PRICE, TERMS AND CONDITIONS

GreenChoice is Green-e® Energy certified, and meets the environmental and consumer-protection standards set forth by the nonprofit Center for Resource Solutions. Learn more at www.green-e.org.

Company:

Austin Energy, the electric utility for Austin, Texas

Who should I contact for more information?

Austin Energy Customer Service: 512-494-9400
Website: austinenergy.com/go/greenchoice
Email: greenchoice@austinenergy.com

How will I be billed?

For residential subscribers, the GreenChoice SmartCents charge is a separate line item from the Power Supply Adjustment (PSA) Charge on your monthly electric bill. GreenChoice residential customers do not have contracts, contract expiration dates, subscriber fees or penalties for unsubscribing. For commercial BusinessCents, Energizer, and Patron subscribers who subscribe to GreenChoice for 100% of their annual consumption, the GreenChoice Charge replaces the PSA Charge on their monthly electric bill and is calculated as the PSA + the GreenChoice premium per kWh. For commercial Patron subscribers who purchase a block of GreenChoice energy, the GreenChoice Charge will appear as the number of kWh in the subscribed block times the GreenChoice Charge. Patron block subscribers will be charged for their entire subscribed block each month, regardless of usage. The remaining kWh used will be billed under the Power Supply Adjustment Charge rate.

How will my bill be calculated?

2026 GreenChoice rates are as follows:

Residential:

SmartCents = $0.0075/kWh

Commercial:

BusinessCents (no contract) = $0.0075/kWh
Energizer (12–month contract) =$0.0075/kWh
Patron (60-month contract) = $0.005/kWh

How much will my total electricity service cost, including utility charges?

Your residential electric bill comes as part of your City of Austin utilities bill. The electric portion of the bill is made up of five main parts: **(1)** a Customer Charge, **(2)** the Base Electric Rate, **(3)** a Regulatory Charge, **(4)** the Power Supply Adjustment Charge and **(5)** the Community Benefit Charge.

(1) CUSTOMER CHARGE

The Customer Charge is a flat-rate charge of $16.50 and is used to help cover the costs for billing, metering, collections, customer service and other account management.

(2) BASE ELECTRIC RATES

A four-tier rate structure was adopted in 2023. This structure reflects the cost of serving residential customers and encourages energy conservation. Rates differ depending on if a customer is located inside or outside Austin city limits.

(3) REGULATORY CHARGE

The Regulatory Charge recovers Austin Energy's costs for using the ERCOT wholesale transmission system and other regulatory fees and charges. Transmission costs are based on Austin Energy's roughly 4% share of the ERCOT market and determined by the Public Utility Commission of Texas.

(4) POWER SUPPLY ADJUSTMENT CHARGE or GREENCHOICE CHARGE

The Power Supply Adjustment (PSA) recovers dollar-for-dollar fuel and power supply costs. As of March 2026, the PSA is 4.118 cents per kWh. For a typical monthly usage of 1,000 kWh, the charge would be $41.18. A separate line-item titled 'Power Supply Admin Adj' allows the utility to adjust the PSA rate monthly.

Residential customers will see separate line items for GreenChoice SmartCents, Power Supply Adjustment, and Power Supply Admin Adj charges. A typical residential customer, using 1,000 kWh monthly, will pay an additional $7.50 per month for GreenChoice.

Commercial BusinessCents and Energizer customers will see GreenChoice and Power Supply Adjustment charges combined, and then a separate Power Supply Admin Adj charge. The GreenChoice PSA charge will be equal to the Power Supply Adjustment charge + $0.0075 (¾ of one penny) per kilowatt hour..

GreenChoice Patron subscribers may sign up for a minimum block of 100,000 kWh per month up to 100% of their usage on the account. Patrons at 100% will see the GreenChoice Charge on their bill, replacing the PSA. Those subscribing at less than 100% will see the GreenChoice Charge for the subscribed kWh and the PSA for the remaining kWh usage.

(5) COMMUNITY BENEFIT CHARGE

These charges help fund City services like customer assistance, street lighting, and energy efficiency programs.

An example electric bill for a residential customer (located within Austin city limits and using 1,000 kWh) subscribing to GreenChoice appears as follows:

Customer Charge	$16.50
Tier 1 first 300 kWh at $0.04640 per kWh	$13.92
Tier 2 remaining 600 kWh at $0.05138 per kWh	$30.83
Tier 3 remaining 100 kWh at $0.07525 per kWh	$7.53
Regulatory Charges 1,000 kWh at $0.01338 per kWh	$13.38
Community Benefit Charges	$12.75
Power Supply Adjustment 1,000 kWh at $0.05322 per kWh	$41.18
Power Supply Admin Adj 1,000 kWh at $-.-- per kWh	$-.--
GreenChoice SmartCents 1,000 kWh at $0.0075 per kWh	$7.50
City Sales Tax 1%	$1.31
Total Current Charges	**$131.52**

What sources will be used in my certified product?

See Green-e® Energy Product Content Label.

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Austin Energy