



# Equity Considerations for the Resource, Generation and Climate Protection Plan

Key Takeaways from the Texas Energy Poverty Research Institute's Community Voices in Energy Survey — Texas Statewide Report April 2024 and Capital Region 7 Report December 2023

## Introduction and Purpose of Review

Austin Energy has prepared this summary of key takeaways from the Texas Energy Poverty Research Institute's (TEPRI) [2024 Community Voices in Energy Survey](#) (CVES) report, and [data specific to the Capital area](#), in support of the development of its Resource, Generation and Climate Protection Plan to 2035. One of the objectives of the TEPRI report is to provide "data-driven insights to inform stakeholders such as utilities, government agencies, policymakers and community-based organizations in developing solutions to improve energy access for Texans." Austin Energy seeks to ensure that future energy resource investments and related programs account for any disproportionate impacts experienced by customers in relation to energy availability and affordability. As outlined in the CVES, while energy insecurity affects people across various demographics, certain groups, such as low-to moderate-income (LMI) households, renters, and households including Black, Latino, children, elderly and people with disabilities, bear a disproportionate burden of its impacts.

The City of Austin adopted the [Austin Climate Equity Plan](#) in 2021 setting a goal for the City to be net-zero by 2040. That plan and its goals were developed with a dual focus on promoting and achieving equity in the community by evaluating plan actions against several equity themes including Affordability and Just Transition. We note these are consistent with the concept of Equitable Energy Transition, which is defined by TEPRI as:

Applying the process of energy equity to the transition from our current fossil-fuel-dependent energy system to a more diverse clean fuel base that creates affordable, accessible, sustainable and resilient energy solutions for all.

We are seeking comment and input from our community stakeholders to ensure we incorporate an equity lens in our work that is consistent with community values and expectations.

## Terms and Metrics Used in the CVES Report that are Relevant to Resource and Generation Planning

Attached to this summary is a one-page Energy Equity Primer prepared by TEPRI with terminology and concepts to promote equitable energy opportunities. One important measure defined by TEPRI is energy burden, which is the percentage of a household's income that goes toward household energy expenses (which can include costs that go beyond electricity service). For this current Resource and Generation Plan effort, Austin Energy will estimate the approximate change in energy burden for an average LMI household for each of its modeled mixes of new resources (or portfolios).

## Concepts Covered in the CVES Report and Applicability to Austin Energy

The CVES surveyed over 6,500 LMI households across Texas, focusing on energy burden, energy insecurity and climate risks. Data was collected in 2022 and 2023, with results broken out by 13 geographic Regions. Respondents were asked to rank four key electricity-related issues: affordability, sustainability,

reliability and resiliency. The results revealed that affordability and resiliency are LMI households' top two energy priorities.

The Central Texas area is represented in the study as Region 7, which includes Travis and the surrounding nine counties. To focus on the results most relevant to our community, we use the CVES results for Region 7 as representative of Austin Energy's customers since this region includes the Austin-Round Rock-Georgetown metro area, which accounts for 94% of Region 7 population. Relevant facts for Region 7 from the study include:

- TEPRI surveyed a total of 631 (primarily) LMI households in Region 7 during the study period.
- Region 7 has the highest median annual income of all regions in Texas at just over \$84,000.
- 24% of households have an annual income at or below half the area median income.
- Nearly 49% of residents in Region 7 are people of color.
- 61% of residents in Region 7 live in owner-occupied homes.
- 10% of residents in Region 7 live below the Federal Poverty Level.
- 13% of residents in Region 7 are above the age of 65.

## CVES Findings Related to Affordability

- Across Region 7, the average LMI household experiences a 6.9% energy burden compared to an average of 3.69% for all households. An energy burden above 6% is considered unaffordable. Respondents earning 30% or less than the area median income experience an average of 13.2% energy burden, which is defined by TEPRI as extreme.
- Dense urban areas generally experience lower energy burdens than their rural counterparts in Region 7.
- Almost 50% of respondents do not consider their energy bills affordable. 39% of residents in Region 7 with annual incomes less than \$13,000 strongly agree that they struggle to pay their monthly energy bills
- Respondents report cutting back on entertainment (48% of respondents), clothing (42%), and food (26%) to cover monthly energy costs.
- Statewide, approximately 27% of respondents turn off their air conditioning in summer to save costs and 36%

of respondents set their thermostats to uncomfortable levels (cooling trade-offs). About 25% of respondents turn off their heaters in winter, and 31% set their thermostats to uncomfortable levels (heating trade-offs).

- Households with children and elderly members are more likely to make cooling tradeoffs to alleviate costs, including turning off their thermostats. 39% of households with at least one elderly member reported setting the temperature to an uncomfortable level during the summer and approximately 30% of households with at least one member under 18-years old opt to turn off their air conditioner in the summer to save money.
- Despite high disconnection/notices, only 10% of respondents in Region 7 reported participating in energy assistance programs. The most frequently cited barrier to energy program participation was lack of awareness, reported by 38% of respondents.

## CVES Findings Related to Reliability and Resiliency

- 92% of respondents in Region 7 expressed at least some concern about weather-related outages, with consistent results for owners and renters.
- 26% of respondents in Region 7 with annual household incomes below \$50,000 report extreme concern, compared to 16% of respondents with moderate and high incomes.
- The CVES results provide insights into specific concerns of vulnerable populations related to power outages. Statewide, a large number of households with minors expressed concern about loss of home temperature control (61%), inability to charge devices (47%) and losing communication with friends and family (35%). Large numbers of households with seniors are also concerned about maintaining a comfortable home temperature (62%), home damage from fallen trees and poles (42%) and the inability to charge or power electronic devices (53%).
- More than half (51%) of respondents in Region 7 noted that they are willing to reduce their energy use for financial compensation (such as a credit on their energy bills) and about a third (36%) are willing to do so voluntarily.

## CVES Findings Related to Clean Energy Interest

- Survey results reported that 10% of respondents in Region 7 are currently enrolled in clean energy programs, mirroring the statewide participation average of 10%.
- For the lowest income respondents in Region 7, those with “extremely low” incomes (28% of respondents), “very low” incomes, (29%) and “low” incomes (31%), expressed a willingness to pay an extra \$1 to \$5 monthly for clean energy. Notably, 35% of respondents with annual household incomes of less than \$50,000 are willing to pay \$6 to \$10 extra on their monthly energy bill for clean energy. However, most Region 7 respondents (40% to 60%) in every income category are not willing to pay any more money on their bill for cleaner sources of energy.
- Statewide, younger respondents (18 to 30 years old) showed the highest willingness to pay extra for clean energy, while those over 65 showed the least willingness.

## Policy Recommendations and Implications for Austin Energy’s 2024 Resource and Generation Plan Effort

- Implement targeted outreach campaigns, streamlined application processes and partnerships with landlords to enhance access to energy assistance programs.
- Prioritize new infrastructure investments (including smart technologies, distributed energy resources and microgrids), establish community resilience hubs and develop public awareness campaigns to address reliability and resilience concerns.
- Develop educational resources and outreach programs, provide financial incentives (grants, rebates and low-interest financing) and support community-led initiatives to promote clean energy and energy efficiency options available to LMI customers.

