



# City of San Antonio

## Agenda Memorandum

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**Agenda Item Number:** 2

**Agenda Date:** February 22, 2022

**In Control:** Municipal Utilities Committee Meeting

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**DEPARTMENT:** Finance Department

**DEPARTMENT HEAD:** Troy Elliott, Deputy Chief Financial Officer

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Customers at risk of disconnection and use of ARPA funding

**SUMMARY:**

Briefing by San Antonio Water System (SAWS) and CPS Energy on customer accounts at risk of disconnection and the use of America Rescue Plan Act funding.

**BACKGROUND INFORMATION:**

On March 11, 2020, the World Health Organization declared a global pandemic related to the novel coronavirus (COVID-19). That same month both SAWS and CPS Energy suspended service disconnections for their customers due to the economic uncertainties of the pandemic. Both utilities have restarted disconnections, but delinquent accounts rose substantially after the suspension.

On November 18, 2021, City Council approved \$30 million for utility assistance using funds from the American Rescue Plan Act (ARPA). The funding was designed to assist low-income residents financially impacted by the COVID-19 crisis with utility payments. Council allocated \$20 million to assist CPS Energy customers and \$10 million to assist SAWS customers.

**ISSUE:**

- A) Briefing by SAWS on customer accounts at risk of disconnection and the use of ARPA Funding
- B) Briefing by CPS Energy on customer accounts at risk of disconnection and the use of ARPA Funding

**RECOMMENDATION:**

This item is for briefing purposes only