



PUBCAP Meeting

● ● ● W E D N E S D A Y , A P R I L 1 7 , 2 0 2 4



Call Open Meeting To Order



Approval of Minutes



Old Business



New Business

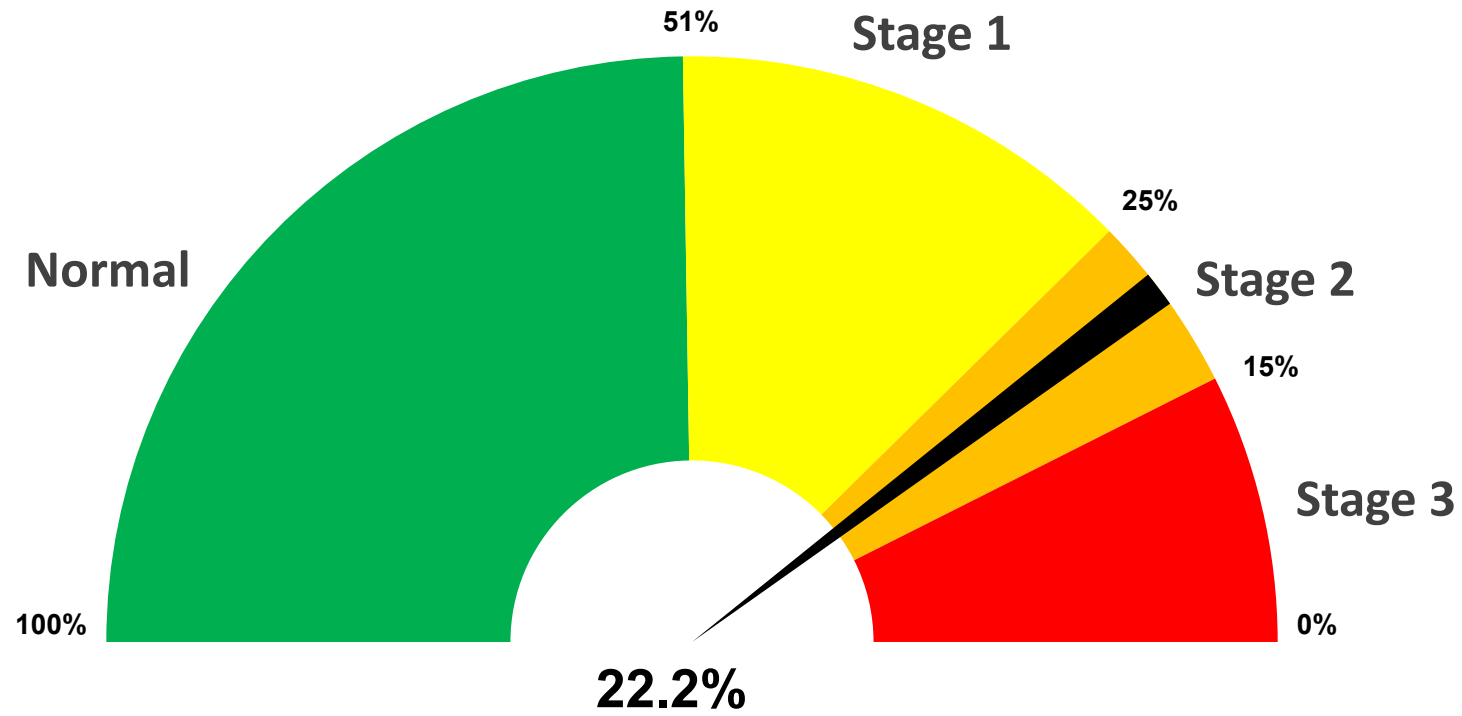


Drought Update

APRIL 17, 2024

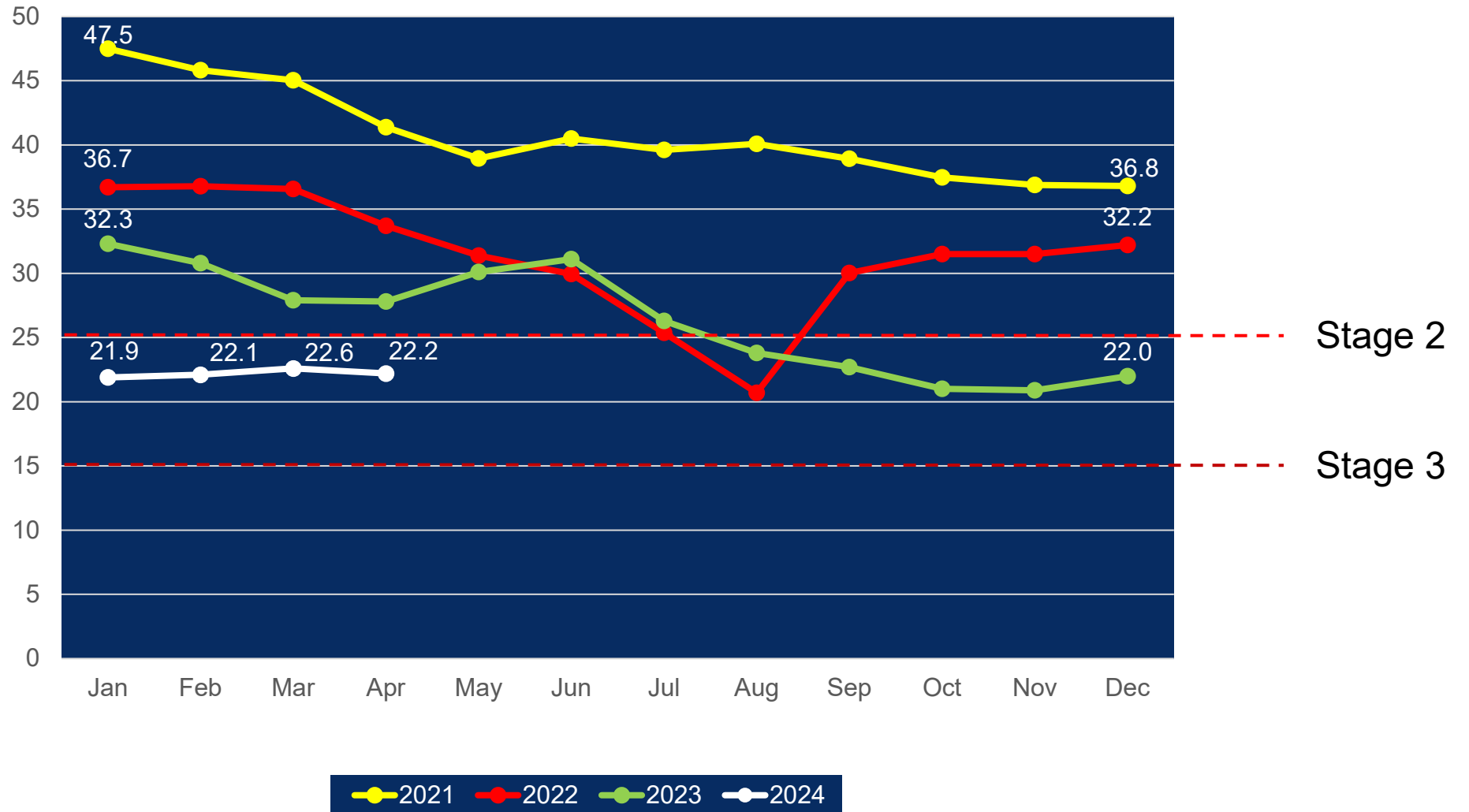
PUBLIC UTILITIES BOARD CONSUMER ADVISORY PANEL

Drought Stage Meter



U.S. Combined ownership at Amistad and Falcon Reservoirs
April 6, 2024 = 22.2%

U.S. Combined Ownership at Amistad/Falcon



Previous 5 Readings

- 22.6% – March 30, 2024
- 22.6% - March 23, 2024
- 22.3% - March 9, 2024
- 22.2% - March 2, 2024
- 22.1% - February 24, 2024

Water Conservation & Drought Contingency Plan (WCDCP)

- Obtained Board approval for updated WCDCP on April 8, 2024 (Resolution 2024-001-0408) and City Commission approval on April 16, 2024 (Resolution 2024-038)
- ✓ Updated version did not include language requiring current ordinance revisions
 - Housekeeping – cleaned up language throughout the document
 - Utility profile – updated water data (i.e., water production/consumption, population projections)
 - Water projects – updated water projects (i.e., SRWA expansion, Advance Meter Infrastructure, WWTP reuse, Resaca Restoration)
 - Stage 4 trigger – added additional condition, “or Significant decrease or lack of water supply”



B R O W N S V I L L E
PUBLIC UTILITIES BOARD

EVERY DROP COUNTS!

Learn more about drought at:



brownsville-pub.com/drought-resources

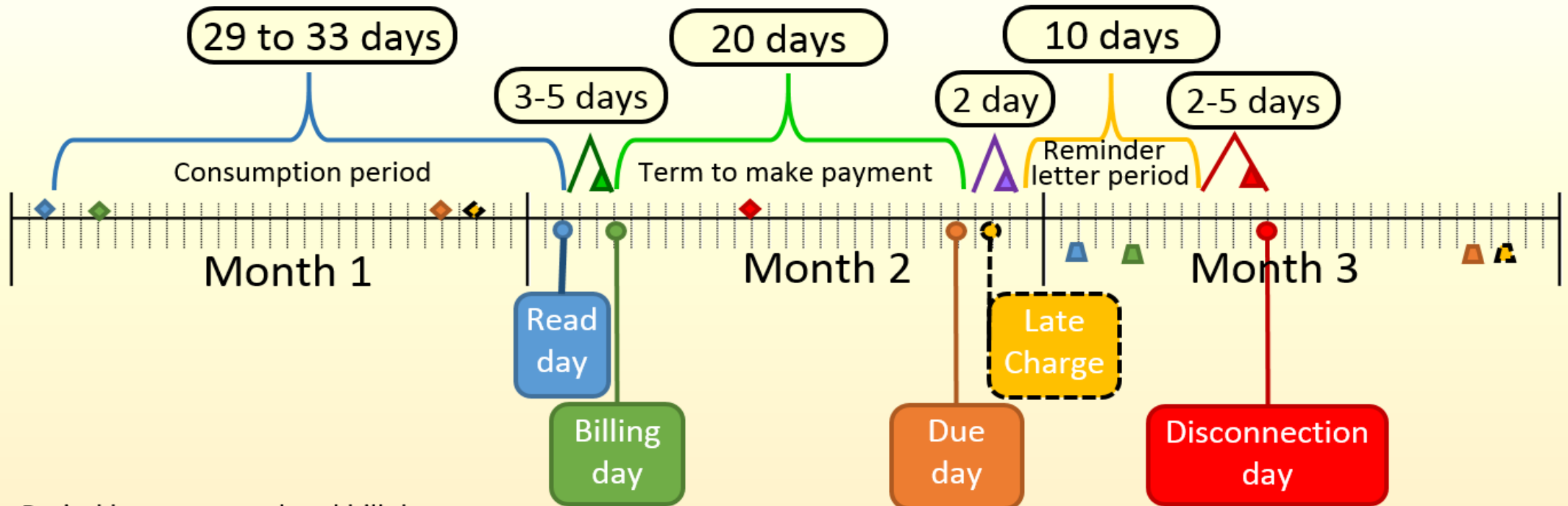


Implementation of the Brownsville Public Utilities Board Payment Arrangement and Installment Plan Policies

APRIL 17, 2024

• • • B O A R D O F D I R E C T O R S M E E T I N G

Account Cycle



- ▲ Period between read and bill date
- ▲ Reminder letter must be mailed 2 day after bill is due for disconnection.
