



# ***MUNICIPAL UTILITIES COMMITTEE PAST DUE BILLS, DISCONNECTS & ARPA FUNDING***

*PRESENTED BY:*

**DeAnna Hardwick**

Interim EVP, Customer Strategy

November 30, 2021

*Informational Update*

# AGENDA



- **CURRENT STATE PAST DUE ACCOUNTS**
- **STATUS OF DISCONNECTS**
- **ARPA FUNDING**

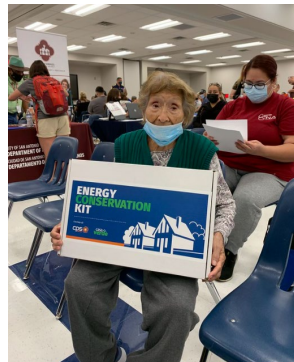
**We will update the MUC on our progress to date as well as our strategy to engage with our community.**

# ENGAGEMENTS TO DATE

FY22 YTD\*



Community Fair	Total Engagements	People Served
Community Fair	10	1,750
CRU Constituent Meeting	11	70
CRU CPSE Representative	7	190
CRU Customer Site Visit	115	53
CRU Elected Office Engagement	108	717
CRU Extended Outage	27	3,044
CRU Outreach	45	1,030
CRU Partnership Activities	77	81
CRU Resource Development	45	95
E2B Customer Visit	121	342
E2B Ext Outage Support	16	171
E2B Outreach	3	42,156
E2B Partnership Activities	31	5,511
E2B Resource Development	45	3,292
Outreach	60	4,472
Outreach and PS&E	52	4,722
Outreach Resource Development	136	459
Pop-up	52	1,416
PS&E	32	1,590
Grand Total	993	71,161



\*2/1/21 – 11/11/21

# CONNECTING CUSTOMERS WITH SUPPORT OPTIONS



**Senior Citizen Billing**  
*Over 57k enrolled*



**Critical Care Billing**  
*Nearly 3k enrolled*



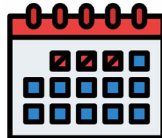
**REAP**  
*Over \$2 Million  
Donated*



**CPS Energy Angels**  
*Launched in 2021*



**Flexible Installment Plans Due Date Extension**  
*Over 35k enrolled*



*Over 24k Active*



**Budget Billing Program**  
*Over 34k enrolled*



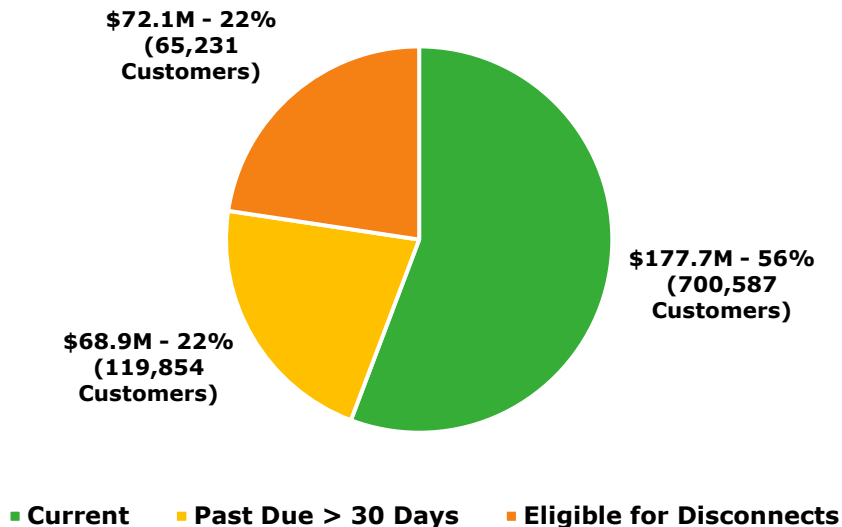
**CORE Outreach**  
*Over 89k called*

**We have helped connect our customers to over \$40 million as of October 31, 2021 and will continue to pursue all avenues available to help our customers.**