A noteworthy finding from the CVES was that the percentage of LMI households participating in assistance programs was significantly lower than the percentage of households experiencing a high energy burden. The primary factor for non-participation was found to be a lack of awareness about these programs. Among the 63 respondents in Region 7 who participated in energy assistance programs, the most frequently cited sources for learning about these programs were energy providers, community centers and social media. In Travis County specifically

(encompassing most of Austin Energy’s service territory), the most frequently cited source is religious centers.

As a municipally owned utility, equity is a critical component of Austin Energy’s mission — to safely deliver clean, affordable, reliable energy and excellent customer service. The utility takes TEPRI’s policy recommendations to heart and continues to seek ways to build upon our current ways of promoting equity.

Austin Energy works to keep residential bills among the lowest in the state, and for customers most in need, we have programs to provide additional support for reliability, resiliency and access to clean energy. There are more details on our affordability efforts outlined in the attached Appendix B: Affordability Metrics and Appendix C: Customer Assistance Program Brochure.

Additionally, Austin Energy’s Distribution Resiliency Program targets under-performing circuits for end-to-end rehabilitation, along with tactical infrastructure enhancements to improve areas with critical services, open maintenance tickets or a high number of repeat outages. A final example of alignment with TEPRI’s recommendations is clean energy access with the Community Solar Program, which gives residential customers access to solar energy — no installation required. Rates are discounted for Customer Assistance Program customers.

Austin Energy’s previous Resource Generation Plans have included commitments to equity and affordability, and those have helped shape existing customer programs. With the information laid out in the TEPRI CVES and input from the community, the utility is committed to continuing the focus on equity and improving the way it meets customers’ needs.



# Energy Equity Primer

Terminology and Concepts to Promote Equitable Energy Opportunities

**ENERGY BURDEN** is the percentage of a household’s income that goes towards household energy expenses. A household’s energy burden can be measured in three categories:

EXTREME	MODERATE	LOW
Greater than 10% of income	6-10% of income	Less than 6% of income

**ENERGY EQUITY** is a process of allocating resources and opportunities as needed to create affordable, accessible, sustainable, and resilient energy outcomes for all households, where:

- **Affordable** means energy costs are less than 6% of household income
- **Accessible** means readily having reliable and affordable access to energy services (i.e., the tasks performed using energy) in the required quantity
- **Sustainable** means the energy being used benefits—or at least minimizes harm to—people, planet, and prosperity
- **Resilient** means energy services are designed to avoid and/or withstand disruption, recover quickly from disruptions to minimize losses to households and the energy services, and adapt to changing conditions and/or support households’ adaptation to changing conditions

**EQUITABLE ENERGY TRANSITION** is applying the process of energy equity to the transition from our current fossil-fuel-dependent energy system to a more diverse clean fuel base that creates affordable, accessible, sustainable, and resilient energy solutions for all

**ENERGY INSECURITY** the inability to meet basic energy needs due to high energy costs

**ENERGY POVERTY** occurs when the cost of energy needed to maintain a healthy lifestyle creates a significant or unnecessary economic burden

**ENERGY DISPARITIES** are differences in how people relate to, benefit from, and are harmed by energy

Appendix B: Affordability Metrics (December 2023, Austin Energy)



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

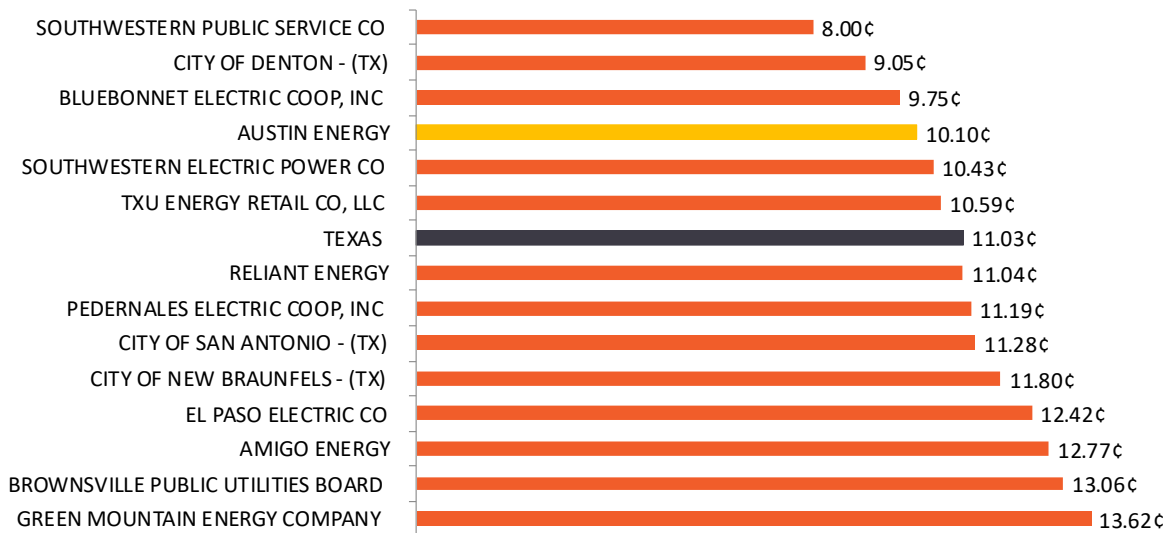
A photograph of a utility worker in a white hard hat and safety vest, smiling while standing in a white bucket. The bucket is suspended from a white crane arm. In the background, another worker is visible in a bucket, and there are power lines and trees. The image has a blue and orange color scheme with a hexagonal pattern overlay.

**Affordability Metrics**  
December 2023

# OVERVIEW

Affordability is a pillar of Austin Energy’s mission to safely deliver clean, affordable, reliable energy and excellent customer service — 24 hours a day, 365 days a year. To deliver on that mission, Austin Energy customer bills are affordable and competitive. Residential bills are among the lowest in the state. For our customers most in need, we further reduce their costs through one of the most robust Customer Assistance Programs in the industry. Austin Energy’s affordability is driven by our efforts to promote energy efficiency, update building codes to further enhance efficiency and our successful efforts to control internal costs.

## System Average Rates by Provider CY2022 ¢/kWh

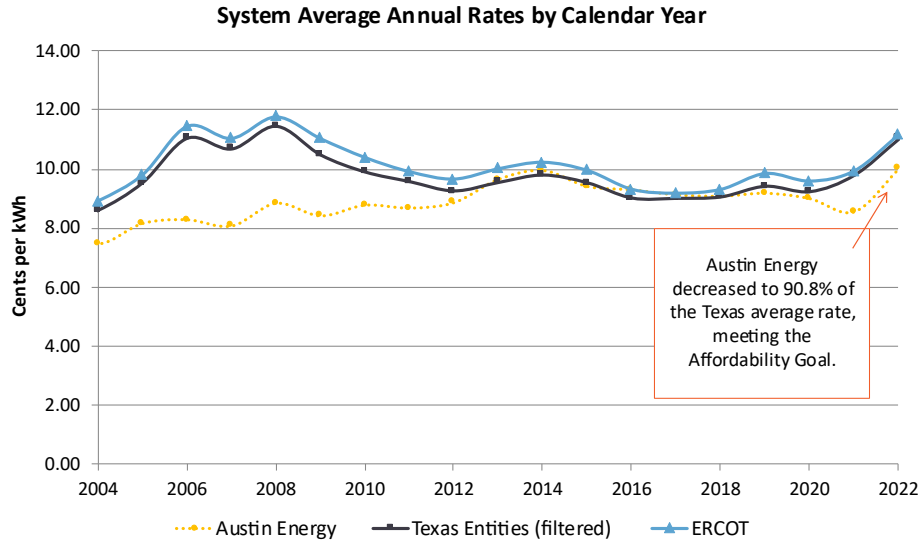


Source: U.S. Energy Information Administration Form 861, October 2023

Austin Energy’s affordability has been consistent over time with the system average rate lower than most other utilities in the state.