- ▲ Disconnect will occur after the 10 day reminder letter has expired, but before the next bill due date.

Elapse days from 1st day of consumption to disconnect:
 * Max total days = 75
 * Min total days = 66

Payment Arrangement Policy

Payment Arrangement: a customer request for additional time to pay off an amount owed on an account, or when the customer is going through a hardship and is unable to pay their bill by the due date.

Applicability

This policy applies to Residential Customers who need additional time to pay off an amount owed on an active residential account and meet the guidelines based on the General Provisions established in the Payment Arrangement Policy.

- **Commercial accounts do not qualify for payment arrangements**
- **Senior accounts do not qualify for payment arrangements**
- **Write Off Accounts do not qualify for a payment arrangement**
- **Accounts with an installment plan do not qualify for a payment arrangement**
- **Instant Bills do not qualify for a payment arrangement**

Current Payment Arrangement Guidelines

The following terms and conditions will apply to all residential accounts:

1. Residential accounts may qualify for one payment arrangement per account per billing cycle.
2. Payment arrangements can only be requested by the account holder or an authorized individual.
3. Payment arrangements not paid on or before the established due date by 5:00 p.m. will be subject to service interruption.
4. The due date for the payment arrangement will be 20 days after the date the account is declared past-due by BPUB.
5. Closed or write-off accounts do not qualify for a payment arrangement.
6. If an active account has a payment arrangement and a transfer of services is requested, the payment arrangement must be paid in full before the transfer is processed.

