



RAC WORKING GROUP: CUSTOMER ASSISTANCE PROGRAMS

PRESENTED BY:

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Informational Update



CUSTOMER ASSISTANCE PROGRAMS



Commitment to help our customers is one of our core values. We offer products, services and advice to help our customers manage their energy use and billing.

Customers can pay their energy bills in a variety of ways. Assistance programs can also help fill in the gap when life events happen and help is needed.

ASSISTANCE & BILLING PROGRAMS



Affordability Discount

Residential electric and gas customers whose income is at or below 125 percent of the Federal Poverty Guidelines and who meet at least one of the following requirements qualify for a discount on their monthly service availability charge. These discounts can add up to a savings of \$147 a year.

Eligibility:

- Customers 60 years or older
- Customers with disabilities
- Customers with life-sustaining medical equipment
- Families with preschool-aged children or children in school 18 years or younger
- Have extenuating circumstances as determined by CPS Energy or the City of San Antonio



Casa Verde

Casa Verde offers eligible customers an average of \$5,000 in free energy saving improvements that can lower their bill, especially during the summer and winter months. Recipients save an average of \$350 a year on their energy bill.



Budget Payment Plan

Customers pay the same amount every month when their energy bills are averaged over the last year and a small percentage is added to cover environmental factors and changing fuel costs.

Customers continue to receive a monthly bill showing actual energy consumption and charges for that month. Customers must have maintained an account for at least a year and have a good payment history with us to be eligible.



Residential Energy Assistance Partnership (REAP)

REAP is a non-profit partnership between CPS Energy, the City of San Antonio and Bexar County. REAP provides temporary bill assistance to customers who meet the following qualifications:

following qualifications:

- Must be at or below 125 percent of Federal Poverty Guidelines and must be experiencing a financial hardship
- Must have small or school-age children
- Must be elderly, handicapped or require critical-care equipment



Burned Veterans' Discount

This program provides bill payment assistance to military veterans who have significantly decreased abilities to regulate their body's core temperature because of severe burns received during armed conflict or combat. The discount is effective for the months of April through October.

Eligibility requirements include:

- A medical military facility certification
- Completed application must be faxed by a medical facility to (210) 353-3666
- Medical confirmation must be provided every 12 months to remain on program



First Responders with Burn Injuries Discount

This program provides electric bill payment assistance to those who have significantly decreased abilities to regulate their core body temperatures due to severe burns received while on duty. A medical certificate is required. Up to \$94 per month off the electric portion of their CPS Energy bills, from April through October.

Eligibility requirements include:

- Applicants must be City of San Antonio residents
- Completed application must be faxed by a medical facility to (210) 353-3666



Critical Care Customer Program

This program allows customers who use electrically-operated medical equipment in their homes additional time to pay their bill.

To qualify, the applicant must:

- Provide confirmation from their physician indicating medical equipment is required
- Renew the application with their physician every 24 months to remain on the program



Disabled Citizen Billing Program

Residential disabled customers on Supplemental Security Income (SSI) are provided additional time to pay their bill.

To qualify, the applicant must:

- Be the person whose name is on the utility bill
- Receive SSI
- Use their primary address



Senior Citizen Billing Program

Provides senior citizens additional time to pay their utility bill each month (25 days instead of 16 days)

To qualify, applicants must:

- Be at least 60 years of age or older
- Be the person whose name is on the bill
- Provide social security number and/or driver license or Texas ID



Senior Citizen Late Payment Waiver

CPS Energy residential customers can qualify to have late payment charges waived.

To qualify, applicants must:

- Be at least 60 years of age or older
- Be the person whose name is on the bill
- Be at or below 125 percent of the Federal Poverty Guidelines



Payment Arrangements

Payment arrangements are available to eligible customers who need additional time to pay their energy bill.

