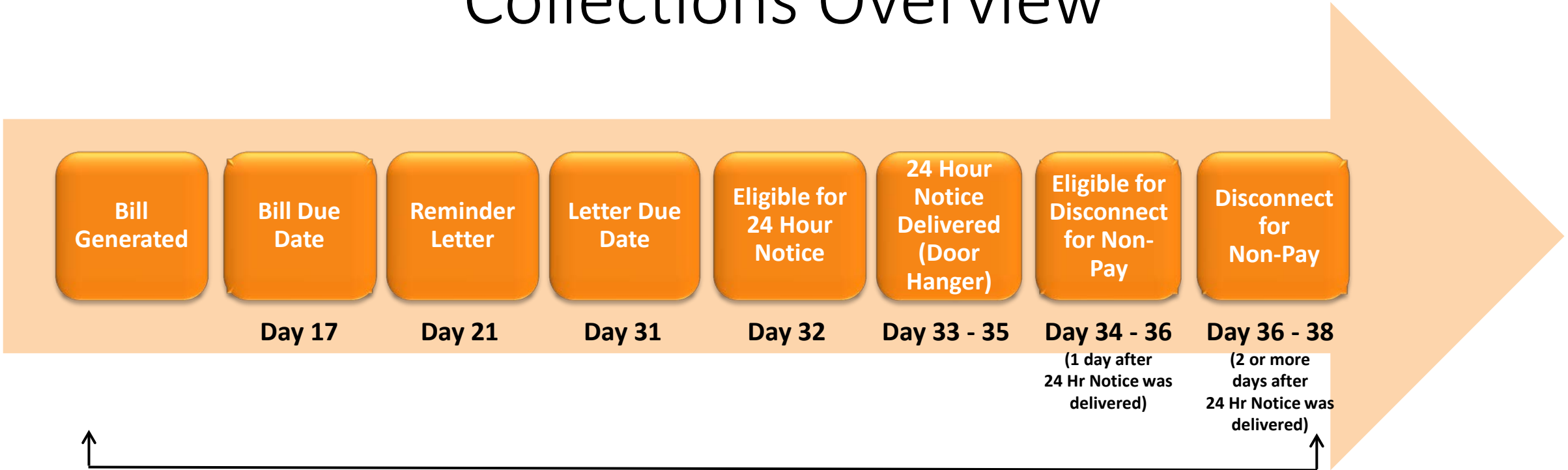


Agenda

- Collections Overview
- Communication to Customers
- Customer Options to Stop Collections
- Other Customer Options
- Weather Moratorium
- CAP/MVR Training Hours
- Q&A



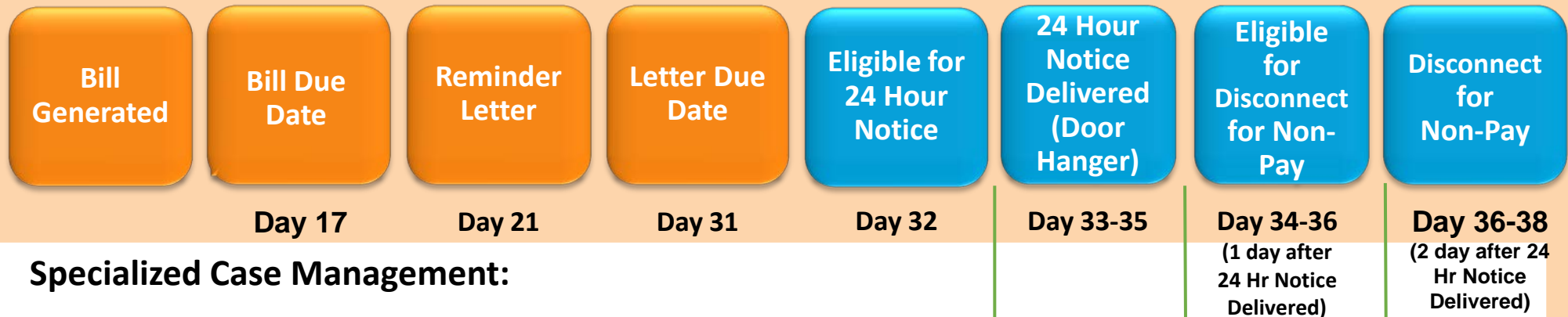
Collections Overview



Bill Generation to Disconnect for Non-Pay



Collections Process for MVR Customers



Specialized Case Management:

- Phone calls
- Site visits
- Case Management Action Plan
- Assistance Agency Referrals
- Flexible Payment Arrangements



*In accordance with Medically Vulnerable City Regulation
§ 15-9-23 MEDICALLY VULNERABLE RESIDENTS*



Communication to Customers

- Friendly Payment Reminder (Letter)
- Delinquent Payment Notice (Letter)
- Cancelled Payment Agreement Notice (Letter)
- Notice of Service Termination (Door Hanger)
- Assistance Door Hanger (Post Disconnection)





Friendly Payment Reminder

Traducción en español al reverso

Service Address: [REDACTED]
RE: Account# [REDACTED]
Delinquent Amount Due: \$7,788.81
Due Date: 8/8/2016

Date: 7/27/2016

Dear Customer:

Our records indicate that we have not received payment on your City of Austin utility bill. Please make your payment by the due date stated above. If payment has already been made, please disregard this notice.

If you are on the Budget Payment program, failure to pay your bill by the due date stated above may remove you from the program.

If you are experiencing difficulty paying your bill, you may qualify for a Payment Arrangement or financial assistance.

For your convenience, we accept payments at most Austin-area HEB and Randall's stores, as well as these authorized paystations:

- » Rosewood-Zaragosa Center
- » Fiesta Mart (IH-35 and 38½ Street)
- » Utility Service Center (8716 Research Blvd. Suite 115)

For a complete list of authorized paystations, visit www.austinenergy.com/go/paymentstations.

For information about other payment options, visit www.austinenergy.com/go/paymentoptions.

For further information or if you feel this letter is in error, please call us at (512) 494-9400 Monday through Friday from 7:00 a.m. to 9:00 p.m. and Saturday from 9:00 a.m. to 1:00 p.m. **Hearing impaired TDD line (512) 477-3663.**

Sincerely,

City of Austin
Utility Customer Service Center



Friendly Payment Reminder Letter lets customer know that they may have missed their payment and this is a gentle reminder to submit payment.



Delinquent Payment Notice

Traducción en español al reverso

Service Address: [REDACTED]
RE: Account# [REDACTED] 60000
Delinquent Amount Due: \$424.84
Due Date: 3/8/2013

Date: 2/26/2013

Dear Customer:

Our records indicate that you have a past due balance of \$424.84 on your City of Austin utility account. If payment has not been made, please make an immediate payment of the delinquent amount by the due date stated above. **Services are subject to disconnection any time after the due date, excluding a weekend or holiday.** If payment has been made, disregard this notice.

If your services are disconnected, the following reconnection fees will apply:

\$25.00 reconnection fee
\$55.00 additional fee for same day service reconnection, if requested

In addition, customers who are disconnected may be required to pay an additional security deposit of up to three times their average monthly billing.

If you are experiencing difficulty paying your bill, you may qualify for financial assistance. You also have the right to make a written request, submitted on or before the due date stated above, for an administrative hearing under the City of Austin Utility Service Regulations. For further information or if you feel this letter is in error, please call us at (512) 494-9400 Monday through Friday from 7:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 1:00 p.m. **Hearing impaired TDD line (512) 477-3663.**

AUTHORIZED PAYSTATIONS:

Payments are accepted at most Austin-area HEB and Randall's stores, as well as:

- » Rosewood-Zaragosa Center
- » Fiesta Mart (IH-35 and 381st Street)
- » Utility Service Center (8716 Research Blvd. Suite 115)

For a complete list of authorized paystations, please visit www.austinenergy.com/go/paymentstations.

Sincerely,

City of Austin
Utility Customer Service Center

Delinquent Payment Notice Letter lets customer know that they may have missed their payment and their services are subject to disconnection if payment is made by the due date.





