



# **CUSTOMER ASSISTANCE PROGRAMS**

---

*PRESENTED BY:*

**DeAnna Hardwick**

Chief Customer Strategy Officer (CCSO)

**KJ Feder**

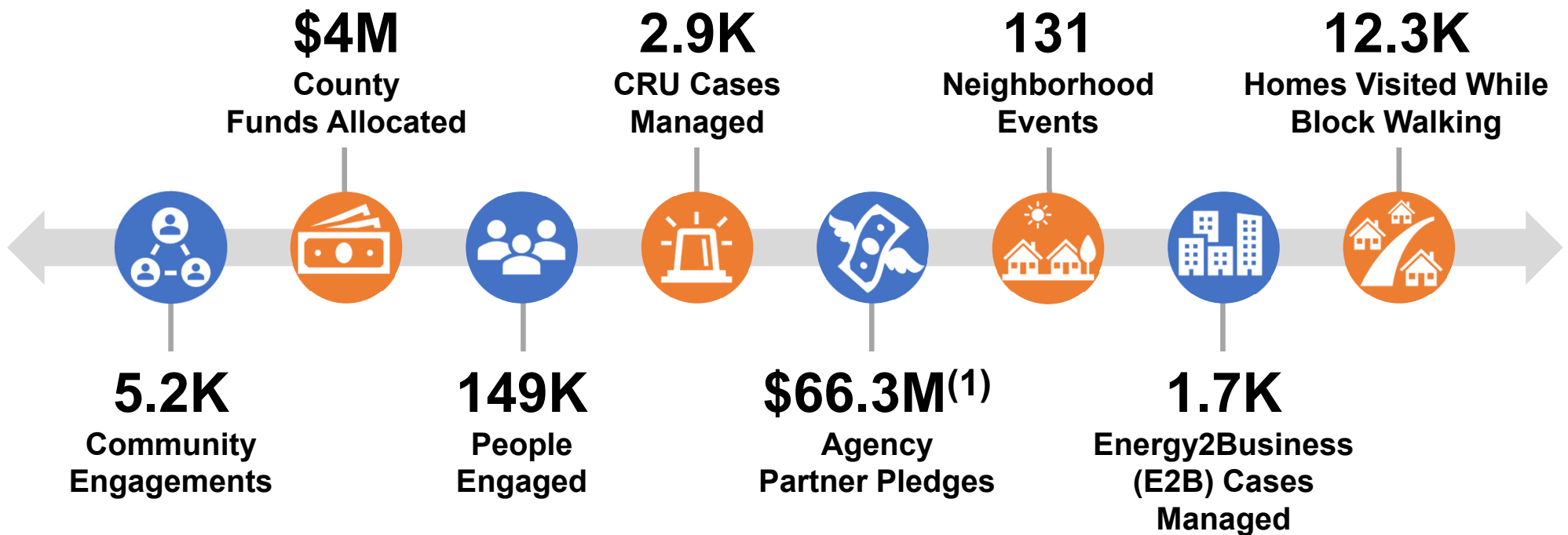
Sr. Director, Community Engagement & Corporate Responsibility

**February 14, 2024**

*Informational Update*

# CURRENT CUSTOMER OUTREACH

**\$70.3M IN ASSISTANCE DELIVERED TO CUSTOMERS  
SINCE MARCH 2022**



(1) Data from March 2022 through January 2024; does not include LIHEAP dollars.

# PROGRAMS & OUTREACH

## TOTAL RESIDENTIAL CUSTOMER ASSISTANCE & OUTREACH



**Senior Programs**  
Over **75,500**  
*enrolled*



**Medical Programs**  
**3,900** *enrolled*



**Income Qualified  
Programs**  
Over **65,400**  
*enrolled*



**Installment  
Payment Plans**  
Over **74,100**  
*enrolled*

We are here to support our customers through upcoming community events with programs including payment plans and income-qualified programs.

Note: Customers may be enrolled in multiple programs; however, they are counted once to reflect a distinct count. Count includes assistance provided to all past-due accounts. Data as of January 31, 2024.

# **EXPANDING OUTREACH**

## **THROUGH PARTNERSHIPS**

**We are expanding current and creating new partnerships with organizations that also support various customer segments for increased enrollment into our residential programs.**

- Working with Low & Moderate Income and market-rate housing providers who support senior independent living to increase enrollment in senior programs
- Fortifying relationships with CoSA Neighborhood Housing Services Department (NHSD) to cross-supplement enrollees into our Casa Verde Program and NHSD programs to create a multi-collaborative program approach
- Utilizing current data sharing agreements with SAWS to enhance enrollments into our Affordability Discount Program

These expanded approaches will complement our ongoing efforts to be in neighborhoods through our fairs, block walking, and targeted outreach efforts.

# AFFORDABILITY ENHANCEMENT CONSIDERATIONS

## PROCESS OUTLINE

Ongoing internal review and discussion of potentially increasing the income threshold level from 125% of the federal poverty guidelines to 150%

- **Affordability Discount Program (ADP) evaluation process:**
  - Analyze population of customers, legal considerations, and cost
  - Evaluate opportunities to increase participation
  - Discussion, direction, alignment, and approval from stakeholders and CPS Energy Board of Trustees
  - City Council approval of any tariff changes
- **Residential Electricity Affordability Program (REAP) evaluation process:**
  - Analyze population of customers, legal considerations, and cost
  - Meet with REAP Board (CPS Energy, CoSA and Bexar County)
  - Discussion, direction, alignment, and approval from REAP Board
  - CoSA and Bexar County may have necessary governance process
  - Changes to bylaws must be registered with Texas Secretary of State



**THANK YOU**