Arrangements include:

- An extension (30 days or less); or
- A deferred payment plan allowing customers the ability to pay their accumulated past due bill over a period of months

PAYMENT METHODS



AutoPay

Through AutoPay, a customer's bill is automatically debited from their bank account on approximately the same day each month. Customers will still be able to review their billing statement online

before payment is withdrawn from their account. AutoPay can be combined with the Budget Payment Plan, Disabled Citizen Billing Program or Senior Citizen Billing Program.



Pay by Mail

For convenience, a return envelope is inserted with a customer's monthly bill. Payments should be sent to:

CPS Energy P.O. Box 2678 San Antonio, TX 78289-0001



Pay Online

Making an online payment through Manage My Account is the most convenient way to pay your bill. Customers can enroll in Manage My Account at cpsenergy.com and their next bill will be sent electronically to their email address.

- Online payments from checking or savings accounts are processed at no charge.
- Bills can be viewed for the previous 12 months.
- Convenient account access 24/7
- My Energy Portal access shows neighbor comparisons, weather, detailed energy use plus, an energy saving tip library.



Pay by Phone

Customers can pay their bill by phone using an electronic check, debit card, VISA, MasterCard or Discover Card. Residential customers can call (877) 257-1172 to make a payment. A \$2.50 vendor convenience fee* will be assessed for a payment up to \$1,000.



Pay in Person

Customers can make payments in person at one of our four customer service centers.

Eastside Customer Service Center

4525 Rigsby Road, Ste. 112

Northside Customer Service Center

7000 San Pedro, near Oblate

Southside Customer Service Center

660 S.W. Military - Shopper's City Mall, Ste. X

Westside Customer Service Center

803 Castoville Road, Suite 406 at Las Palmas Center

Customers can also make payments at H-E-B, Woodforest National Bank located inside Walmart, Money Box/Speedy Cash and other retail stores. Payments made at service centers and Western Union locations such as HEB and Woodforest Bank are credited immediately to the customer's account.

*CPS Energy does not financially benefit from this fee.

Learn more at cpsenergy.com/assistance or call 210-353-2222

<https://cpsenergy.com/assistance>

CUSTOMER ASSISTANCE PROGRAMS



***Count represents number of customers enrolled in each program YTD FY2022 (Feb 21-Aug 21); one customer may be enrolled in more than one program.*

CONNECTING CUSTOMERS TO SUPPORT OPTIONS



We work with over 100 agency partners & have connected customers to over \$38M in assistance!**

***Amount of total assistance provided by CPS Energy programs & agency partners between June 2020 & October 2021*

AFFORDABILITY DISCOUNT PROGRAM



Eligibility: Residential electric and gas customers whose income is at or below 125% of the Federal Poverty Guidelines and who meet at least one of the following requirements qualify for a discount on their monthly service charge:

- Customers 60 years or older
- Customers with disabilities
- Customers with life-sustaining medical equipment
- Families with children 18 years or younger
- Have extenuating circumstances as determined by CPS Energy or the City of San Antonio.
- Seniors eligible for late fee waiver

INCOME THRESHOLDS

Family Size	125% FPL Monthly Income
1	\$1,342
2	\$1,815
3	\$2,288
4	\$2,760
5	\$3,233
6	\$3,706
7	\$4,179
8	\$4,652