Proposed General Provisions for Residential Customers

1. Residential accounts may qualify for one payment arrangement per account, per billing cycle.
2. If a payment arrangement is suspended or terminated, the account holder or authorized individual will be responsible for the past due balance (not including the late fee which will be added to the next bill) to avoid service interruption.
3. Customers who have tampering fees or an NSF on the account can request a payment arrangement after the following have been paid:
 - Tampering fees and related charges
 - NSF returned item and fees
4. If a residential account has received aid through an assistance program, a payment arrangement can be made the following billing cycle after assistance has been exhausted.
5. A payment arrangement cannot be made if the previous bills have not been paid in full.

Proposed Exceptions

1. If a Residential account has been placed on a payment arrangement for a balance that includes charges for more than one billing cycle, prior to the inception of this policy, BPUB will allow 60 days for the account to become current.
2. If a Commercial account has been placed on a payment arrangement prior to the inception of this policy, the payment arrangement will be honored through the due date.
3. In the event of an emergency, included but not limited to; natural disaster the payment arrangement policy may temporarily be amended or expanded as directed by the General Manager and CEO or designated representative.

Installment Plan Policy

Installment Plan: a customer request for a pending balance to be broken up into 2-6 months to accommodate the following special circumstances, on a case by case basis:

- Write-off balance
- Transferred balance
- Water leak
- Radio Frequency (RF) meter fee
- Back billed charges

Applicability

This policy applies to active Residential Customers who need additional time to pay off an amount owed on an active residential account and meet the guidelines based on the General Provisions established in the Installment Plan Policy.

- **Commercial accounts do not qualify for an installment plan**
- **Senior accounts do not qualify for an installment plan**
- **Write Off Accounts do not qualify for an installment plan**
- **Instant Bills do not qualify for an installment plan**

Current Installment Plan Guidelines

The following terms and conditions will apply to all residential accounts:

1. Residential accounts may qualify for one installment plan per account
2. The installment plan can only be requested by the account holder or an authorized individual
3. Installment plans can be set up for customers with special circumstances, on a case by case basis for the following situations: write-off balance, water leak, transferred balance, RF meter fee, back billing, tampering fees
4. If an active account has an installment plan and a transfer of services is requested, the installment plan will automatically be moved to the new location/address and will resume without interruption.
5. Closed or write-off accounts do not qualify for an installment plan.
6. An installment plan cannot be made on instant bills.

Proposed Exceptions

If a Commercial or Senior account has been placed on an installment plan prior to the inception of this policy, the installment plan will be honored through the end date.

In the event of an emergency, included but not limited to; natural disaster the installment plan policy may be amended as directed by the General Manager and CEO or their designated representative.

How to Apply for a Payment Arrangement or Installment Plan

- Customers can use the payment arrangement feature on BPUB's website by logging into their account
- Call Customer Service at 956-983-6121 and use the automated IVR
- Speak to a live Call Center agent during normal business hours
- Schedule an in-person appointment
- Request a payment arrangement via email by emailing customerservice@brownsville-pub.com.

Questions?

Sample Payment Arrangement Letter



Leo Lineman
555 BPUB Dr Brownsville,
TX 78521-8061

Dear Sir or Madam:

We are writing to confirm you are now on a payment arrangement with us. The details are as follows:

Account Number	Arrangement Ref. #	Start Date	End Date	Arrangement Amount	Pay Frequency
XXXXXX	XXXXXXX	04/10/2024	04/19/2024	\$143.50	On Date

Due Date Payment Arrangement Balance

04/19/24 \$143.50 \$0.00

Either of the following events will terminate this arrangement and you will be subject to immediate disconnection.

- Failure to pay or pay after due date.
- Failure to pay full payment amount on date specified.
- Returned Check.

Payment must be received by 5 p.m. at our cashier windows, online or IVR. Payment made at pay stations are not considered on time, if paid on the due date.

Sincerely,

Brownsville Public Utilities Board

Customer Solutions Representative

DRAFT

Payment Arrangement Policy



POLICY STATEMENT	<p>The Brownsville Public Utilities Board (BPUB) recognizes that customers may require additional time to pay off an amount owed on an active residential account to avoid service interruption.</p> <p>This policy establishes the terms and conditions to qualify for a payment arrangement.</p>
APPLICABILITY	<p>This policy applies to active residential accounts with no installment plan in existence.</p> <p>Commercial, Senior accounts and accounts with an installment plan do not qualify for a payment arrangement.</p> <p>Closed or write-off accounts do not qualify for a payment arrangement.</p> <p>A payment arrangement cannot be made on instant bills.</p>
GENERAL PROVISIONS FOR RESIDENTIAL CUSTOMERS	<p>BPUB has established terms and conditions for residential customers who need additional time to pay off an amount owed on an active residential account.</p> <p>The following terms and conditions will apply to all residential accounts:</p> <ol style="list-style-type: none"> 1. Residential accounts may qualify for one payment arrangement per account, per billing cycle. 2. Payment arrangements can only be requested by the account holder or an authorized individual. 3. Payment arrangements not paid on or before 5:00 p.m. on the established due date will be subject to service interruption. 4. The payment arrangement will be for 20 days from the past due date. 5. If a payment arrangement is suspended or terminated, the account holder or authorized

DATE BOARD ADOPTED: TBD
DATE LAST REVISED: N/A
CSR-1100

I	<p>individual is responsible for the past due balance (not including the late fee which will be added to the next billing cycle) to avoid service interruption.</p> <ol style="list-style-type: none"> 6. Customers who have tampering fees or an NSF on the account can request a payment arrangement after the following have been paid: <ul style="list-style-type: none"> • Tampering fees and related charges • NSF return item • NSF returned fee 7. If an active residential account has a payment arrangement and a transfer of services is requested, the payment arrangement must be paid in full before the transfer is processed. 8. If a residential account has received aid through an assistance program, a payment arrangement can be made the following billing cycle after assistance has been exhausted. 9. A payment arrangement can be made if the previous bills have been paid in full. 10. Payment arrangements may be requested via phone, interactive voice response (IVR), online, in person, by fax or email.
EXCEPTIONS	<p>If a residential account has been placed on a payment arrangement for a balance that includes charges for more than one billing cycle, prior to the inception of this policy, BPUB will allow 60 days for the account to become current.</p> <p>If a Commercial or Senior account has been placed on a payment arrangement prior to the inception of this policy, the payment arrangement will be honored through the due date.</p> <p>In the event of an emergency, included but not limited to; natural disaster the payment arrangement policy</p>