# CUSTOMER AMOUNTS OUTSTANDING



## OUTSTANDING ACCOUNTS RECEIVABLES \$318.7M



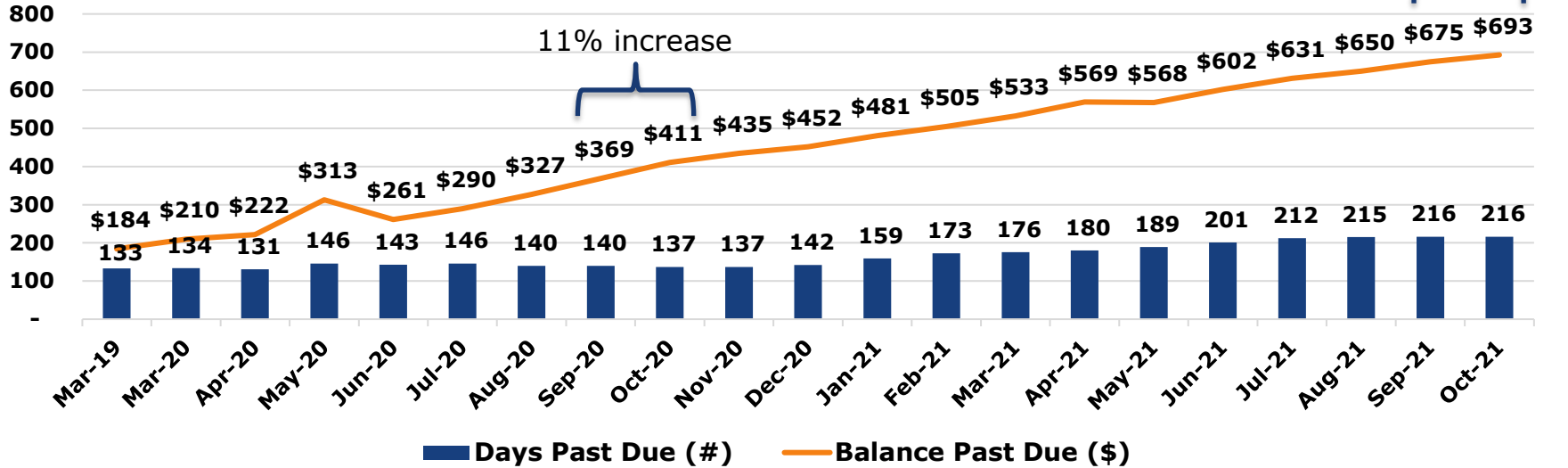
**There are 65,231 customers who are eligible for disconnection, down 2,400 from September.**

# FINANCIAL IMPACTS

## AVERAGE PAST DUE BALANCE



**Residential Average Balance Past Due (\$)  
vs Average Days Past Due (#) Trend**

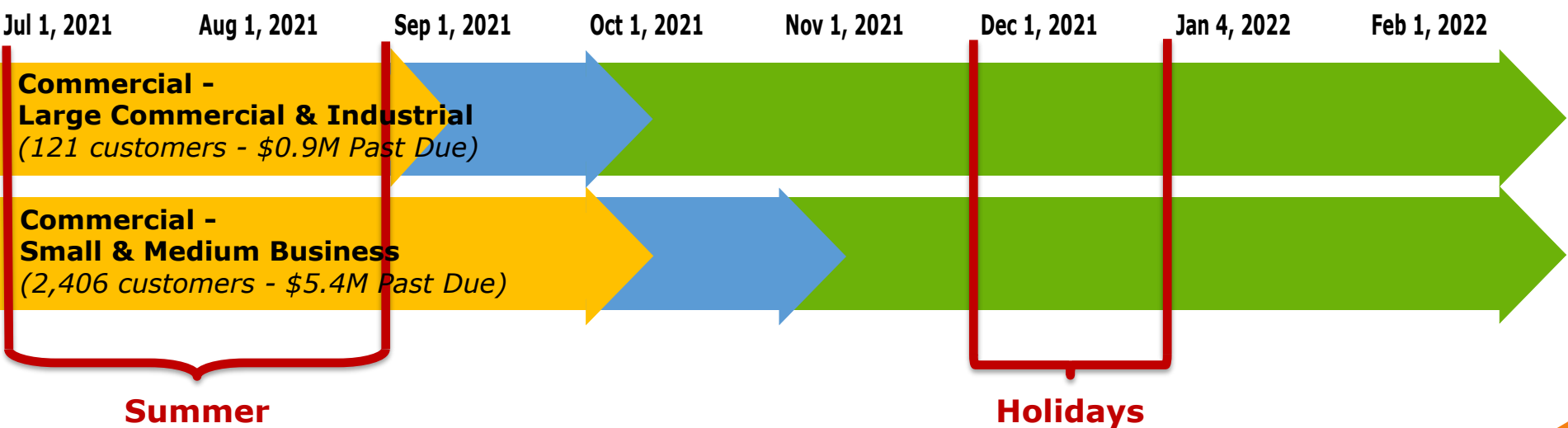


**While the outstanding past due amount continues to rise, the rate of change has slowed year-over-year.**

# COMMERCIAL SEQUENCING



**For Commercial customer accounts not enrolled in an active installment plan & are eligible for disconnection, we are proposing the following sequencing:**