Cancelled Payment Agreement Notice

Traducción en español al reverso

Account #: [REDACTED]

Date: 7/27/2016

Dear Customer:

Our records indicate that we have not received your installment payment for your City of Austin Utilities Payment Agreement. As a result, the agreement is no longer in effect.

Please make an immediate payment of your delinquent balance to avoid disconnection of utilities and collection actions.

If your services are disconnected, the following reconnection fees will apply:
\$25.00 reconnection fee

In addition, customers who are disconnected may be required to pay an additional security deposit of up to three times their average monthly billing.

- If you are experiencing difficulty paying your bill, you may qualify for financial assistance.
- You may qualify to request an appointment with a utility specialist.
- You also have the right to make a written request, submitted on or before the due date stated above, for an administrative hearing under the City of Austin Utility Service Regulations.

For further information or if you feel this letter is in error, please call us at (512) 494-9400 Monday through Friday from 7:00a.m. to 9:00 p.m. and Saturday from 9:00 a.m. to 1:00 p.m. **Hearing impaired TDD line (512) 477-3663.**

AUTHORIZED PAYSTATIONS:

Payments are accepted at most Austin-area HEB and Randall's stores, as well as:

- » Fiesta Mart (3909 N. IH-35 Service Rd.)
- » Fiesta Mart (5510 S. IH-35)
- » East Branch Utility Customer Service Center (2800 Webberville Rd.)
- » North Branch Utility Customer Service Center (8716 Research Blvd., Ste 115)

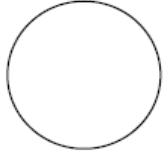
For a complete list of authorized paystations, please visit www.austinenergy.com/go/paymentstations.

Sincerely,

City of Austin
Utility Customer Service Center

Cancelled Payment Agreement Notice Letter lets customer know that they may have missed their payment and their agreement is no longer in effect.





ADDITIONAL NOTICE OF SERVICE TERMINATION

Previous attempts to collect on your utility account have been unsuccessful. Payment of your past due balance must be made immediately or utility services will be disconnected. In order to prevent disconnection, payment must be made at an authorized pay station and **you must contact the utility service center to provide receipt information.**

If you are experiencing difficulty paying your bill, you may qualify for a Payment Arrangement or financial assistance. If applicable, you may also make a written request for an administrative hearing. Please contact us for more information.

You can pay your bill in person or by phone:

IN PERSON

Authorized Pay Stations (Check location for hours):

Payments are accepted at most Austin-area HEB and Randall's stores, as well as:

- Fiesta Mart at 3909 N. IH-35 Service Rd.
- Fiesta Mart at 5510 S. IH-35

Utility Customer Service Centers:

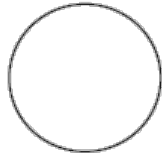
- East Branch at 2800 Webberville Rd.
 - North Branch at 8716 Research Blvd., Ste 115
- 7:45 am – 4:30 pm Monday through Friday

BY PHONE

Utility Service Center:

512-494-9400
7:00 am – 9:00 pm Monday through Friday
9:00 am – 1:00 pm Saturday

Para una traducción en español, vea el reverso.



AVISO ADICIONAL DE TERMINACIÓN DE SERVICIO

Los intentos previos de cobro de su cuenta de servicios públicos han sido inútiles. Debe pagar de inmediato su saldo o los servicios serán desconectados. Para evitar la desconexión, **debe hacer el pago en una estación de pago autorizada y debe ponerse en contacto con el centro de servicios para proveer la información del recibo.**

Si tiene dificultades para pagar su factura, tal vez califique para un Acuerdo de Pago o asistencia financiera. Si aplica en su caso, también puede realizar una solicitud por escrito de una audiencia administrativa. Por favor comuníquese con nosotros para obtener más información.