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DEFINITIONS	<p>may be amended as directed by the General Manager and CEO or their designated representative.</p> <p>Authorized Individual – Person(s) who have applied for services and/or are listed on the account.</p> <p>Billing Cycle – The interval of time between billing statements.</p> <p>Installment Plan – A method of splitting up an owed amount into small payments until the debt is completely paid in full.</p> <p>Instant Bill – A bill generated for deposit and service fees at the time of requesting services.</p> <p>NSF – Non-sufficient funds, also known as bounced or bad checks.</p> <p>Payment Arrangement – Allows for an amount owed on an active residential account to be paid 20 days from the past due date.</p> <p>Senior Account – Applies to customers who are 62 years of age and over.</p> <p>Write-off Account – Account that is sent to collections due to non-payment.</p>
DATE LAST REVIEWED & BY	April 2024 – Customer Service Department
EFFECTIVE DATE	TBD

DATE BOARD ADOPTED: TBD
DATE LAST REVISED: N/A
CSR-1100

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Installment Plan Policy



Installation Plan Policy

CSR-1101

<p>POLICY STATEMENT</p>	<p>The Brownsville Public Utilities Board (BPUB) recognizes that customers may experience certain circumstances for which they require additional time to pay off an amount owed, on an active residential account, to avoid service interruption.</p> <p>This policy establishes the terms and conditions to qualify for an installment plan.</p>
<p>APPLICABILITY</p>	<p>Active Residential accounts qualify for an installment plan.</p> <p>Commercial, Senior accounts and accounts with a payment arrangement do not qualify for an installment plan.</p> <p>Final or inactive accounts do not qualify for an installment plan.</p> <p>An installment plan cannot be made on instant bills.</p>
<p>GENERAL PROVISIONS FOR RESIDENTIAL CUSTOMERS</p>	<p>BPUB has established terms and conditions for residential customers who need additional time to pay off an amount owed on an active residential account.</p> <p>Installment plans will be reviewed and approved on a case by case basis for customers with special circumstances such as the following:</p> <ul style="list-style-type: none"> • Write-off balance • Water leak • Transferred balances • Radio Frequency (RF) meter fee • Back billing • Tampering fees <p>Installment plans may be requested via phone, in person, by fax or email.</p>

DATE BOARD ADOPTED: TBD
DATE LAST REVISED: N/A
CSR-1101

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Installation Plan Policy

CSR-1101

	<p>The following terms and conditions will apply to all residential accounts:</p> <ol style="list-style-type: none"> 1. Residential accounts may only have one installment plan at any given time. 2. The installment plan can only be requested by the account holder or an authorized individual. 3. If an active account has an installment plan and a transfer of services is requested, the installment plan will automatically be moved to the new location/address and will resume without interruption.
<p>EXCEPTIONS</p>	<p>If a Commercial or Senior account has been placed on an installment plan prior to the inception of this policy, the installment plan will be honored through the end date.</p> <p>In the event of an emergency, included but not limited to; natural disaster the installment plan policy may be amended as directed by the General Manager and CEO or their designated representative.</p>
<p>DEFINITIONS</p>	<p>Authorized Individual – Person(s) who have applied for services and/or are listed on the account.</p> <p>Installment Plan – A method of splitting up an owed amount into small payments until the debt is completely paid in full.</p> <p>Instant Bill – A bill generated for deposit and service fees at the time of requesting services.</p> <p>Payment Arrangement – Allows for an amount owed on an active residential account to be paid 20 days from the past due date.</p> <p>Senior Account – Applies to customers who are 62 years of age and over.</p>

DATE BOARD ADOPTED: TBD
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CSR-1101

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Installation Plan Policy

CSR-1101

	<p>Write-off Account – Account that is sent to collections due to non-payment.</p>
<p>DATE LAST REVIEWED & BY</p>	<p>April 2024 – Customer Service Department</p>
<p>EFFECTIVE DATE</p>	<p>TBD</p>

DATE BOARD ADOPTED: TBD
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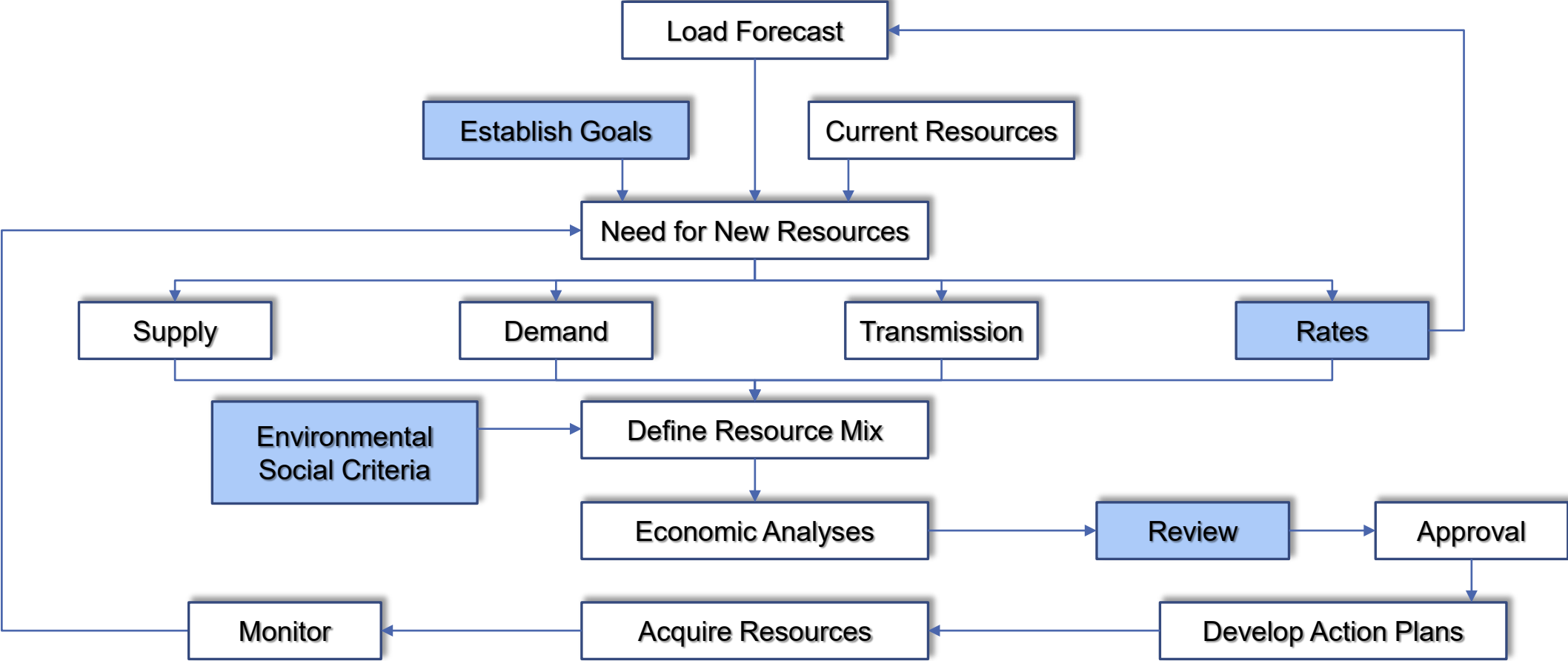
Integrated Resource Plan