**Legend:**

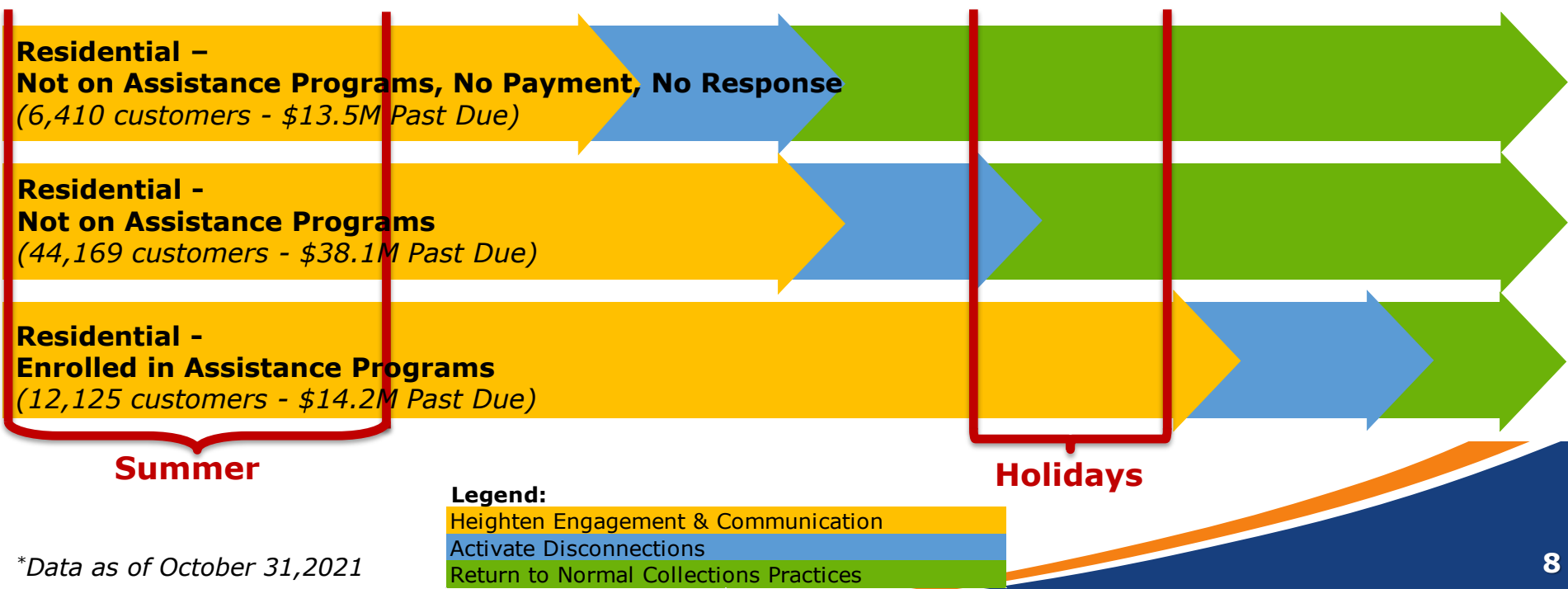
- Heightened Engagement & Communication
- Activate Disconnections
- Return to Normal Collections Practices

\*Data as of October 31, 2021

# RESIDENTIAL SEQUENCING



**For Residential customer accounts not enrolled in an active installment plan & are eligible for disconnection, we propose the following sequencing which we have intentionally slowed down to allow purposeful alignment with the City & use of ARPA funds:**



\*Data as of October 31,2021

# KEY COMMUNITY EVENTS



## DISTRICT UTILITY ASSISTANCE FAIRS

Our Utility Assistance Fairs are hosted in partnership with Bexar County, City of San Antonio, and other agencies. The events are an opportunity for you to get in-person help to enroll in assistance programs. Bring your documentation to apply and we'll provide the resources to help you identify applicable programs and complete your applications

