



City of San Antonio

Agenda Memorandum

Agenda Item Number: 2

Agenda Date: April 26, 2022

In Control: Municipal Utilities Committee Meeting

DEPARTMENT: Finance Department

DEPARTMENT HEAD: Troy Elliott, Deputy Chief Financial Officer

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Assistance Programs for Customers with Past Due Account Balances

SUMMARY:

CPS Energy to provide a briefing on both the customer outreach conducted and customer assistance provided to enhance affordability and provide support for customers with past due account balances.

BACKGROUND INFORMATION:

CPS Energy has expanded and increased customer outreach efforts to assist customers with past due account balances. The number of customers with past due account balances and at risk for disconnection has increased significantly since the onset of the pandemic.

CPS Energy has resumed community events, visited households through block walking, leaving door hangers as well as communicated with customers through e-mails and phone calls to ensure we reach our customers.

The Affordability Discount Program (ADP) provides assistance to our economically disadvantaged customers by providing bill credits. We have increased both the number of

participating customers from 52K to 65K as well as increasing the assistance amount from \$147.60 to \$193.68 annually.

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:

Briefing by CPS Energy on the progress made to date on community outreach efforts, utility bill assistance provided to date and the impact of ARPA funding support for eligible customers.

RECOMMENDATION:

This item is for briefing purposes only