

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. Green-e Energy requires companies to provide their customers with this notice of Price, Terms and Conditions of service. For more information about Green-e Energy, write Green-e Energy, 1012 Torney Avenue, 2nd Floor, San Francisco, CA 94129. 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: 512-974-7827

Website: austinenergy.com/go/greenchoice

Email: Green.Choice@austinenergy.com

Mailing Address:

GreenChoice,
721 Barton Springs Road,
Austin TX 78704

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 subscribers and commercial Energizer subscribers who subscribe to GreenChoice for 100% of your annual consumption, the GreenChoice Charge replaces the PSA Charge on your 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. The remaining kWh used will be billed under the Power Supply Adjustment Charge rate.

How will my bill be calculated?

GreenChoice rates approved by the Austin City Council for 2020 are as follows:

Residential:

SmartCents = \$0.0075/kWh

Commercial:

BusinessCents (no contract) = \$0.03889/kWh

Energizer (12-month contract) = \$0.03889/kWh

Patron 17 (contract through December 31, 2021) = \$0.038/kWh

Patron 20 (5-year contract) = \$0.036/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 \$10 and is used to help cover the costs for billing, metering, collections, customer service and other account management.

(2) BASE ELECTRIC RATES

A five-tier rate structure was adopted in 2012 to better reflect the cost of serving residential customers at various levels of usage and to encourage energy conservation.

(3) REGULATORY CHARGE

The Regulatory Charge (which includes the current Transmission Service Adjustment Rider) recovers dollar-for-dollar Austin Energy's statewide share of the costs of managing and using the transmission grid, as well as its construction and upkeep.

(4) POWER SUPPLY ADJUSTMENT CHARGE or GREENCHOICE CHARGE

The Power Supply Adjustment (PSA) recovers dollar-for-dollar fuel and power supply costs. The PSA as of November, 2019 is 3.139 cents per kWh. For a typical monthly usage of 1,000 kWh, the charge would be \$31.39.

GreenChoice residential subscribers will see a separate line item for the SmartCents charge. BusinessCents subscribers will see the GreenChoice charge instead of Power Supply Adjustment Charge. The GreenChoice Charge will always be equal to the PSA + \$0.0075 (¾ of one penny) per kilowatt hour. Residential customers with average usage of 1,000 kWh per month will pay an additional \$7.50 per month for GreenChoice.

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. Those 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

The Community Benefit Charge recovers certain costs incurred by the utility as a benefit to Austin Energy's service area customers and the greater community. This charge includes three specific programs and services: Service Area Lighting, Energy Efficiency Services and the Customer Assistance Program.

A typical residential customer, using 1,000 kWh monthly will receive a bill with the following costs:

Customer Charge	\$10.00
Tier 1 first 500 kWh at \$0.02801 per kWh	\$14.01
Tier 2 remaining 500 kWh at \$0.05832 per kWh	\$29.16
Regulatory Charges 1,000 kWh at \$0.01252 per kWh	\$12.52
Community Benefit Charges	\$6.13
Power Supply Adjustment 1,000 kWh at \$0.03139 per kWh	\$31.39
GreenChoice SmartCents 1,000 kWh at \$0.0075 per kWh	\$7.50
Taxable Amount	\$110.71
City Sales Tax 1%	\$1.11
Total Current Charges	\$111.82

What sources will be used in my certified product?

See Green-e[®] Energy Product Content Label.



**Customer Driven.
Community Focused.™**

© 2020 Austin Energy. All rights reserved. Austin Energy and the Austin Energy logo and combinations thereof are trademarks of Austin Energy, the electric department of the City of Austin, Texas. Other names are for informational purposes only and may be trademarks of their respective owners.