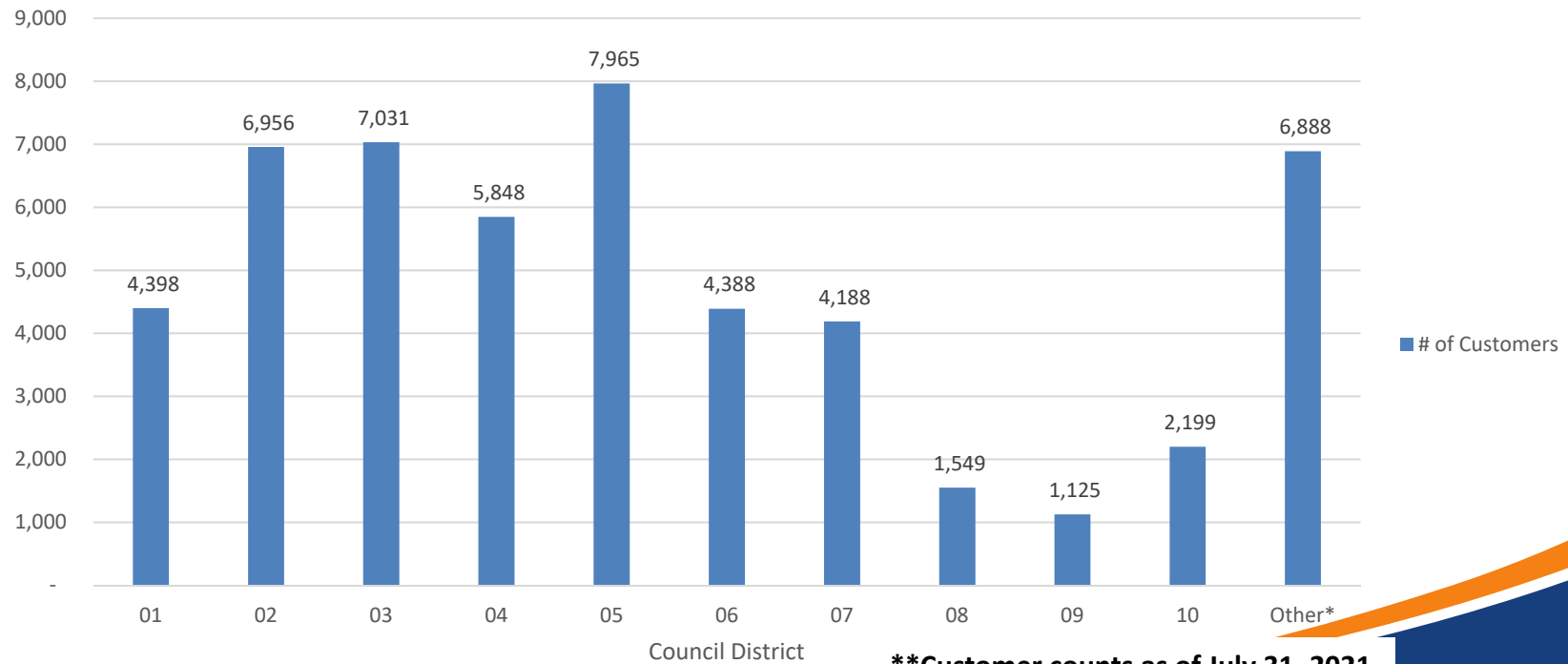
<https://cpsenergy.com/affordabilitydiscount>

Customer Billing Discount				
FY 2018	FY 2019	FY 2020	FY 2021	FYTD 2022
\$6,770,143	\$6,839,740	\$6,830,847	\$6,741,155	\$4,503,867

AFFORDABILITY DISCOUNT PROGRAM BY COUNCIL DISTRICT



Affordability Discount Program in FY22



*Service territory in non-CoSA districts

**Customer counts as of July 31, 2021

Residential Energy Assistance Partnership (REAP)



<https://www.cpsenergy.com/en/about-us/community/reap.html>

Through a partnership between the City of San Antonio, Bexar County and CPS Energy, the Residential Energy Assistance Partnership (REAP) has helped local families with financial assistance toward their energy bills for over a decade.

Each year, CPS Energy commits \$1 million in direct customer assistance, provides marketing support, and funding for REAP.

Customer Support Received				
FY 2018	FY 2019	FY 2020	FY 2021	FYTD 2022
\$2,266,801	\$2,561,836	\$3,158,759	\$3,063,404	\$1,737,549

REAP FUNDRAISING



DESCRIPTION	AMOUNT
CPS Energy REAP Contribution	\$1,000,000
Project WARM Transfer	\$7,800,000
Public Contributions (2020)	\$415,376
REAP Fundraisers (2020)	\$105,308
Employee United Way Campaign (2020)	\$23,476
Methodist Healthcare Ministries	\$100,000
Total	\$9,444,160

CPS Energy will continue to make its \$1M annual contribution, promote fundraising & community contributions & look for other funding sources.