OVERVIEW OF THE PLANNING PROCESS

Integrated Resource Plan

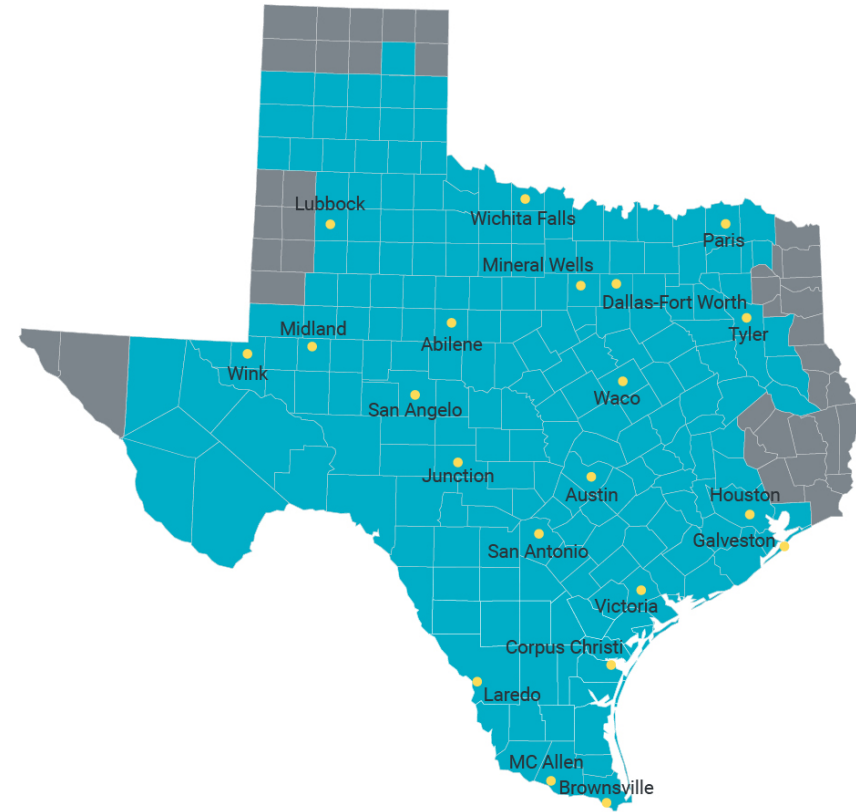
- An IRP is a roadmap to meet forecasted energy consumption using both supply and demand side resources
- BPUB's last IRP was conducted in 2020
- Significant changes in the ERCOT market, federal and state legislation, technology, local economy, and BPUB's existing generation fleet compel the development of a new IRP
- BPUB is conducting an IRP in 2024
- BPUB is currently evaluating proposals to select an outside consultant to advise and assist in the development of the IRP
- BPUB and the Board request that PUBCAP provide a public process and serve as the "voice of the customer"
- Approval of a new IRP by the Board is expected in early 2025

Integrated Resource Planning Flow



The ERCOT Market

- Manages the flow of power to 26 million customers – about 90% of Texas
- Schedules power on a grid that connects 1,100 generator units with 52,700 miles of transmission lines
- Performs financial settlement for the competitive wholesale market
- Members of the market include consumers, cooperatives, generators, power marketers, retail electric providers, investor-owned electric utilities, transmission and distribution providers, and municipally owned electric utilities



The ERCOT Market

- The Public Utility Commission of Texas regulates the Electric Reliability Council of Texas (ERCOT) with oversight from the Governor and the Texas Legislature
- ERCOT's four primary responsibilities:
 - Maintain electric system reliability
 - Facilitate a competitive wholesale market
 - Ensure open access to transmission
 - Facilitate a competitive retail market
- ERCOT is the balancing authority – they are responsible for making sure there is enough generation to meet consumption needs

ERCOT Market Participants

- Qualified Scheduling Entity (QSE)
- Resource Entity (RE)
- Transmission and Distribution Service Provider (TDSP)
- Load Serving Entity (LSE)
 - Non-opt-in Entity (NOIE)
 - Competitive Retailer (CR)
 - Opt-in Entity (Opt-In)
 - Retail Electric Provider (REP)