Puede pagar su factura en persona o por teléfono:

EN PERSONA

Estaciones de Pago Autorizadas (consulte el horario de cada local):

Se aceptan pagos en la mayoría de las tiendas HEB y Randall's de Austin, y también en:

- Fiesta Mart en 3909 N. IH-35 Service Rd.
- Fiesta Mart en 5510 S. IH-35

Centros de Servicio al Cliente de Servicios Públicos:

- Sucursal del este en 2800 Webberville Rd.
- Sucursal del norte en 8716 Research Blvd., Ste 115

Lunes a viernes de 7:45 am – 4:30 pm

POR TELÉFONO

Centro de Servicios Públicos:

512-494-9400
Lunes a viernes de 7:00 am – 9:00 pm
Sábados de 9:00 am – 1:00 pm

Para una traducción en inglés, vea el reverso.



- No customer or account specific information
- Courtesy Final Notification
- Typically delivered 2 days before disconnection
- Information about options for customers to make a payment



Are you currently without City of Austin utility services?

The following City of Austin Plus 1 program agencies may be able to help. Contact these agencies to see if you qualify for assistance.

*AIDS Services of Austin	512-458-2437
*Any Baby Can	512-454-3743
*Austin Community College District	512-223-5214
*Austin Voices for Education & Youth	
Burnet Family Resource Center	512-841-8280
Dobie Family Resource Center	512-841-4411
Lanier Family Resource Center	512-414-7479
LBJ Family Resource Center	512-414-7003
Reagan Family Resource Center	512-414-6361
Webb Family Resource Center	512-841-9018
Bethany United Methodist Church	512-258-6017
*Capital Idea	512-457-8610
*Care Communities	512-459-5883 ext. 704
*Caritas of Austin	512-472-4135
Carolyn T. Smith Loaves and Fishes Ministry	
All Saints' Episcopal Church	512-476-3589
*Catholic Charities of Central Texas	512-651-6100
David Chapel Missionary Baptist Church (Benevolence Fund)	512-472-9748
*Easter Seals Central Texas, Inc.	512-615-6800
First United Methodist Church	512-478-5684
*Foundation Communities	512-610-7385
*Foundation for the Homeless	512-453-6570
*Front Steps, Inc.	512-305-4100
*Fulmore Middle School	512-414-3207
*Goodwill Industries	512-480-0772
Greater Mt. Zion Baptist Church	512-469-9020
Hill Country Bible Church	512-331-2233
*Hospice Austin	512-342-4700
*Housing Authority of the City of Austin	512 767-7659
*LifeWorks	512-735-2400
*Meals on Wheels Central Texas	512-476-6325
Memorial United Methodist Church	512-452-5796
*Refugee Services of Texas, Inc.	512-640-2980
Sacred Heart-SVDP	512-926-1171
St. Albert the Great Catholic Church-SVDP	512-836-0020
St. Austin Catholic Church	512-477-9471
St. John Neumann Catholic Church-SVDP	512-328-3220
St. Louis Catholic Church-SVDP	512-419-1667
Saint Louise House	512-297-2129 ext. 211
Saint Mary Cathedral-SVDP	512-476-3750
St. Paul's Catholic Church-SVDP	512-420-4077
St. Thomas More Catholic Church-SVDP	512-258-1161
Society of St. Vincent de Paul	512-251-6995 ext. 0
*Student Emergency Services-UT Austin	512-471-5017
*Supportive Services for Veteran Families	512-305-4100
*Texas VFW Foundation	512-291-6850
*The Ann Richards School for Young Women Leaders	512-414-3236
*The Austin Project Family Resource Centers	
EPC at Martin Middle School	512-841-3800

- Started May 2017
- No customer or account specific information
- Information about options for customers to know about possible agency assistance.
- Delivered approximately XX days after the Disconnect for Non-Payment



Customer Options to Stop Collections

- Payment
- Pledge
- Payment Arrangement



Pledge

- Can be for Partial Balance
- Can be for Full Balance
- Places a “hold” for the Pledge amount only



Payment Arrangement

Under Austin Energy's Payment Arrangement policy, there are 4 different Payment Arrangement options available to customers:

- Good Standing
- Account Watch
- Bonafide
- Subject to Disconnect



PA Ineligibility

There are several instances in which a customer will **NOT** be eligible for a Payment Arrangement.