# Affordability Goal: Competitiveness Metric

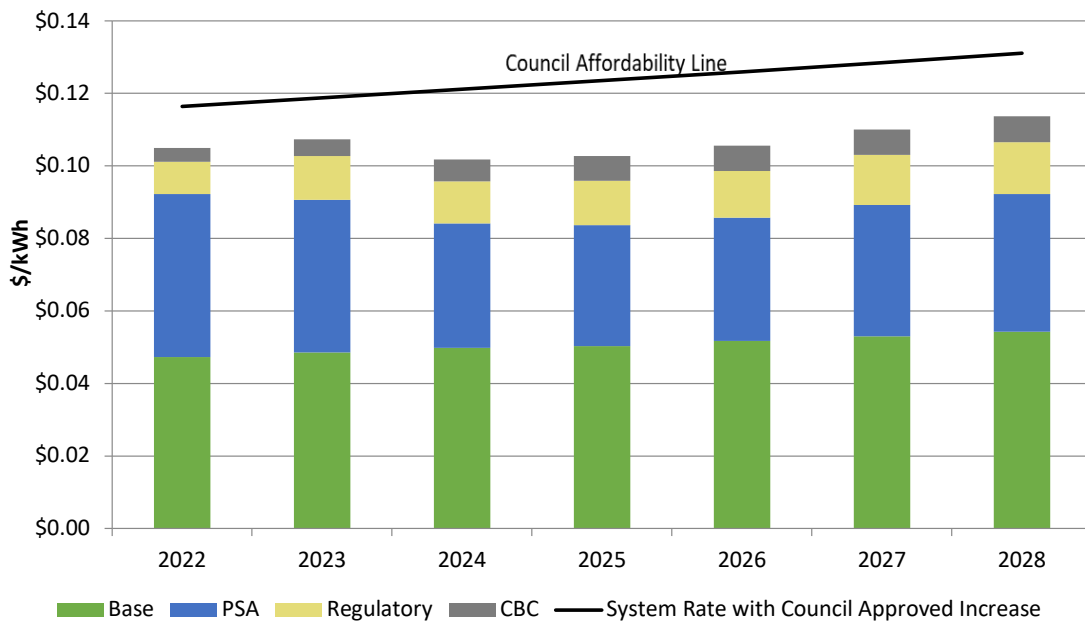


## Affordability Goals

In 2012, the Austin City Council identified two affordability goals for Austin Energy to meet going forward.

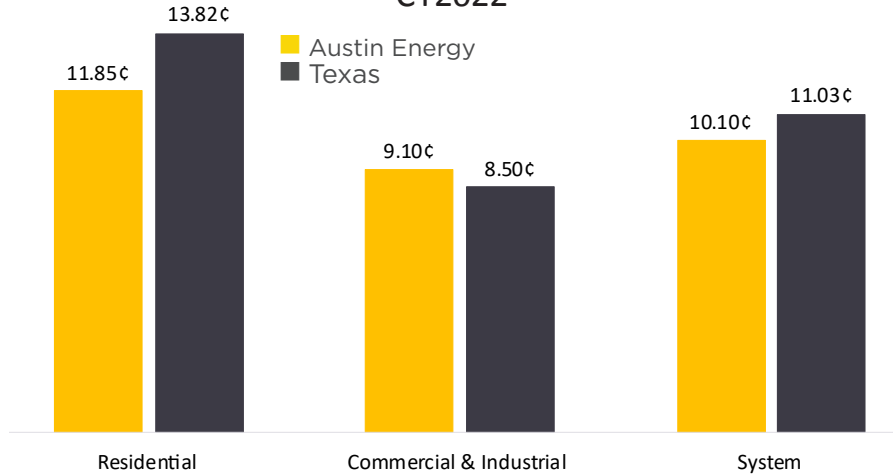
1. The first goal seeks to maintain system average rates at or below a 2% compounded annual growth rate that began October 2012. Austin Energy is meeting this goal as demonstrated below.

## Forecasted System average and 2% Council Affordability Line



2. The second metric is to maintain an average annual system rate in the lower 50% of all Texas utilities serving residential, commercial and industrial customers as measured by published data from the Energy Information Administration (EIA).

### Average Annual Rates by Customer Class CY2022



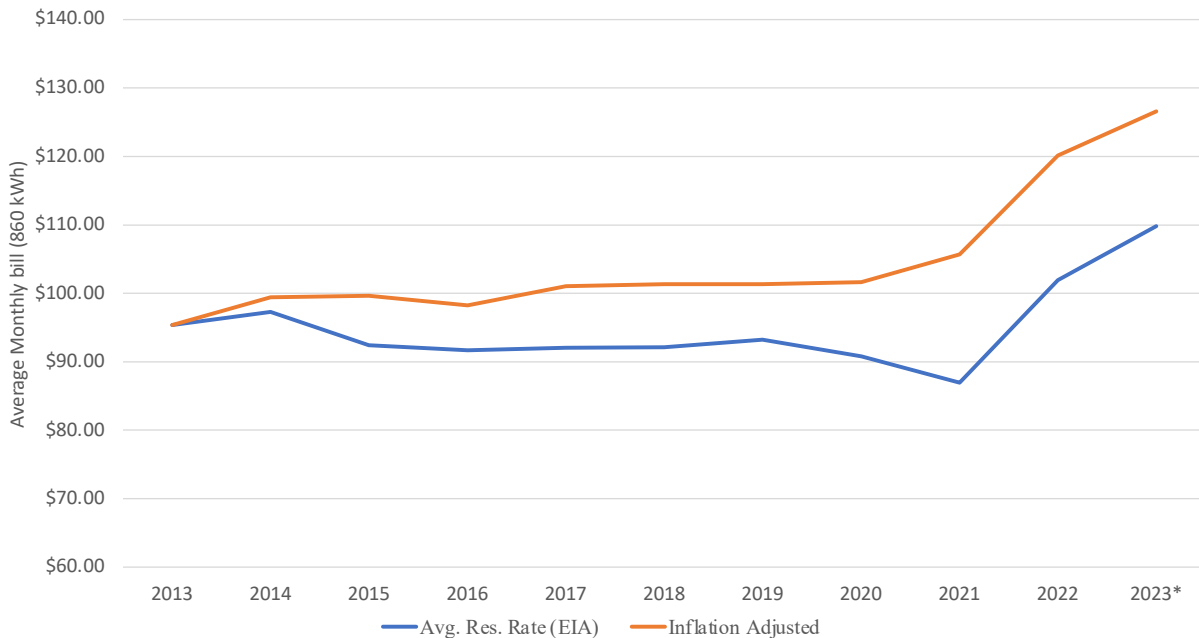
Source: U.S. Energy Information Administration Form 861, October 2023

### Cost Controls

Austin Energy only seeks to recover its costs. Strict cost controls allow Austin Energy customers’ bills to track lower than inflation over time. The graph below shows the typical residential bill (assuming 860 kWh), over time, compared to an inflation-indexed bill.