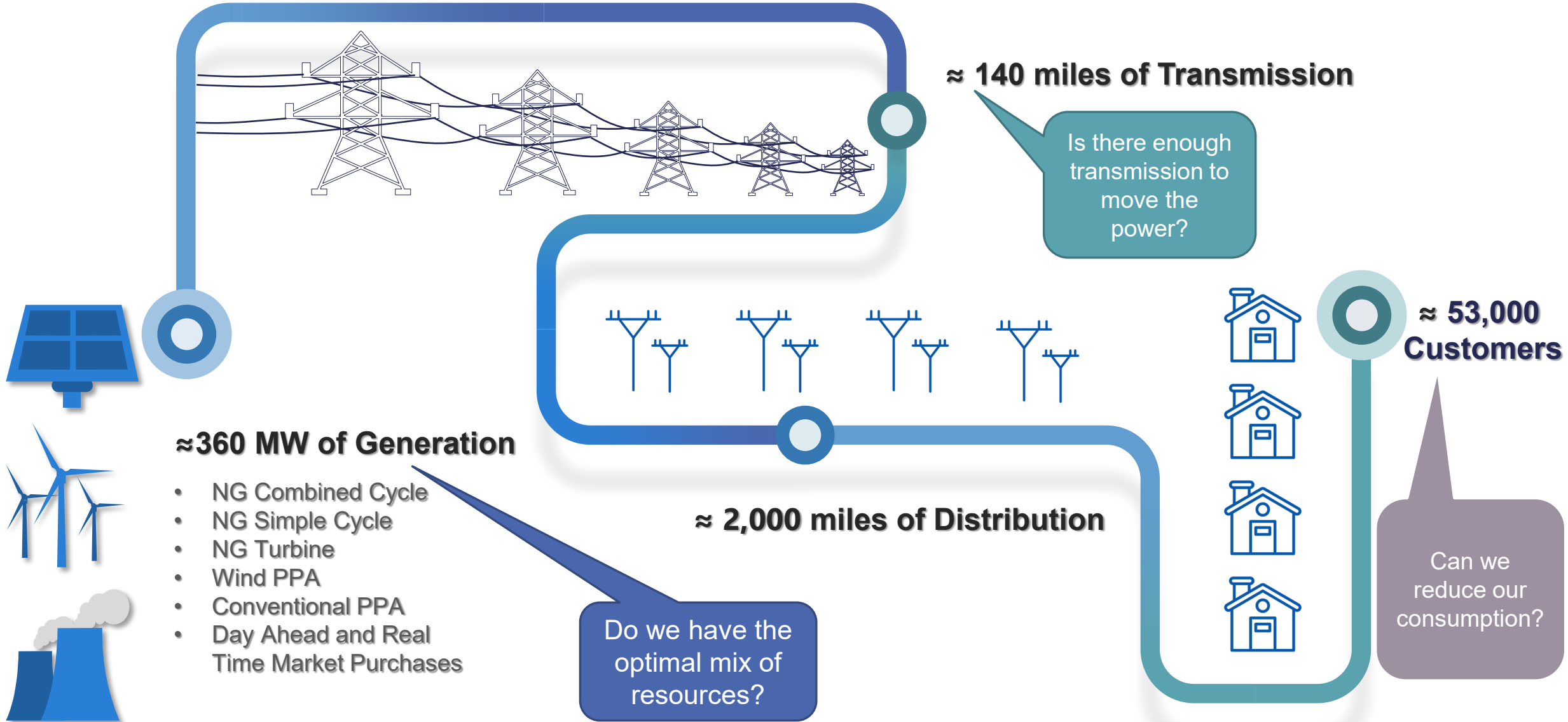
BPUB Participation in the ERCOT Market

BPUB Role	Activity	Governance
Resource Entity (RE)	Owns and controls generation resources or load resources that provide demand response	<ul style="list-style-type: none"> Competitive wholesale market sets power prices BPUB Board determines resources
Transmission and Distribution Service Provider (TDSP)	Owns high-voltage lines as a part of the bulk electric system and lower-voltage system to connect retail customers	<ul style="list-style-type: none"> PUCT sets rates for transmission City Commission sets base rates which includes distribution
Load Serving Entity (LSE) Non-opt-in Entity (NOIE)	Provides electric service to retail customers within its service territory	<ul style="list-style-type: none"> Competitive wholesale market sets power prices City Commission sets base rates for retail service
Qualified Scheduling Entity (QSE) Outsourced to Tenaska	Submit bids and offers on behalf of BPUB as an RE and LSE	<ul style="list-style-type: none"> ERCOT establishes operating protocols

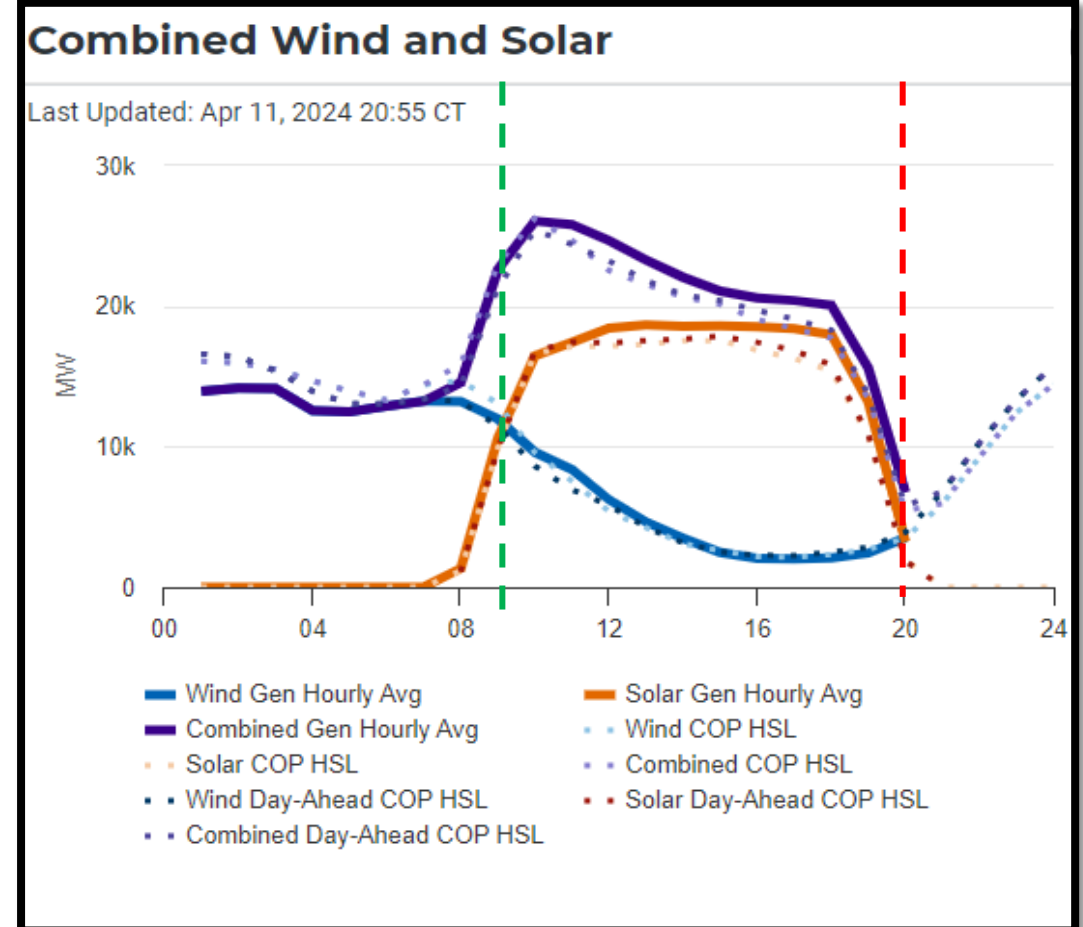
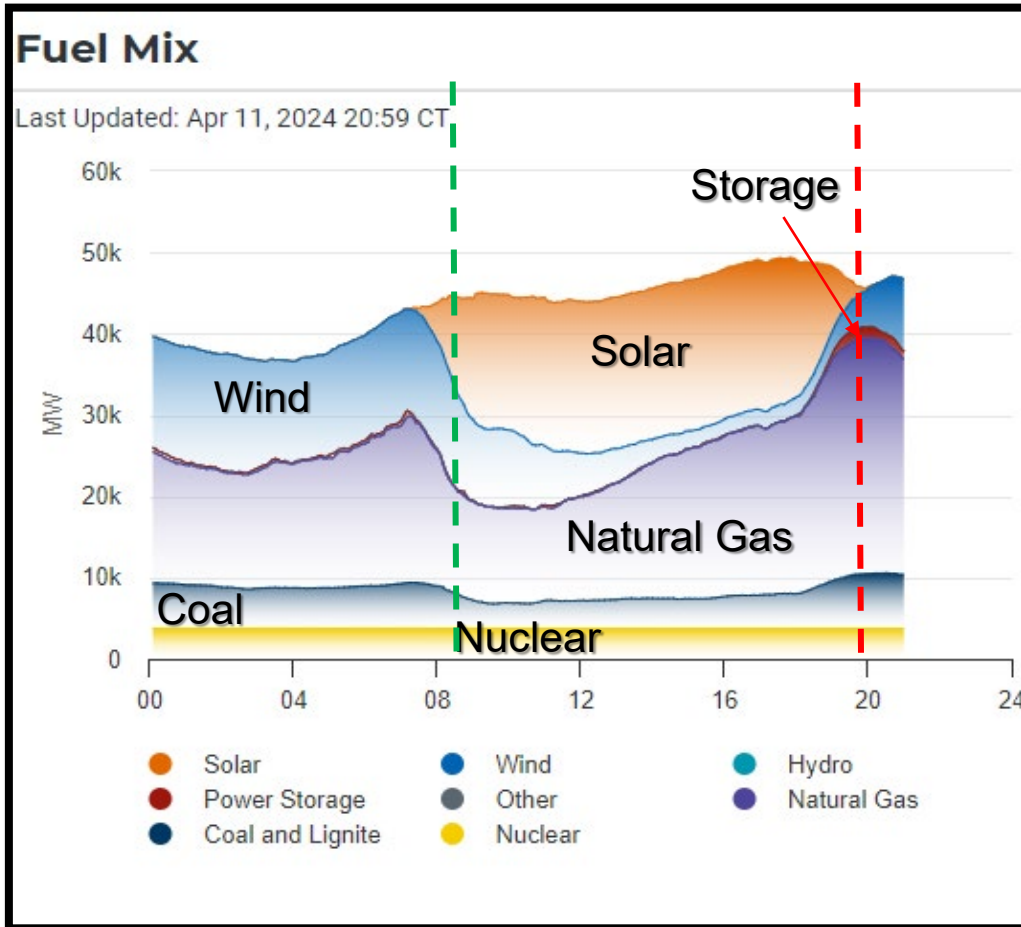
BPUB Participation in the ERCOT Market

