

DEPARTMENT: Finance

DEPARTMENT HEAD: Troy Elliott, Deputy Chief Financial Officer

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

San Antonio Water System (SAWS) and CPS Energy briefings on plans to address past due customer receivables

SUMMARY:

- A. SAWS Staff will provide a briefing on plans for addressing the past due customer receivables including the recently approved COVID19 Relief Plan
- B. CPS Energy Staff will provide a briefing on plans for addressing the past due customer receivables include plans for resuming disconnections

BACKGROUND INFORMATION:

On March 11, 2020, the World Health Organization declared a global pandemic related to the novel coronavirus (COVID-19). In March 2020, both SAWS and CPS Energy suspended service disconnections for their customers. Delinquent accounts at the utilities have risen considerably since the suspension of service disconnections.

On June 6, 2021, SAWS announced its intention to resume service disconnections starting in October 2021. On September 14, 2021, the SAWS Board of Trustees adopted a COVID-19 Relief Plan to assist customers with past due balances and to manage delinquent accounts arising from the pandemic.

On July 26, 2021, CPS Energy announced its intention to resume service disconnections using a phased approach between September 2021 and January 2022. The first phase resumes disconnections on large commercial and industrial customers, followed by other business accounts and non-affordability residential accounts who have not made a payment in the last 12-months, then the remaining non-affordability residential accounts, and lastly resuming disconnections for all customers starting in January 2022.

ISSUES:

- A. SAWS Staff will provide a briefing on plans for addressing the past due customer receivables including the recently approved COVID19 Relief Plan [Robert R. Puente, SAWS President/CEO and Mary Bailey, VP Customer Experience and Strategic Initiatives]

- B. CPS Energy Staff will provide a briefing on plans for addressing the past due customer receivables include plans for resuming disconnections [Rudy Garza, Chief Customer & Stakeholder Engagement Officer; Frank Almaraz, Chief Power, Sustainability, & Business Development Officer; Paul Barham, Chief Grid Optimization & Resiliency Officer; and Fred Bonewell, Chief Operating Officer]

RECOMMENDATION:

This briefing is for briefing purposes only.