### Average Residential Bill

Residential Bill Based on Average Rate @ 860 kWh





As of FY2023, the actual typical residential bill is 15% below what a bill would be if it simply rose with the inflation rate.

Another measure of affordability is the “electricity burden,” which is the annual average residential customer power cost divided by annual median household income. Using information from the U.S. Department of Energy and Census Bureau, Austin Energy’s electricity burden is lower than the Texas average for both average residential and low-income residential customers.

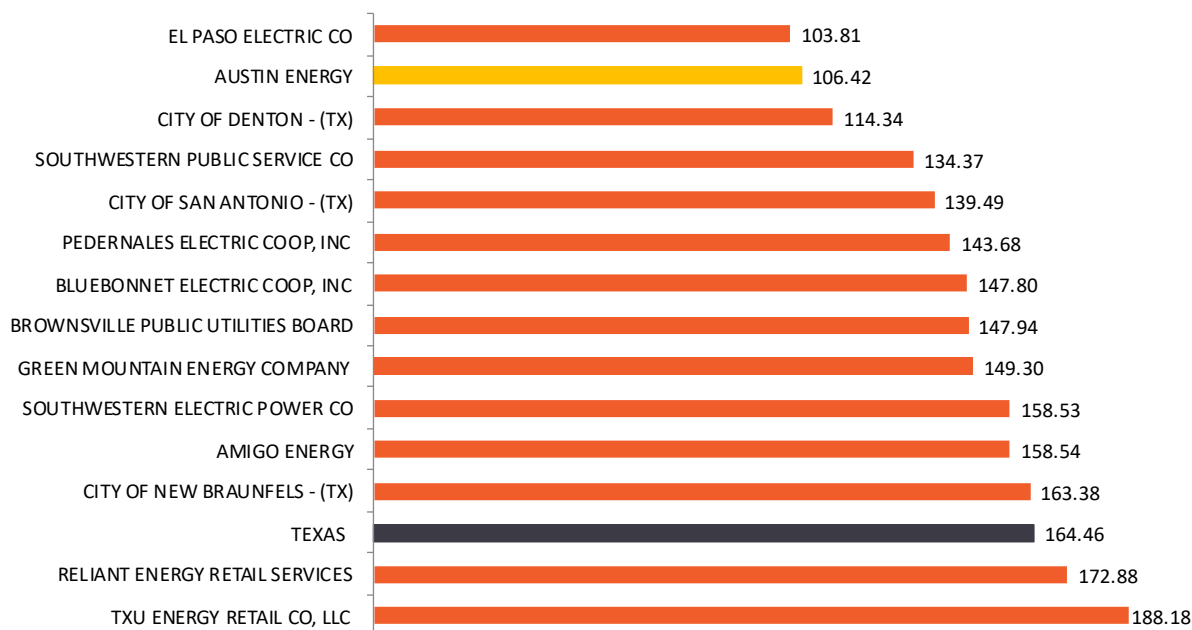
	Electricity Burden Average Residential	Electricity Burden Low-income Residential
Austin Energy	1.5%	3.8%
Texas Average	2.7%	5.0%

## Competitiveness

Austin Energy has a history of providing residential electric service to customers at some of the lowest bills in Texas. CY2022 Energy Information Administration data highlights that Austin Energy’s residential bills are significantly lower than the state-wide average.

## Affordability Goal: Competitiveness Metric

### Residential Average Monthly Bill for CY 2022

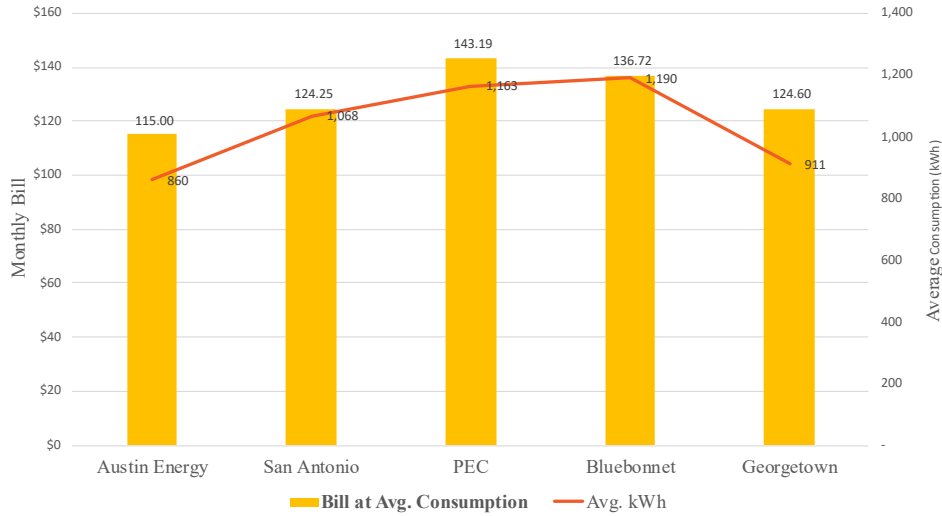


Source: U.S. Energy Information Administration Form 861, October 2023

A local comparison, using surrounding utility’s average consumption and current rates as of December 2023 is consistent with these results.



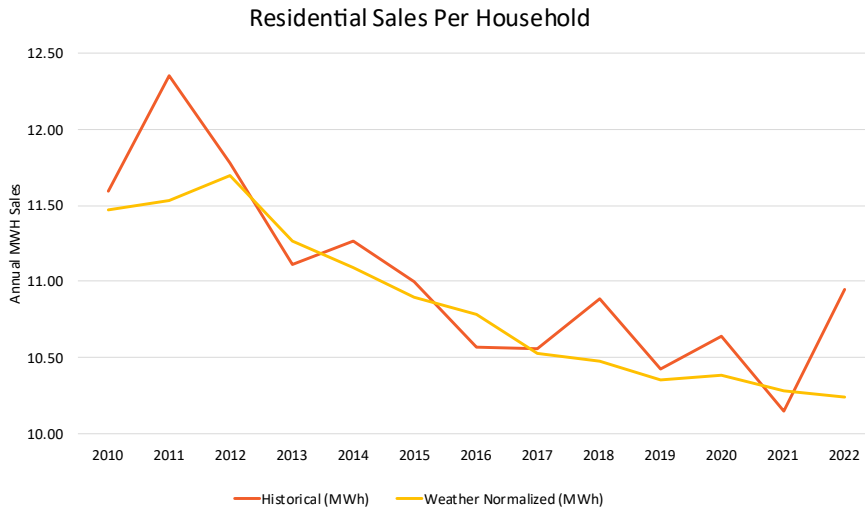
## Current Bill at Avg. kWh



## Affordability Programs

Energy Efficiency Services programs, combined with building codes, have helped lower average consumption within the service area.

## Declining Consumption per Customer



Austin Energy has three major program areas promoting affordability: Customer Assistance Programs, Customer Energy Solutions programs and Austin Energy payment arrangements.