BURNED VETERANS' DISCOUNT



Provides assistance up to \$94.00 on qualified electric bills to military veterans with decreased abilities to regulate their body's core temperature because of severe burns received during armed conflict or combat. The discount is effective April - October.

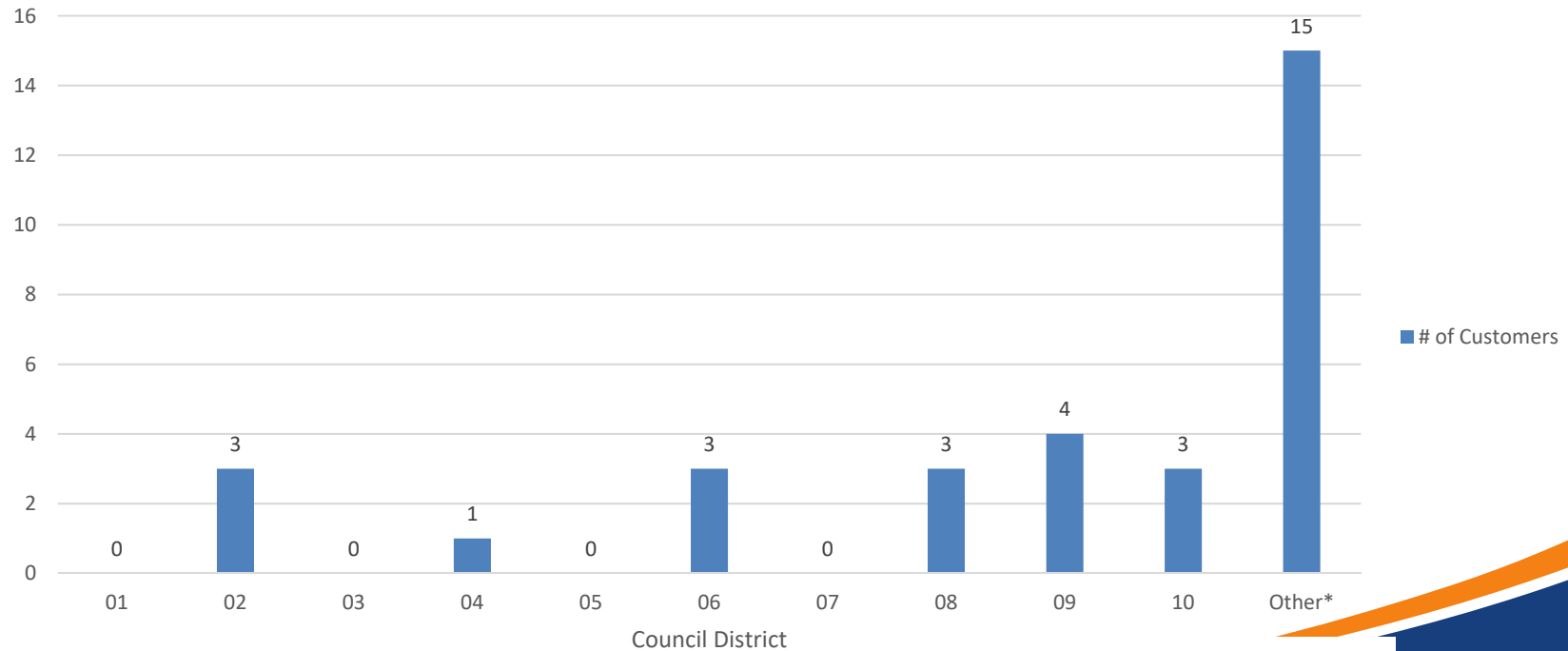
- To qualify, a medical military facility certification is required to determine eligibility;
- The completed application is required to be faxed by a medical facility to (210) 353-3666; and
- Medical confirmation is required every 12 months for participation.