- Disconnected for Non-Payment
- Active Tampering Alert
- Budget Billing
- Active Write-Off Process
- Stopped Service Agreements
- Bankruptcy
- Legally Extinguishable Debt
- Returned Payments*

**Returned Payments: to become eligible the account has to have been paid to a zero (\$0.00) balance from the date the payment was returned.*



Good Standing

- Customer has never had a PA, or
- Account brought current, after the previous PA defaulted or after being disconnected for non payment
- Up to **24** installments
- First Installment is due as a down payment with the next bill
- Defaults when payment is less than current activity and/or when behind by more than **1** installment

Account Watch

- Customer has had **1** broken and has not brought account current since last PA
- Arrearage is under **\$1000**
- Up to **24** installments
- First Installment is due as a down payment with the next bill
- Defaults when payment for total amount due is not received.

Bonafide

- One Bona Fide is allowed when in Account Watch status
- Customer demonstrates: Serious illness or injury, Loss of employment or facing deportation, Economic loss, Domestic Violence, or Pledge by an assistance agency
- Up to **24** installments
- First Installment is due as a down payment with the next bill
- Defaults when payment for total amount due is not received.

Subject to Disconnect

- Account has had at least **2** broken PA and has not brought the account current, and/or
- Arrearage is greater than **\$1000**, and/or
- Account is not eligible for a Bona Fide PA while in Account Watch
- **50%** of account balance is due as a down payment within **15** calendar days
- Up to **8** installments
- Defaults when down payment or payment for total amount due is not received.



Special Circumstance PA

CAP

Same Ineligibility Criteria as Residential

+

Installments no greater than **\$48**

- **3** Regular CAP PAs
- **1** Bona Fide
- **1** Subject to Disconnect

MVR

Case managed by the MVR group



Payment Arrangements on the Bill

Utility News Bill Cycle 08

Read Dates
Next meter read date will be on or about 7/11/2017.

Before turning your irrigation system on for the season, check for broken heads and adjust the timer to meet current watering restrictions. To learn more about water conservation and watering restrictions visit, visit WaterWiseAustin.org.

Receiving benefits from a government assistance program? You may qualify for utility bill payment assistance. Call 512-494-9400.

Outstanding utility bill balance? Set up monthly payment arrangements to keep your account in good standing. Call 512-494-9400 and a Customer Service Representative will assist you.


Did you know GreenChoice customers Invested in 719 million kWh of Texas wind in 2016? That's like planting 11 million+ trees! Make an Impact at work or at home. Choose 100% GreenChoice Texas wind energy: austinenrgy.com/go/greenchoice.

The City of Austin is now in Conservation Stage water restrictions. This means more flexibility in watering schedules and car washing at home. To find your watering day and get all the facts on Conservation Stage, visit WaterWiseAustin.org.

Contact Information
View or Pay online: www.coautilities.com

Customer Service: 512-494-9400
or call toll free at 1-888-340-6465
TDD: 512-477-3663
Se Habla Español

To report an electrical **OUTAGE** call 512-322-9100 and enter your **PowerLink** number. The PowerLink number is displayed with your Electric Service on the bill.

Continued On Next Page 

THE CITY IS COMPLYING WITH THE AMERICANS WITH DISABILITIES ACT.

Detach and include stub with your payment

Account: 12345 60000

Make Checks payable to City of Austin.
View or Pay online: www.coautilities.com

P.O. Box 2267 Austin, TX 78783-2267

7536 0300 CA 99 33 06332017 NNNNNNN 0000825 Non-4 3 oz.

Enter contributions and include in Total Paid

Summary of Service

CUSTOMER, JOHN D.
Service Address: 123 RESIDENTIAL BLVD
Account Number: 12345 60000
Invoice Number: 123456789

Bill Print Date Jun 12, 2017
Due Date Jun 29, 2017

Previous Activity/Charges
Total Amount Due at Last Bill \$479.81
Payment received - Thank you -\$479.81
Previous Balance \$0.00

Payment Arrangement
Monthly Payment Arrangement Installment \$97.44

Current Activity/Charges
Electric Service \$111.22
Water Service \$243.84
Wastewater Service \$206.17
Clean Community Service \$8.05
Drainage Service \$7.06
Street Service + \$11.52
Current Balance \$587.86