## Customer Assistance Program

Austin Energy, on behalf of the City of Austin, manages a suite of programs to support our low-income customer base. These programs were developed in collaboration with community stakeholders to ensure a comprehensive support services model. These programs are managed within the Customer Care — Customer Services Management workgroup and specifically with the Customer Assistance Team. Low-income programming consists of the following:

- Discounts
- Education
- Weatherization
- Emergency Financial Assistance

The **Customer Assistance Discount Program** is the flagship program, which has more than 58,000 registered low-income households as of December 2023. On average, customers enrolled in the Discount Program can reduce their utility bill an average of \$560 a year.

Discount Program customers can receive the following discounts based on the services they have at their primary residence within the Austin Energy/Austin Water Service territory.

- Electric Customer Charge
- Electric Community Benefit Charge\*
- 10% Electric Usage
- Water Customer Charge
- Water Tiered Fixed Charge
- Water Volume Charge
- Water Community Benefit Charge
- Wastewater Customer Charge
- Community Benefit Charge
- Wastewater Volumetric Charge
- 50% Drainage Fee (based on impervious cover)
- Multi Family Water Discount

This Discount Program currently provides the typical residential CAP customer a 23% discount compared to the typical non-CAP residential bills. Austin Energy waives the Customer Charge (currently \$14), the CAP Community Benefit Charge (currently .00242 / kWh) and provides a 10% reduction for the balance of the electric bill. For a CAP customer using a typical 860 kWh per month, this results in a \$25.97 savings per month.

### Typical Residential Bill Impact

860 kWh

	Current Rates	CAP Rates
Customer Charge	\$14.00	\$ 0.00
Energy Charge		
Tier 1	12.26	11.03
Tier 2	<u>28.64</u>	<u>25.78</u>
Base Revenue	\$54.90	\$36.81
PSA	\$41.51	\$37.36
CBC	6.77	4.22
Regulatory Charge	<u>11.82</u>	<u>10.64</u>
Pass-throughs	\$60.10	\$52.22
Total Bill	<u>\$115.00</u>	<u>\$89.03</u>



Residential customers on low or fixed incomes who participate in certain state, federal, or local assistance programs can automatically qualify for the City of Austin’s Customer Assistance Discount Program. Customers who don’t automatically qualify can gain eligibility through self-enrollment by showing they are at or below 200% of the Federal Poverty Income Level.

These services were expanded in 2023 from an average yearly enrollment of 35,000 low-income households. Austin Energy has committed to expand the program through 2026 to ensure as many low income households as possible receive this benefit to help with utility affordability.

**Emergency Financial Assistance Program (Plus 1)** – Serious illness, a recent job loss or other emergencies can make it difficult for some customers to pay their utility bills. The Plus 1 fund helps by providing emergency financial aid to residential customers who are having a temporary problem paying their utility bills. Funding is distributed by local social service agencies. These agencies screen applicants, determine eligibility and arrange for funding to be applied to the customer’s utility account.

Austin Energy provides \$2.4 million in emergency financial assistance thru our network of local social service agencies. These agencies provide additional resources they provide our customers that increase our collective contributions year over year to the tune of about \$4 to \$8 Million per year in emergency financial assistance to Austin Energy customers.

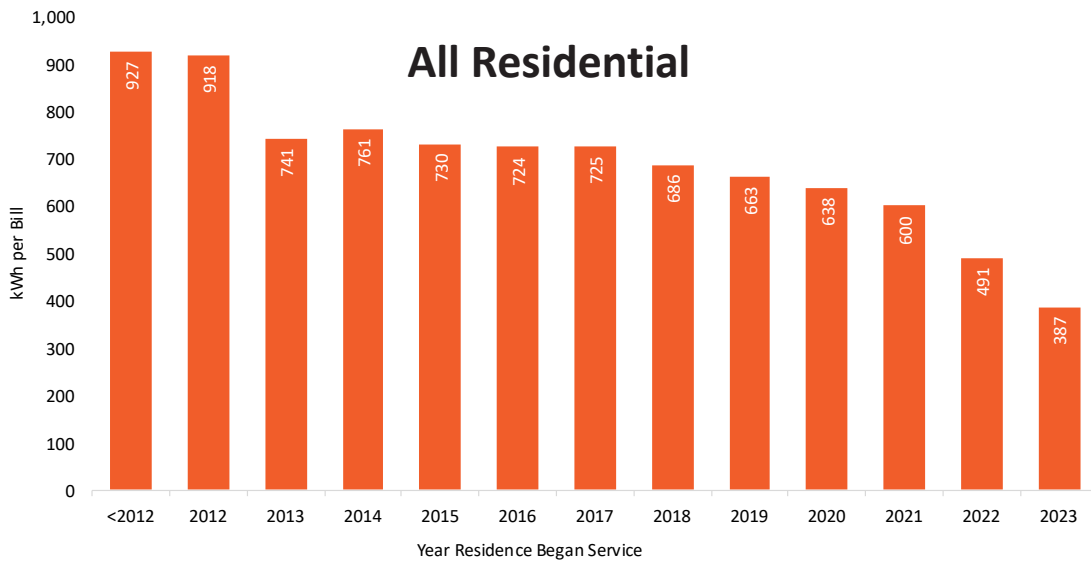
**Weatherization Assistance** — Offers free home whole home energy improvements, except HVAC replacement, for low-income customers who qualify through the Customer Assistance Program. These improvements not only lower energy costs to make bills more affordable but also improve indoor comfort and air quality, making homes healthier and safer. CAP customers can also qualify for rebates and incentives for HVAC replacement. CAP customers who are also on the Medically Vulnerable Registry can qualify for free HVAC replacement.

## Customer Energy Solutions

The Customer Energy Solutions (CES) portfolio supports the implementation of energy or fuel saving technologies to reduce costs for customers while maintaining or increasing their comfort and access. CES advances affordability in the following ways:

- Reducing household usage (through energy efficiency and renewables).
- Reducing peak load which helps keep utility rates low for all customers by reducing transmission costs and mitigating the need to acquire more generation.
- Bridging the affordability gap for new technologies, such as e-bikes.

Austin Energy analyzed the average consumption by the age of the home. The results highlight the average consumption for newer homes decreases, ultimately resulting in a greater than 50% reduction in monthly average consumption over the last ten years. This result is driven by Austin Energy’s energy efficiency efforts, the City of Austin’s updates to building codes, a more diverse and energy efficient housing mix, and improving energy efficiency of new appliances and lighting.



## Energy Efficiency Services

The mandate of Energy Efficiency Services is to encourage implementation of energy saving measures that reduce household/building energy costs while maintaining comfort and increasing indoor air quality. The portfolio also includes Demand Response, which coupled with Energy Efficiency, reduces loads throughout the Austin Energy territory, peak demand during the summer months and ultimately costs for all utility customers.

### Commercial/Multifamily

- Commercial Energy Efficiency:** Rebates focused on energy efficiency and reducing peak demand that decrease demand charges, create bill savings, improve comfort and decrease work orders and maintenance costs. Rebates are based on projected kW savings and are offered on a range of products and services from weatherization to energy efficient appliances.
- Multifamily Energy Efficiency:** The standard and Income-Qualified Multifamily Rebate Programs are designed to make energy efficiency upgrades easier and more cost-effective for multifamily properties, at low-to-no cost. Services include free or low-cost weatherization improvements, energy savings, bill savings, improved comfort and indoor air quality, as well as health and safety improvements. Projects are covered at up to 80% for standard multifamily units and at 100% for income-qualified properties.

