



RAC WORKING GROUP: CUSTOMER ASSISTANCE

PRESENTED BY:

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Director, Chief of Staff Customer Strategy

December 2, 2021

Informational Update

CONNECTING CUSTOMERS WITH SUPPORT OPTIONS



Senior Citizen Billing
Over 57k enrolled



Critical Care Billing
Nearly 3k enrolled



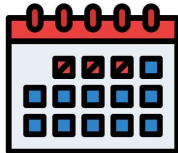
REAP
Over \$2 Million Donated



CPS Energy Angels
Launched in 2021



Flexible Installment Plans
Over 35k enrolled



Due Date Extension
Over 24k Active



Budget Billing Program
Over 34k enrolled



CORE Outreach
Over 63k assisted

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.

**Data as of October 31, 2021*

UTILITY ASSISTANCE POP-UPS



- 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 the CPS team to the communities that need the help the most!

ARPA APPLICATIONS



AMERICAN RESCUE PLAN ACT (ARPA) ASSISTANCE APPLICATION

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 ha
- Must be
- Must pr
- Income
- Poverty

APLICACIÓN DE ASISTENCIA DEL PLAN DE RESCATE ESTADOUNIDENSE (ARPA)

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
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We have already received over 1,800 applications & will continue outreach for customers to ensure qualifying customers can make the most of the City's support.



CPS ENERGY AFFORDABILITY DISCOUNT PROGRAM



AFFORDABILITY DISCOUNT PROGRAM



Summary of Changes

- Increase overall enrollment by approximately **14,000 customers**
- Increase customer discount to **\$16.14 per month**

Proposed Discount Details:

	Electric	Gas	Combined	
			Month	Year
Current Discount	\$8.55	\$3.75	\$12.30	\$147.60
Additional Proposed Discount	<u>\$3.12</u>	<u>\$0.72</u>	<u>\$3.84</u>	<u>\$46.08</u>
Total Proposed Discount	\$11.67	\$4.47	\$16.14	\$193.68

The additional proposed ADP discount fully offsets the impact of proposed prices to the average combined residential customer.

Projected bill impact based on FY23 average combined residential electric (RE, RA, RCE) and gas (Res G) bill.

AFFORDABLE DISCOUNT PROGRAM

PROGRAM CHANGES



Increase overall enrollment by approximately **14,000 customers**

Note that all CPS Energy gas customers are also electric customers

Customer Count	Current	Proposed	Variance
Electric	51,780	65,400	13,620
Gas	30,413	44,000	13,587

Increase discount for combined electric and gas customers to **\$16.14 per month**

Total Cost	Current	Proposed	Variance
Electric	\$ 8.55	\$ 11.67	\$ 3.12
Gas	\$ 3.75	\$ 4.47	\$ 0.72
Total	\$ 12.30	\$ 16.14	\$ 3.84

Increasing number of customers is part of our expanded outreach efforts to connect more low-income customers with assistance.

ASSISTANCE PROGRAMS COST AND RECOVERY



Bill Impact of ADP Funding FY2023			
<u>Electric</u>	<u>Current</u>	<u>Proposed</u>	<u>Variance</u>
Residential	\$ 0.26	\$ 0.45	\$ 0.19
PL	1.24	2.16	0.92
LLP	28.80	50.11	21.31
ELP	311.71	542.30	230.59
SLP	\$ 1,301.31	\$ 2,263.95	\$ 962.64
<u>Gas</u>			
Res G	\$ 0.14	\$ 0.24	\$ 0.10
Com G	1.50	2.59	1.09
Ind B	9.65	16.65	7.00
LVG	\$ 219.45	\$ 378.44	\$ 158.99
<u>Combined</u>			
Residential	\$ 0.40	\$ 0.69	\$ 0.29
Small Coml	\$ 2.74	\$ 4.75	\$ 2.01

ADP Program

Total Cost	Current	Proposed	Variance
Electric	\$5.3M	\$9.2M	\$3.9M
Gas	<u>\$1.4M</u>	<u>\$2.4M</u>	<u>\$1.0M</u>
Total	\$6.7M	\$11.6M	\$4.9M

Cost by Driver	Discount	Customers	Total
Electric	\$1.9M	\$2.0M	\$3.9M
Gas	<u>\$0.3M</u>	<u>\$0.7M</u>	<u>\$1.0M</u>
Total	\$2.2M	\$2.7M	\$4.9M

All retail rate classes fund assistance programs.

Proposed assumes 14k additional customers added and combined electric and gas discount increased from \$12.30 to \$16.14.

RESIDENTIAL BILL IMPACTS

COMBINED ELECTRIC & GAS



BILL IMPACTS

ADP BILL IMPACTS

kWh	CCF	\$IMPACT	%IMPACT	\$IMPACT	%IMPACT
500	10	\$2.32	~3.0%	-\$0.90	~-1.4%
1,000	20	\$4.57	~3.3%	\$1.47	~1.1%
1,500	35	\$6.97	~3.4%	\$3.97	~2.0%
2,000	50	\$9.35	~3.5%	\$6.47	~2.5%

ADP discount mitigates impact to our most vulnerable customers.

Note: New bills assume a 3.85% base rate increase; bill impacts include recovery for Winter Storm Uri regulatory asset which is still pending approval, system average combined bill

RESIDENTIAL BILL IMPACTS

ELECTRIC



BILL IMPACTS

ADP BILL IMPACTS

kWh	\$IMPACT	%IMPACT	\$IMPACT	%IMPACT
500	\$1.81	~3.0%	-\$0.92	~-1.7%
1,000	\$3.74	~3.2%	\$1.11	~1.0%
1,500	\$5.64	~3.3%	\$3.10	~1.9%
2,000	\$7.54	~3.3%	\$5.09	~2.3%

ADP discount mitigates impact to our most vulnerable customers.

Note: New bills assume a 3.85% base rate increase; bill impacts include recovery for Winter Storm Uri regulatory asset which is still pending approval

RESIDENTIAL BILL IMPACTS

GAS



BILL IMPACTS

ADP BILL IMPACTS

CCF	\$IMPACT	%IMPACT	\$IMPACT	%IMPACT
10	\$0.51	~3.3%	\$0.02	~0.2%
20	\$0.84	~3.8%	\$0.36	~1.9%
35	\$1.32	~4.1%	\$0.87	~3.0%
50	\$1.81	~4.3%	\$1.38	~3.6%

ADP discount mitigates impact to our most vulnerable customers.

Note: New bills assume a 3.85% base rate increase; bill impacts include recovery for Winter Storm Uri regulatory asset which is still pending approval

COMMERCIAL TOTAL BILL IMPACTS



Customer Group	Average Change/Month	
	%	\$
Electric	%	\$
Small Commercial	2.8%	\$15
Large Commercial	2.8%	\$309
Extra Large Commercial	2.1%	\$1,502
Super Large Commercial	2.7%	\$11,531
Gas	%	\$
Base Commercial	3.3%	\$4
Class B	3.5%	\$23
Large Volume	3.0%	\$238