Total Amount Due \$685.30
Remaining Payment Arrangement Balance \$2,240.64

Total Amount Due: \$685.30
Date Due: 06/29/17

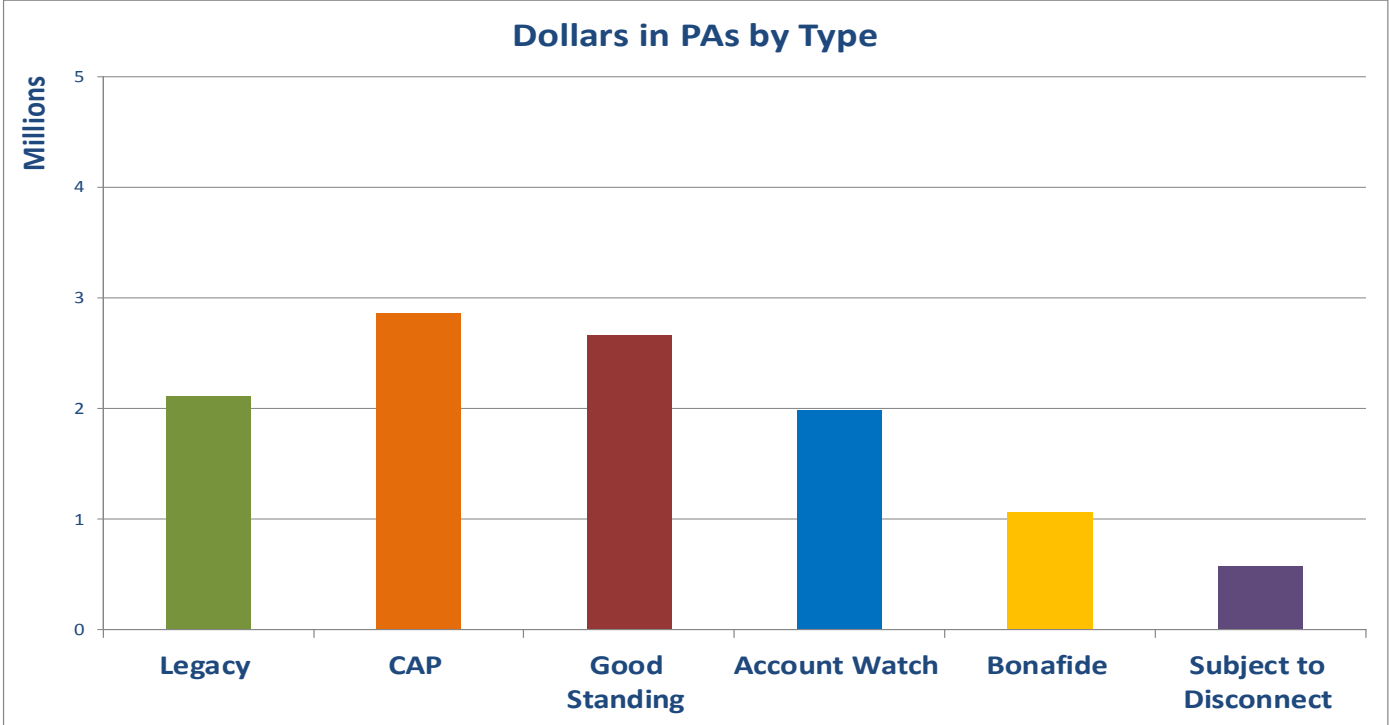
Penalty After Date Due: \$28.06
Total Due After 06/29/2017: \$713.36
CAP Contribution: \$
Parks & Libraries Fund: \$
Public School Energy Asst.: \$

Total Paid: \$

- Balance is broken up into **monthly installments**
- Installments appear on the bill
- Customer pays monthly usage plus an installment each month
- Customer should pay **Total Amount Due**
- Late fees are **5%** of the current bill for Electric, Water and Wastewater **ONLY**



Payment Arrangement: Current Standings



Residential Payment Arrangement Debt:
(Approximately)