### Residential

- Home Energy Savings (formerly Home Performance with ENERGY STAR®):** A whole home program available to any Austin Energy customer to implement energy efficiency. Services include attic insulation, duct work, HVAC replacement, weatherstripping, and incentives can be paid out as an \$1,800 rebate or through a low-interest loan up to \$20,000. From January to April 2024, rebates increase to \$2,600 during a limited time offer to increase affordability for participating customers.

- **Weatherization Assistance Program:** A whole home program that covers 100% of costs up to \$10,000 for home energy efficiency upgrades (excluding HVAC replacement) for eligible low-to-moderate income customers, who qualify in the Customer Assistance Program or as 80% of median family income.
  - » HVAC Loan and Rebate Program: For customers needing to replace their HVAC unit, there are special incentives available including a \$450 - \$950 rebate or a 0% interest loan for up to \$10,000.
  - » Medically Vulnerable Registry HVAC Program: For customers on the Medically Vulnerable Registry AND receiving Customer Assistance Program benefits, Austin Energy will replace qualifying HVAC units free of charge.
- **Appliance Efficiency Program:** A retail rebate program that provides individual rebates for purchase and installation of qualifying energy efficient appliances.
  - » HVAC: \$400 - \$750
  - » Variable Speed Pool Pump: \$300
  - » Heat Pump Water Heaters: \$800
  - » Window A/C Unit: \$50
  - » Smart Thermostat: \$30
  - » Solar Screens: \$1 / per sq ft
- **Strategic Partnership of Utilities and Retailers:** An in-store retail rebate program that provides instant savings and hassle-free discounts on eligible energy efficient products, including ENERGY STAR® products, at participating Austin-area stores. Rebate/savings amounts may vary depending on the product but are assessed annually.
- **School Based Education:** Energy All Stars 6th grade educational curriculum that encourages behavioral change to promote energy efficiency and conservation. By cultivating smart energy habits in kids, the benefits of energy and cost savings can be passed on to parents and spread to entire households.

## Demand Response

- Demand Response programs partner with customers to reduce peak load, which directly reduces all utility customer bills. The demand response season typically spans from June to September, but Austin Energy is considering a winter month expansion of some programs.
- **Behavioral Demand Response:** Messaging to residential customers intended to influence behavior by alerting customers of an upcoming high energy day, educating them on ways to conserve energy and gamifying their performance to encourage participation. There is no incentive associated with this program as it is still in the proof-of-concept phase.

- **Commercial Demand Response:** Participating commercial and industrial customers temporarily reduce their energy use and earn incentives. Customers are paid for performance on a per kW basis. Rebate levels vary based on availability, duration and performance.
- **Smart Home Rewards:** A demand response program designed to make multifamily communities more energy efficient with smart thermostats and water heater controllers with leak detectors. Austin Energy prioritizes communities that serve low- and moderate-income households or have an existing property-wide Wi-Fi signal that can provide communication for smart devices. Participating community owners receive \$5 per year for every eligible device installed, up to \$10 per residence. Residents earn a one-time \$50 bill credit when they enroll in Smart Home Rewards, plus up to \$35 every year they stay in the program.
- **Power Partner Thermostat and EV:** Participants help the community manage energy use on days when the need is highest. During these peak times, Austin Energy briefly adjusts enrolled smart thermostats and EV charging stations to use less energy. The incentives for this program are a \$50 per device bill credit upfront and \$25 per device for annual participation. Customers can enjoy a seasonal offer through January 31 that increases the standard bill credit to \$75 for each thermostat enrolled.

## Green Building and Electric Vehicles

### EVs are for EVeryone

This work brings electric vehicle programs and support to all community members including low-to-moderate income groups. The goal is to create a future of mobility that is equitable, affordable and accessible while helping the environment.

- **Home and Commercial Charging Rebates**
  - » Austin Energy offers rebates as high as \$1,200 on home charging stations. Commercial customers can get rebates from \$700 to \$5,000 per charging station installed.
- **Electric Ride (E-Ride) Rebates**
  - » Starting in 2023, Customer Assistance Program (CAP) customers are eligible for an enhanced rebate up to \$1,300 per E-Ride vehicle — an electric bike, scooter, moped, motorcycle, etc.
- **E-bike access and safety trainings**
  - » Austin Energy has conducted over 200 free E-bike access and safety trainings for underserved community members, especially to help customers identify a new, affordable mode of electric transportation.
- **EV's for Schools**
  - » EV charging stations for school staff, students, parents and visitors.
  - » Curriculum designed to meet Texas Essential Knowledge and Skills (TEKS) standards.
  - » Affordable and accessible on-campus charging to increase EV awareness and adoption.

## Austin Energy Green Building Ratings

AEGB provides design tools and rates the sustainability of new and remodeled Single Family, Multifamily and Commercial buildings.

- **S.M.A.R.T. Housing collaboration**
  - » All projects participating in the City's S.M.A.R.T. Housing program are required to earn a 1-Star Austin Energy Green Building rating to help ensure that these homes are healthy and efficient, resulting in more affordable utility costs.
- **Rating points are rewarded for measures that:**
  - » Reduce energy and water use
  - » Increase durability
  - » Increase resilience
  - » Promote healthier indoor & outdoor environments
  - » Promote transportation options that work for everyone
  - » Increase human health & well-being
  - » Improve construction worker health and safety
  - » Provide affordable housing

## Customer Renewable Solutions

Customer Renewable Solutions supports the installation of solar within the Austin Energy territory that can reduce individual customer bills.

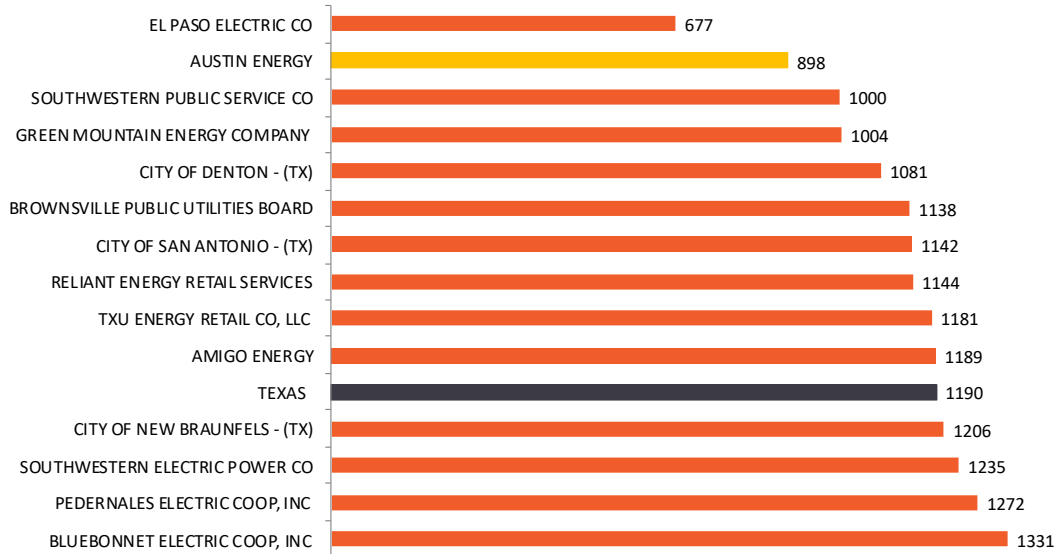
- **Residential Solar** — This program provides consumer education, up-front rebates and ongoing production rebates for qualifying residential solar installations. Solar can reduce customer's monthly bills by offsetting their usage.
- **Commercial Solar** — This program provides both up-front and production rebates for qualifying commercial solar installations. These installations can reduce customers' bills by offsetting their usage.
- **Community Solar Subscription CAP** — This program is available for Customer Assistance Program customers. Subscribers receive the benefits of community solar, where 100% of their usage is accounted for using local solar production, while also receiving a slight bill discount.



