

Resuming Utility Disconnection

Finance Department
Utility Customer Service Division
March 2, 2021

Resuming Utility Disconnection

- **Previous City Council Recommendations**
 - Suspend Utility Non-Payment Disconnections until the end of March 2021
 - Suspend Utility Late Fees Until the end of March 2021
- **Initiatives Implemented**
 - Community Outreach Initiatives – Nov & Dec 2020
 - On Bill Message
 - Social Media
 - Utility Bill Insert
 - Utility Lobby Signs
 - Payment Plans (Available now – promote in Outreach)
 - 30, 60, 90 day payment arrangements
 - Apply deposit to outstanding balance
 - Additional Customer Communication
 - Additional language in Delinquent Notices about payment options
 - Promote Utility Assistance through Community Action

Utility Assistance Program Summary

- Fiscal Year 2021 funding allocation to the Utility Assistance Program \$120,000
- Changes to Community Action funding criteria went into effect August 2020 to accommodate financial impacts due to emergency situations our customers experience
- **Summary of fiscal year 2021 funding allocation follows:**
 - Community Action Pledges – City Funds
 - Community Action Payments – Check Payments (Any funding source)
 - CEAP - Comprehensive Energy Assistance Program (TDHCA)

Month	Community Action Pledges - CoSM Funds		Community Action Payments		CEAP	Promised Funds Count
	Payment Amount \$	No of Accounts	Payment Amount \$	No of Accounts	Promised Funds \$	
10/1/2020	\$ 9,481.35	18	\$ 21,681.18	210	\$ 5,650.45	20
11/1/2020	\$ 7,760.53	12	\$ 22,566.53	226	\$ 3,398.36	6
12/1/2020	\$ 10,356.15	25	\$ 22,145.17	224	\$ 5,021.01	11
1/1/2021	\$ 617.08	1	\$ 1,945.95	3	\$ -	0
2/1/2021						



Utility Assistance Program Summary

- Summary of fiscal year 2020 funding allocation follows:

Month	Community Action Pledges - CoSM Funds		Community Action Payments		CEAP	
	Payment Amount \$	No of Accounts	Payment Amount \$	No of Accounts	Promised Funds \$	Promised Funds Count
10/1/2019	\$ 1,358.65	4	\$ 3,245.30	15	\$7,388.33	17
11/1/2019	\$ 4,937.58	15	\$ 16,784.72	171	\$5,499.12	20
12/1/2019	\$ 3,024.24	14	\$ 18,339.52	185	\$1,252.97	11
1/1/2020	\$ 1,534.68	8	\$ 1,698.22	15	\$18,411.87	22
2/1/2020	\$ 7,192.96	34	\$ 5,046.33	47	\$24,841.98	30
3/1/2020	\$ 2,289.32	15	\$ 11,622.73	113	\$55,739.81	61
4/1/2020	\$ 1,431.38	4	\$ 12,225.46	151	\$26,497.44	38
5/1/2020	\$ 2,763.25	10	\$ 10,701.65	150	\$4,347.71	6
6/1/2020	\$ 1,943.63	5	\$ 16,950.06	182	\$8,352.43	11
7/1/2020	\$ 1,568.41	4	\$ 20,055.74	195	\$5,665.53	10
8/1/2020	\$ 1,146.56	1	\$ 23,542.37	202	\$762.06	1
9/1/2020	\$ 8,177.32	18	\$ 23,279.03	204	\$1,514.90	3
FY 2020 Total	\$ 37,367.98	132	\$ 163,491.13	1,630	\$160,274.15	230

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Additional Communication:

- Robo Calls 2 days prior to disconnections (Initiate June 2021)
- Individual Communication for frequently disconnected customers (May – June 2021)

Current Statistics:

• Late Fee Comparison (FY 2019-20 & FY 2020-21) :

- The variance is the increase in the percentage and amounts of accounts and late fees for the first quarter of the Fiscal Year 20-21 (Oct –Dec) and first month of the second quarter (Jan).
- The late fees for FY 2020-21 were not charged to the customers accounts.

Late Fee Comparison						Variance			
FY 2019-20			FY 2020-21			% Inc of	Accts	\$\$\$	% Inc of \$\$\$
Oct	4324	103582.95	Oct	6599	168,060.15	53%	2275	64,477.20	62%
Nov	4995	101581.21	Nov	6280	151,422.00	26%	1285	49,840.79	49%
Dec	5330	116739.23	Dec	7628	163,334.17	43%	2298	46,594.94	40%
Jan. 2020	4319	75000.18	Jan. 2021	6183	146,747.95	43%	1864	71,747.77	96%

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Other Cities Current Process

City Disconnect and Late Fee Processes		
City/Utility	Resumed Disconnections	Charging Late Fees/Penalties
Bryan	yes	yes - 5%
College Station	yes	yes
Kyle	yes - Since Jan	yes
Austin	No	yes
Victoria	yes	yes
New Braunfels	yes - Since Jul	yes
Bastrop	yes - Since Oct	yes
Buda	yes	yes
San Antonio Water System	No	No
City Public Service - San Antonio	No	No

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Current Statistics:

- **Accounts Receivables FY Comparison :**

- The variance is the increase in total billed amounts due monthly (accumulative).
- The increase in accounts receivables may have an impact in utility rate study.

A/R Comparison						
FY 2019-20			FY 2020-21		Variance	% Inc
Oct	6,790,814.01		Oct	7,985,321.46	1,194,507.45	18%
Nov	7,863,241.71		Nov	9,097,606.18	1,234,364.47	16%
Dec	6,185,879.30		Dec	9,347,142.27	3,161,262.97	51%
Jan.20	5,431,183.12		Jan.21	9,659,677.31	4,228,494.19	78%

- **Recommendations**

- Resume Utility Disconnections effective – July 1, 2021
- Resume Utility Late Fees effective – July 1, 2021

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Questions ?