Customer Billing Discount				
FY 2018	FY 2019	FY 2020	FY 2021	FYTD 2022
\$15,091	\$15,989	\$17,048	\$19,228	\$16,548

BURNED VETERANS' DISCOUNT PROGRAM BY COUNCIL DISTRICT



Burned Veterans' Discount Program in FY22



*Service territory in non-CoSA districts

**Customer counts as of July 31, 2021

10

CASA VERDE



Our SaveNow Casa Verde program helps income-qualifying homeowners and renters reduce energy loss (and costs) with **free energy efficiency improvements.**

Possible upgrades may include wall insulation, attic insulation, air sealing, LED lightbulbs, solar screens, smoke detector, Carbon Monoxide detector and more.

- This Program is not a Home Repair Program – the home must be structurally sound.



casa
verde

CASA VERDE (CON'T)



Applicants must meet eligibility requirements:

- Must be an authorized party listed on the CPS Energy account.
- Available for homeowners and renters (with landlord approval).
- Income must be at or below 200% of the Federal Poverty Level (FPL).
- The program can only be applied to the customer's principal residence.
- The home must meet program guidelines determined through a scheduled assessment.

INCOME THRESHOLDS

Family Size	200% FPL Monthly Income
1	\$2,147
2	\$2,903
3	\$3,660
4	\$4,417
5	\$5,173
6	\$5,930
7	\$6,687
8	\$7,443