Austin Energy’s Customer Energy Solutions efforts have helped lead to some of the lowest average residential consumption levels in the state, as shown in the chart below.

## Affordability Goal: Competitiveness Metric

Residential Average Monthly Consumption for CY 2022



Source: U.S. Energy Information Administration Form 861, October 2023

## Payment Arrangements

To help customers avoid creating and accruing debt, Austin Energy offers a robust system of no-cost payment arrangements to help our customers remain in good standing while working to pay off past-due utility balances. With a payment arrangement, the past-due amount is spread over a specified period of time. Paying both the monthly installment and current utility charges affords customers extra time to bring their utility accounts up to date.

Such low-income payment arrangement types include:

- **Good Standing** — Affordable payment plans extending up to 24 months with a payment of no more than \$48 a month for residential customers.
- **Bona Fide** — Payment arrangements up to 24 months to help ease the burden of illness, loss of employment, facing deportation, economic loss or domestic violence.
- **Account Watch** — Available up to 24 months for customers with 1 prior broken payment arrangement with an outstanding balance less than \$1,000.
- **Subject to Disconnect** — Available for up to 8 months for customers with 2 or more outstanding payment arrangements with an outstanding balance.



# CITY OF AUSTIN UTILITIES CUSTOMER ASSISTANCE PROGRAM

Helping qualified customers receive discounts and special services



[coutilities.com/go/cap](https://coutilities.com/go/cap)



# Customer Assistance Discount Program

The Customer Assistance Discount Program offers a yearly average of \$1092 in discounts to low-income customers served by Austin Energy, Austin Water and Watershed Protection.

## Discounts Available

1. Electric Customer Charge waiver
2. Discount on your community Benefit Charges
3. Discount on your total electrical usage
4. Water Multi-family Program Discount\*
5. Water Customer Charge waiver
6. Water Tiered Fixed Charge waiver
7. Water Volume Charge Discount
8. Water Community Benefit Charge Discount
9. Wastewater Customer Charge Discount
10. Wastewater Community Benefit Charge Discount
11. Wastewater Volumetric Charge waiver
12. Drainage Fee 50% Discount

## How to Qualify

You qualify for discounts if you or someone in your household currently participates in any one of these assistance programs:

- » All Medicaid types
- » Supplemental Nutrition Assistance Program (SNAP)
- » Children's Health Insurance Program (CHIP)
- » Telephone Lifeline Program
- » Travis County Comprehensive Energy Assistance Program (CEAP)
- » Medical Access Program (MAP)
- » Supplemental Security Income (SSI)
- » Veterans Affairs Supportive Housing (VASH)

You may also be eligible for the program if your household income is less than 200% of the Federal Poverty Level.

### 2024 Federal Poverty Guidelines

Persons in Family/Household	200% of Federal Poverty Guidelines
1	\$30,120
2	\$40,880
3	\$51,640
4	\$62,400
5	\$73,160
6	\$83,920
7	\$94,680
8	\$105,440
Families with more than 8 Persons	Add \$9,440 for each additional person

\*Applies to customers who do not get billed for individual water consumption. The discount is \$17 per month.


**ELECTRIC SERVICE**

123 RESIDENTIAL BLVD, ZIP: 78704

Meter #	Next Read Date Approx. 05/24		
Read Date	03/21/24	04/21/2024	Consumption
Read	46781	47781	1000
	Reading Difference		1000
	Total Consumption in KWH		1000

COA - Electric Residential  
Customer Charge ..... \$14.00

1 **Cust Assist Program Cust Charge Discount** ..... **-\$14.00**

Tier 1 first 300 kWh at \$0.04088 per kWh ..... \$12.26  
Tier 2 next 600 kWh at \$0.05115 per kWh ..... \$30.69  
Tier 3 next 100 kWh at \$0.07492 per kWh ..... \$7.49  
Regulatory Charges 1,000 kWh at \$0.01374 per kWh ..... \$13.74  
Community Benefit Charges ..... \$7.88

2 **Community Benefit Charge - Cust Assist Prog. Credit** ..... **-\$2.42**

Power Supply Adjustment 1,000 kWh at \$0.04598 per kWh ..... \$45.98  
Power Supply Administrative Adjustment 1,000 kWh at \$0.00724 per kWh ..... \$7.24

3 **Cust Assist Program Bill Discount** ..... **-\$12.29**

4 **Austin Water Multi-Family CAP Program Discount** ..... **-\$17.00**

Residential Sales Tax  
Taxable Amount ..... \$93.57  
City Sales Tax 1% ..... \$0.94

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**WATER SERVICE**

123 RESIDENTIAL BLVD, ZIP: 78704

Meter #	Next Read Date Approx. 05/24		
Read Date	03/21/2024	04/21/2024	Consumption
Read	252	352	100
	Reading Difference in Hundreds		100
	Total Consumption in Gallons		10000

City of Austin Water - Residential  
Customer Charge ..... \$7.45

5 **Cust Assist Program Cust Charge Discount** ..... **-\$7.45**

6 **Cust Assist Program Tiered Fixed Charge Discount** ..... **-\$9.25**

2,000 Gallons at \$3.00 per 1,000 ..... \$6.00  
4,000 Gallons at \$4.99 per 1,000 ..... \$19.96  
4,000 Gallons at \$8.65 per 1,000 ..... \$34.60

7 **Cust Assist Program Volume Charge Discount** ..... **-\$19.50**

10,000 Gallons at \$0.15 per 1,000 - Water Community Benefit Charge ..... \$1.50

8 **10,000 Gallons at \$-0.15 per 1,000 - Comm Benefit Chg-CAP Discount** ..... **-\$1.50**

10,000 Gallons at \$0.05 per 1,000 - Reserve Fund Surcharge ..... \$0.50

**TOTAL CURRENT CHARGES** ..... **\$41.56**

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**WASTEWATER SERVICE**

123 RESIDENTIAL BLVD, ZIP: 78704

City of Austin Wastewater - Residential  
Customer Charge ..... \$10.35

9 **Cust Assist Program Cust Charge Discount** ..... **-\$10.35**

2,000 Gallons at \$5.10 per 1,000 ..... \$10.20  
2,100 Gallons at \$10.45 per 1,000 ..... \$21.95  
4,100 Gallons at \$0.15 per 1,000 - WW Community Benefit Charge ..... \$0.62

10 **4,100 Gallons at \$-0.15 per 1,000 - WW CBC-CAP Discount** ..... **-\$0.62**

Summary of Consumption Charges ..... \$32.15

11 **Cust Assist Program Volume Charge Discount** ..... **-\$9.34**

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**DRAINAGE SERVICE**

123 RESIDENTIAL BLVD, ZIP: 78704

Service Dates	03/21/2024	04/21/2024
City of Austin Drainage Monthly Charge	..... \$17.47	
12 <b>Cust Assist Program Cust Charge Discount</b>	..... <b>-\$8.73</b>	
<b>TOTAL CURRENT CHARGES</b>	..... <b>\$8.74</b>	

This sample utility bill represents a residential customer using 1,000 kWh of electricity and 10,000 gallons of water. Not every customer will receive the same discounts.