### RECENT EVENTS

Event Date	Council District	Location	Attendance
8/21/2021	D5 - CM Castillo	Las Palmas Shopping Center 803 Castroville Rd #406 San Antonio, TX 78237	110
8/28/2021	D7 - CM Sandoval	St. Mary University Bill Greehey Arena 1 Camino Santa Maria San Antonio, TX 78228	500
9/24/2021	D3 - CM Viagran	VFW Post 9186 650 VFW Blvd San Antonio, TX 78214	74
9/30/2021	D1 - CM Bravo	CPS Energy HQ 500 McCullough San Antonio, TX 78215	27
10/2/2021	D2 - CM McKee-Rodriguez	Antioch Sports Complex 314 Eross St San Antonio, TX 78202	229
10/9/2021	D4 - CM Rocha Garcia	Gateway Christian School 6623 Five Palms Dr San Antonio, TX 78242	217
10/21/2021	D6 - CM Havrda	Northside ISD Activity Center 7001 Culebra Rd San Antonio, TX 78238	223
10/28/2021	D1 - CM Bravo	TriPoint 3233 N St Mary's St San Antonio Tx, 78212	195
11/2/2021	D5 - CM Castillo	Normoyle Community Center 700 Culberson Ave San Antonio, TX 78225	114
11/9/2021	D8 - CM Pelaez	Crown Ridge Banquet Hall 6909 Camp Bullis Rd San Antonio, TX 78256	61

### UPCOMING EVENTS

Event Date	Council District	Location
11/16/2021	S. Bexar County	Southside High School 19190 US-281 San Antonio, TX 78221
12/7/2021	D10 - CM Perry	New Vision Community Church 14515 O'Connor Rd San Antonio, Tx 78247
12/11/2021	D9 - CM Courage	Holy Spirit Catholic Church 8134 Blanco Rd San Antonio, TX 78216
TBD (1/2022)	D3 - CM Viagran D4 - CM Rocha Garcia	Palo Alto College
TBD (1/2022)	E. Bexar County	Kirby



**We are partnering with Bexar County, City of San Antonio & other agencies to enroll customers in assistance programs on the spot!**

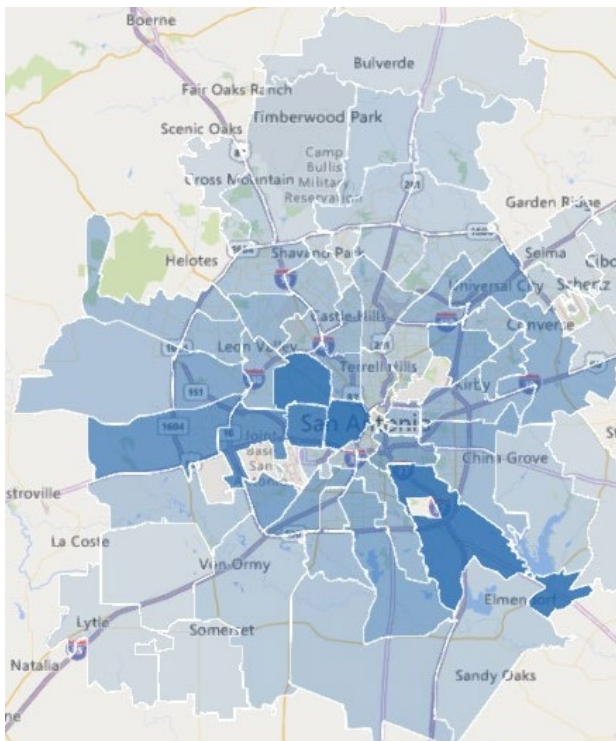
# AMERICA RESCUE PLAN ACT (ARPA)

## NEXT STEPS



- **Finalize formal agreement with City of San Antonio**
- **Continue & expand outreach for awareness**
- **Gather & process applications**
- **Customers can apply many ways:**
  - Walk-In Centers: Extended hours in our Customer Service Centers
  - Call Center: Set up dedicated phone number at (210) 353-6110
  - Online: Developed online application in English & Spanish  
<https://www.cpsenergy.com/arpa>
  - Community Events

# ARPA APPLICATIONS



## AMERICAN RESCUE PLAN ACT (ARPA) ASSISTANCE APPLICATION

Spanish

In partnership with the City of San Antonio, residential CPS Energy customers may qualify for assistance through the American Rescue Plan Act (ARPA). If you meet the eligibility requirements, apply online through the application form below.

### Eligibility Requirements

The applicant:

- Must be
- Must be
- Must be
- Must be
- Must be
- Must be
- Income
- Poverty

## APLICACIÓN DE ASISTENCIA DEL PLAN DE RESCATE ESTADOUNIDENSE (ARPA)

English

En asociación con la Ciudad de San Antonio, los clientes residenciales de CPS Energy pueden calificar para recibir asistencia a través del Plan de Rescate Estadounidense (ARPA). Si cumple con los requisitos de elegibilidad, puede presentar su solicitud en línea a través del formulario a continuación.