- BPUB is obligated to serve customers within its Certificate of Convenience and Necessity (CCN) territory granted by the PUCT
- BPUB is a NOIE, so the service includes distribution, customer care, and energy
- BPUB does not have to own generation to provide customers with energy – options include:
 - Bilateral – negotiated private buy/sale contract between two parties
 - Power Purchase Agreement – a long-term bilateral
 - Day Ahead Market – a forward energy market matching willing buyers and sellers
 - Real Time Market – ERCOT dispatches resources based on economics and reliability to meet the system demand using a Security Constrained Economic Dispatch (SCED) model
- BPUB currently uses a combination of all options participating as both a buyer (LSE) and a seller (RE)

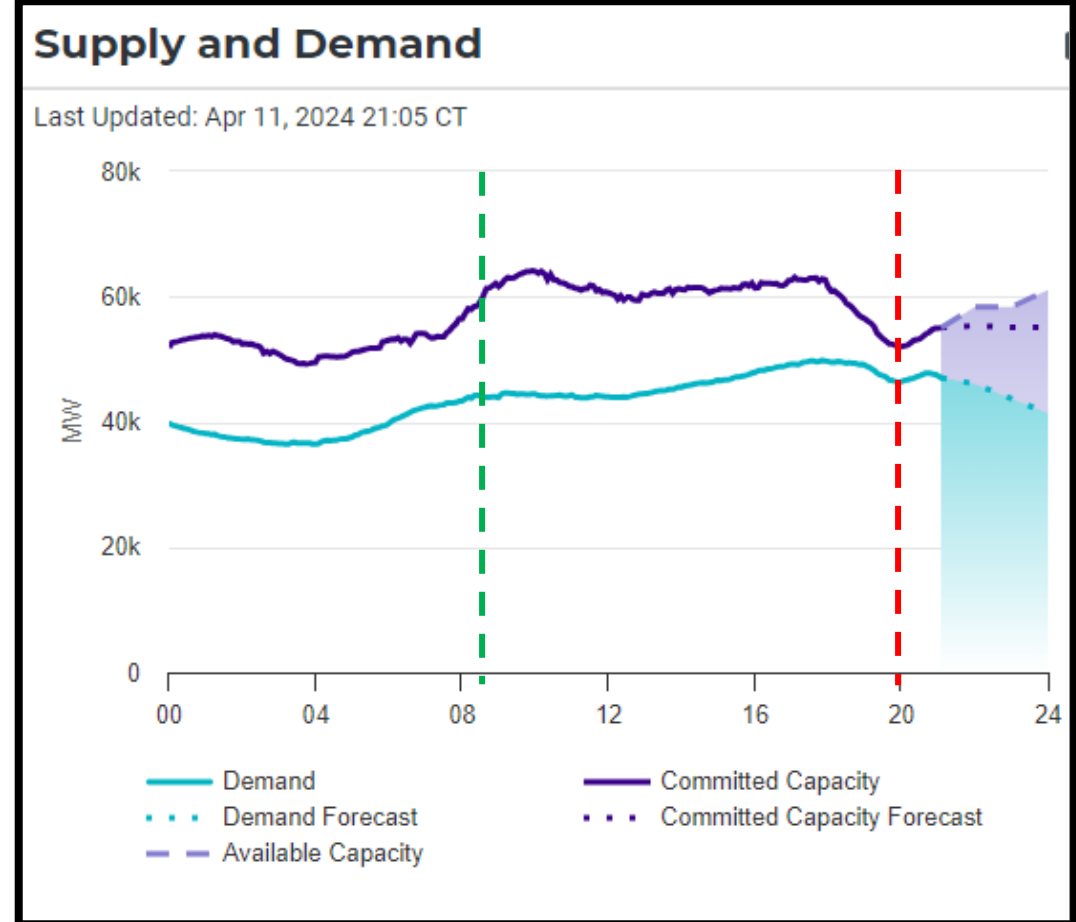
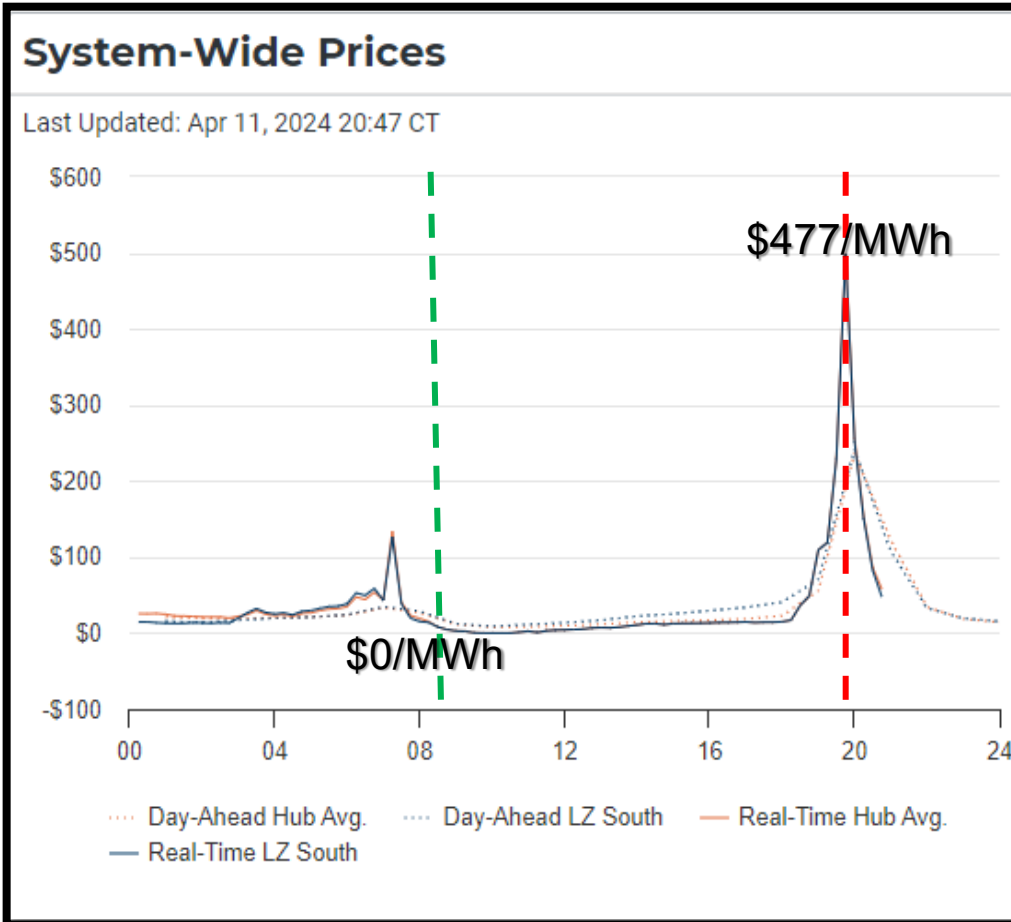
BPUB Operations Impacted by the IRP