<https://residential.savenow.cpsenergy.com/casaverde>

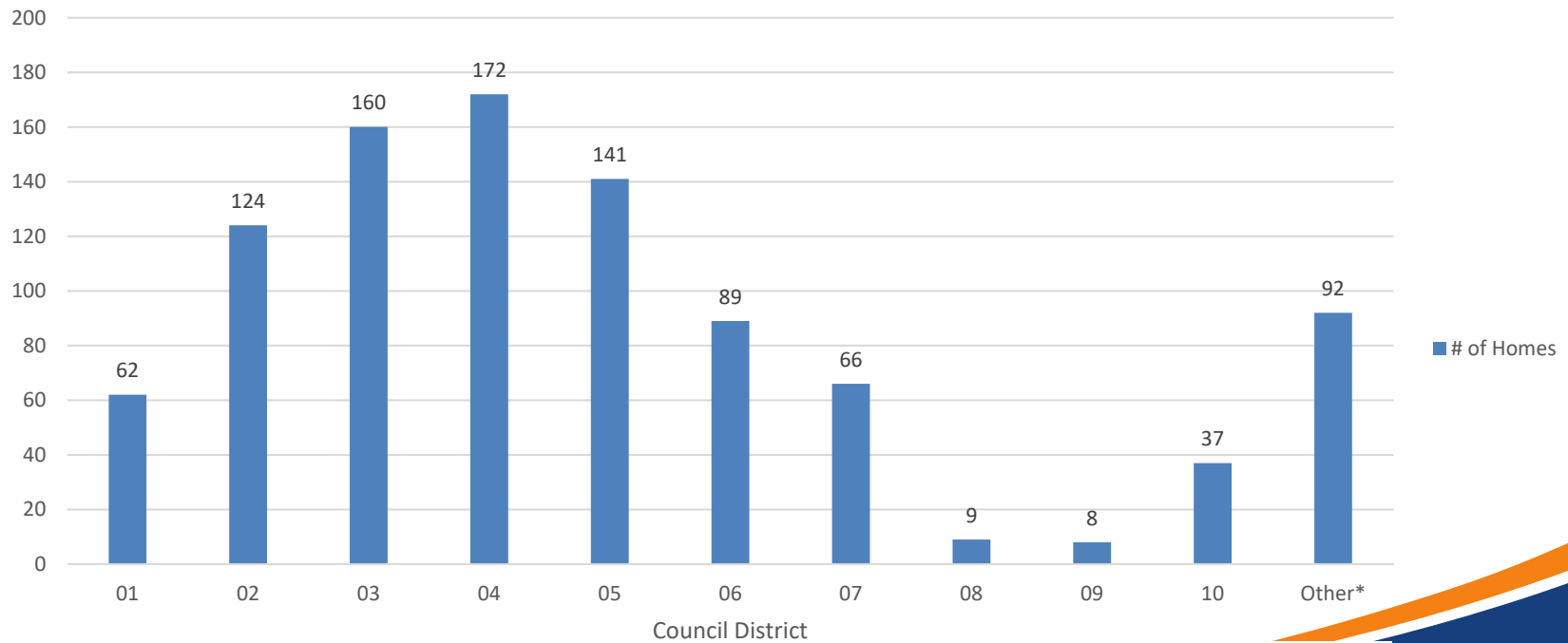
Weatherization Costs

FY 2018	FY 2019	FY 2020	FY 2021	FYTD 2022
\$18,516,140	\$18,453,718	\$20,095,988	\$7,260,348	\$5,284,736

CASA VERDE WEATHERIZATION PROGRAM BY COUNCIL DISTRICT



Weatherized Homes in FY22



*Service territory in non-CoSA districts

**Customer counts as of July 31, 2021

SENIOR CITIZEN BILLING PROGRAM



This program provides additional time to pay their utility bill.

Eligibility:

- Must be at least 60 years of age or older
- Must be the primary CPS Energy account holder
- The program can only be applied to the customer's principal residence



DISABLED CITIZEN BILLING PROGRAM



This program provides residential disabled customers on Supplemental Security Income (SSI) additional time to pay their utility bill.

Eligibility:

- Must be the primary CPS Energy account holder.
- The program can only be applied to the customer's principal residence.

CRITICAL CARE PROGRAM



Provides residential customers who use electrically-operated medical equipment in their homes with additional time to pay their bills.

To qualify, the applicant must:

- Confirmation from their physician indicating medical equipment is required to determine eligibility;
- The completed application is required to be faxed by a medical facility to (210) 353-3666; and
- Medical confirmation is required every 12 months for participation.



Thank You





Appendix



UTILITY COMPARISON OF LOW INCOME PROGRAMS



Comparison Sampling of Low Income Assistance Programs

Utility	Design of Low Income Assistance Programs				Comments
	Recovery/Funding		Assistance Provision		
	Embedded	Rider	Rider	Tariff	
1 CPS Energy	✓		✓		Additional assistance provided through WARM and REAP.
2 Austin Energy		✓	✓		
3 CenterPoint					Agencies in Action: a group of community agencies & non-profit organizations work to help "income-eligible houses" (200% of the federal poverty guidelines). LIHEAP: federally funded. The Power to Care: shareholders match donations.
4 Entergy			✓		
5 El Paso Electric	✓		✓		Low income customers are excluded from paying customer charge.
6 Oncor	✓		✓		
7 AEP					Program is funded by donations & grants. LIHEAP: federally funded. Energy efficiency program funded by donations.
8 Jacksonville					
9 LADWP		✓	✓		
10 SFPUC	✓			✓	
11 Columbia Gas of Massachusetts	✓			✓	
12 APS	✓		✓		
13 SDGE		✓	✓		
14 SoCalGas		✓	✓		
15 Bear Valley Electric		✓	✓		
16 PacifiCorp		✓	✓		
17 Liberty Utilities	✓			✓	Low income customers are on 2 schedules, the residential schedule and CARE schedule.
18 Southwest Gas		✓		✓	
19 Berkshire Gas	✓			✓	
20 NationalGrid		✓		✓	
21 Eversource	✓			✓	
22 Fitchburg Gas & Electric	✓			✓	

Texas Utilities

Source: American Public Power Association
Last Updated: 2018