### Requisitos de Elegibilidad

El aplicante

- Debe ser el titular de la cuenta o el usuario autorizado de la cuenta residencial.
- Debe solicitar asistencia para una dirección de servicio en la ciudad de San Antonio
- Debe tener un saldo pendiente incurrido desde el 1 de marzo de 2020 hasta el 30 de septiembre de 2021
  - Los saldos pendientes antes del 1 de marzo de 2020 y / o después del 30 de septiembre de 2021 no son elegibles
- Debe poder demostrar experiencia de impacto financiero negativo por la crisis de COVID-19 mediante la auto certificación de las preguntas de la solicitud y la presentación de documentos de respaldo.
- Debe proporcionar documentación de respaldo de ingresos para cada miembro del hogar de 18 años o más.
- Los ingresos determinarán la cantidad de asistencia para la que los solicitantes son elegibles y los solicitantes caerán en "Por debajo del Nivel Federal de Pobreza de 125% (FPL)" O "En o por encima del Nivel Federal de Pobreza (FPL) de 125%".

TAMANO DE  
FAMILIA

INGRESO MENSUAL BRUTO

**We have already received over 1,500 applications & will continue outreach for customers to ensure qualifying customers can make the most of the City's support.**

# UTILITY ASSISTANCE POP-UPS



Sinclair  
Elementary  
School  
Pop-up  
event

- Held in neighborhoods across our community
- 33 events planned from November to January
- Concentration in zip codes with highest number of past due accounts
- Each event includes 12 stations to support customers
- Promote using Council offices, block walking, social media, door hangers and targeted messages



**Pop-up events bring our team to the communities that need the help the most! These targeted events are being held in the areas with the highest concentration of past due accounts.**

# IDENTIFYING CUSTOMIZED SOLUTIONS



**We will continue to speak with each customer addressing their unique situation & helping avoid service interruption.**

**In cases where we have exhausted all means of contact, we will identify customers that are enrolled in assistance programs or reside in qualified census tracts to auto-enroll in payment plans.**



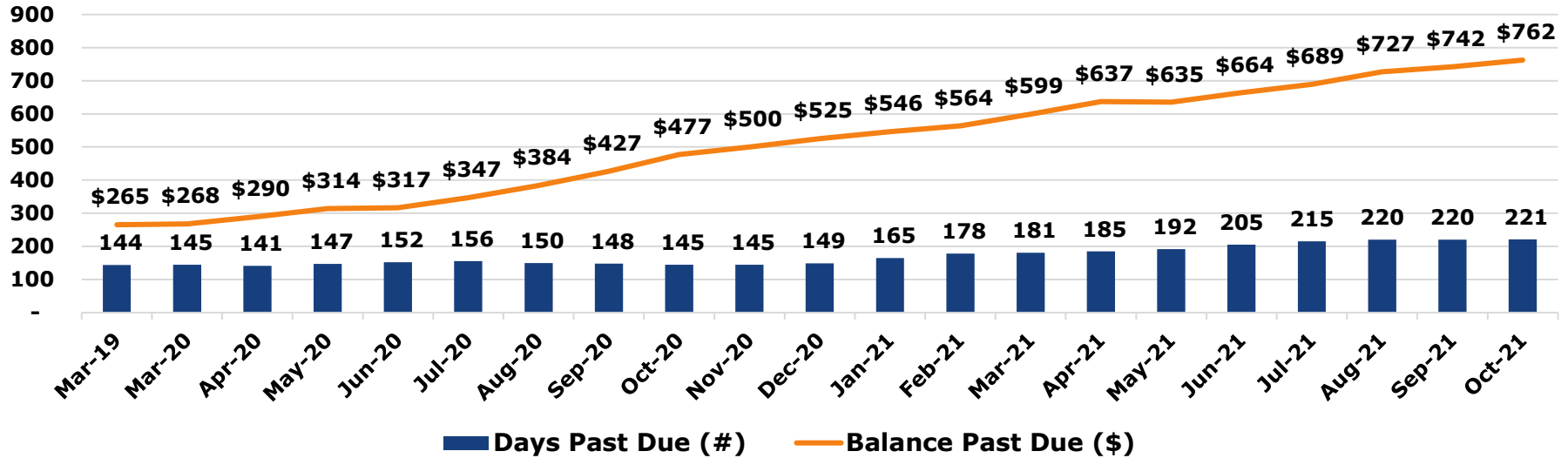
# ***Appendix***

# FINANCIAL IMPACTS

## AVERAGE PAST DUE BALANCE



**Residential & Commercial Average Balance Past Due (\$)  
vs Average Days Past Due (#) Trend**



**Over the last year, we have seen the average past due balance increase to \$762 & anticipate this trend will continue unless we change our approach.**