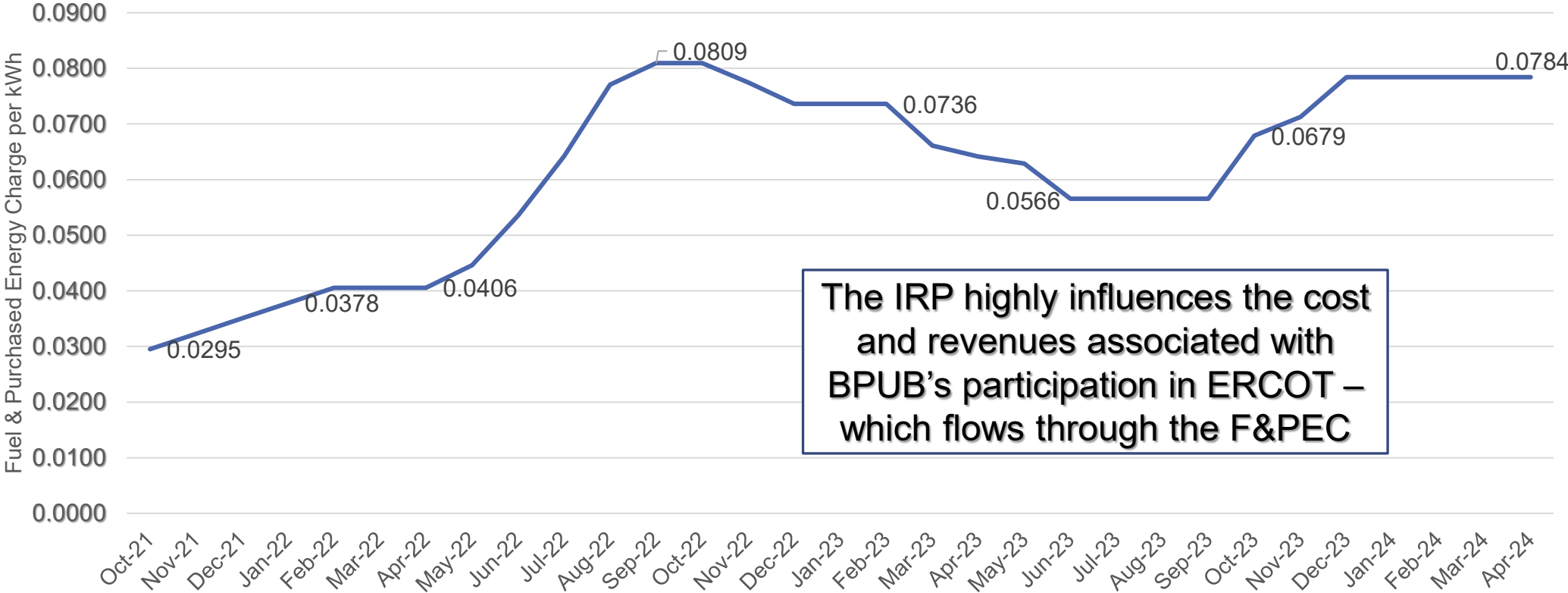
Resource Dispatch in ERCOT



Resource Dispatch in ERCOT



ERCOT Market Impact on BPUB Customers



PUBCAP Role in IRP Process

Provide guidance and serve as a public process for “the Voice of Customers”

- Provide public forum to discuss resource planning and IRP methodology
- Recommend prioritized goals
- Review and provide input of candidate resource plan and define evaluation criteria
- Provide Input on resource planning results

Preliminary PUBCAP Public Process Timeline

May 2024 – BPUB staff will discuss resource economics in ERCOT

June 2024 – BPUB staff will present information for PUBCAP to assist in prioritizing and recommending goals for the IRP, including:

- Environmental impact
- Resource diversity
- Emerging technology
- Own/operate vs contracted assets
- Demand-side management
- Rate impact
- Portfolio risk

September 2024 – BPUB staff will present planning assumptions and analyses used in evaluating IPR scenarios

November 2024 – BPUB staff and IRP Consultant will present scenarios and seek recommendations from PUBCAP to Board of Directors

Thank you

INTEGRATED RESOURCE PLAN



Public Comments



Next Meeting Date

MAY 15, 2024



Adjournment