May 2016 - \$16,400,000

May 2017 - \$11,200,000



Other Customer Options

Pay Plans

- In order to be eligible, the account must be current
- Full Balance Extension for 15 days
- Late Fees Apply
- If eligible, can be used to prevent Collections
- Will not appear on the bill



Weather Moratorium

Per Austin Energy's regulation **15-9-109**, the City shall place an extreme weather moratorium on disconnecting residential utility service for non-payment:

Summer Months:

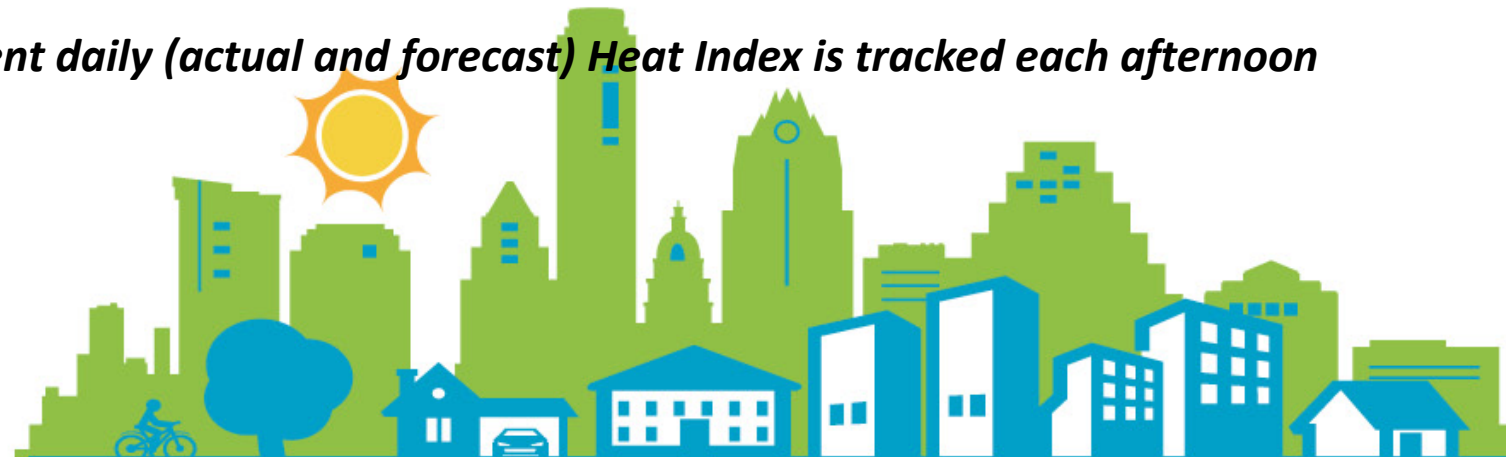
If the heat index for the current day is **102** or over **AND** is forecasted to be the same for the following day, then a moratorium will be issued for the following day.

Winter Months:

(A) If the forecasted low temperature for the following day is or will be below **32** degrees Fahrenheit, or

(B) If the forecasted low temperature for the following day is or will be **35** degrees Fahrenheit or lower **WITH** a **50%** or more chance of precipitation, then a moratorium will be issued for the following day.

Information is tracked by the Collections department daily (actual and forecast) Heat Index is tracked each afternoon using the Camp Mabry location



Training

Residential Customer Service Representatives (CSRs) are hired into a two tiered training program.

200 hour training course:

- Utility Curriculum – 120 hrs.
- Live phone time – 80 hrs.
- Approximately 12-14 agents per class

CAP/MVR training:

- 4hr course
- Dedicated Focus: Austin Energy's Customer Assistance and Medically Vulnerable Programs



A) Customer demonstrates serious illness/injury, loss of employment, economic loss or domestic violence.

_____ **Good Standing**

B) Customer has had 1 broken PA and has not brought account current since last PA + Arrearage: \$958.36

_____ **Account Watch**

_____ **Bonafide**

C) Account has had at least 2 broken PAs and has not been brought current + Arrearage: \$1564.51

_____ **Subject to Disconnect**

D) Never had a PA and balance is below \$1,000

_____ **CAP**

E) CAP Customer has had 1 CAP PA



Questions?