Format is subject to change.

Call **855-319-6630** for an application.

Equity Considerations for the Resource, Generation and Climate Protection Plan • Page 19 of 22 — Printed 08/20/2024

**+1**

## Financial Support Plus 1 Program

This Program assists customers who are having financial difficulties and are unable to pay their utility bill due to unexpected emergencies.

### Please contact one of these agencies:

*AISD International High School	512-414-6817
Aging and Disability Resource Center/Area Agency on Aging of the Capital Area	1-855-937-2372
*Any Baby Can	512-454-3743
*ASHwell	512-467-0088
*Asian Family Support Services of Austin (AFSSA)	877-281-8371
*Austin Community College District	512-223-6072
Austin Public Health-Neighborhood Services Unit	512-972-5780
*Austin Voices for Education & Youth — AISD school-based Family Resource Centers:	
Burnet Middle School	512-414-4341
Dobie Colleg Prep Academy	512-414-3443
Houston Elementary School	512-414-4355
Martin Middle School	512-414-3243
Mendez Middle School	512-841-1016
Navarro Early College High School	512-414-4344
Northeast (formerly Reagan) Early College High School	512-414-6361
Berkeley United Methodist Church	512-766-0385
Bethany United Methodist Church	512-258-6017
*Capital Idea	512-457-8610
*Caritas of Austin	512-479-4610
Catholic Charities of Central Texas	512-651-6100
*Communities In Schools	512-462-1771
David Chapel Missionary Baptist Church	512-472-9748
*Easterseals Central Texas	214-282-2757
First United Methodist Church	512-478-5684
*Foundation Communities	737-717-4000
Foundation for the Homeless	512-453-6570
*Goodwill Central Texas	512-637-7580
Greater Mt. Zion Baptist Church	512-469-9020
Hope Food Pantry Austin	512-592-3171
*Hospice Austin	512-342-4700
*Housing Authority of the City of Austin	512-767-7659
*Interfaith Action of Central Texas (iACT)	512-386-9145
*LifeWorks	512-735-2400
Loaves and Fishes Ministry All Saints' Episcopal Church	512-637-2826
*Meals on Wheels Central Texas	512-476-6325
Muslim Community Support Services (MCSS)	512-240-2257
Sacred Heart-SVDP	512-926-1171
St. Albert the Great Catholic Church-SVDP	512-836-0020
St. Austin Catholic Church	512-477-9471
St. Austin Parish-SVDP	512-477-1589
St. Christopher Conference-SVDP	512-255-1389
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 Catholic Church-SVDP	512-420-4077
St. Thomas More Catholic Church-SVDP	512-258-1161
Society of St. Vincent de Paul	512-251-6995
*Student Emergency Services-UT Austin	512-471-5017
*Texas VFW Foundation	512-291-6850
*The SAFE Alliance	512-267-7233
*The Salvation Army Austin	512-634-5919
Travis County	
Pflugerville (North Rural)	512-854-1530
Central (Airport)	512-854-4120
Del Valle (South Rural)	512-854-1520
Jonestown (Northwest Rural)	512-854-1500
Manor (East Rural)	512-854-1550
Oak Hill (West Rural)	512-854-2130
UPLift-University Presbyterian Church	512-476-5321 ext.114
*Welcome Table	512-943-7978
*Vivent Health	512-458-2437

\*Must be a current client of these agencies to receive Plus 1 utility assistance.



## Medically Vulnerable Registry

For customers with medical needs requiring electricity, the Medically Vulnerable Registry provides extra support during a power outage. To qualify, customers must meet one of the following criteria:

- » **LIFE SUPPORT:** The resident is sustained by a life support system that requires uninterrupted electric or water service.
- » **CRITICAL ILLNESS:** The resident is being treated by a licensed medical provider for paraplegia, hemiplegia, quadriplegia, multiple sclerosis, scleroderma or other medical conditions that require heating or air conditioning.
- » **SERIOUS ILLNESS:** The resident is being treated by a licensed medical provider for a serious physical or mental illness impacted by changes in temperature.†
- » **MEDICALLY INDIGENT:** (Deposit Waiver Only): The resident is not able to perform three or more of the activities of daily living defined as bathing, dressing, grooming, routine hair and skin care, meal preparation, feeding, exercising, toileting, transfer/ambulation, positioning and range of motion.

Customers on the registry receive personal case management from the City of Austin and partnering social service agencies. They are not guaranteed uninterrupted power or priority restoration during an emergency. However, they will work with a case manager to set up a personalized emergency backup plan. Their case manager can also assist with flexible pay plans\* and other options.

To apply, visit [coutilities.com/go/mvrapp](https://coutilities.com/go/mvrapp) or call **512-494-9400**.

\*Customers on the registry must still pay their monthly utility bill on time and can still be disconnected for non-payment.

†Must be determined by a licensed medical provider.



## Community Outreach

The Customer Assistance Program (CAP) hosts community events throughout the year that connect residents with local social service providers and nonprofit organizations.

### Community Connections Education

Community Connections is a one-time education class for customers participating in CAP. Topics include:

- » Understanding Your Bill
- » Energy and Water Conservation
- » Indoor Air Quality
- » Budgeting
- » Safety Hazards
- » Sources of Energy and Water
- » Reduce, Reuse, Recycle
- » Tenant Rights

### Community Connections Resource Fair

This annual event, hosted by CAP, connects customers with 100+ local organizations and nonprofits. Attendees can enjoy free food, games, and activities while learning about available services. CAP also participates in these local events:

- » National Night Out
- » HopeFest
- » La Feria
- » Boo the Flu
- » Women's Resource Fair
- » Shots for Tots

### Case Management

The CAP team provides one-on-one case management to help customers participating in Weatherization Assistance, the Medically Vulnerable Registry, and Arrearage Management.

Call **512-494-9400** for more information.

### Arrearage Management Program (AMP)

The Arrearage Management Program (AMP) helps City of Austin Utilities customers eliminate debt from past due utility bills. The City of Austin will apply partial payments over time if the customer pays the agreed upon monthly charges on or before the due date.



## Weatherization

Customers participating in the CAP Discount Program may automatically qualify for free home energy improvements through the Weatherization Assistance Program. Home energy improvements can help customers save energy and lower their utility bills. The program also provides customers with up to 18 months of follow-up services.

### Improvements may include:

- » Attic insulation
- » Duct replacement or repair
- » Sealing around doors
- » Solar screens
- » Carbon monoxide and smoke detectors
- » High-efficiency lighting
- » Smart thermostat

To learn more, visit [austinenergy.com/weatherization](http://austinenergy.com/weatherization).



[coutilities.com/go/cap](http://coutilities.com/go/cap)



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

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