



A Guide to Understanding Your City of Austin Utility Bill

Electric Charges

An easier-to-understand bill is here.

- A Utility News.** Provides customers with updates and changes to the bill and services.
- B Contact Information.** Lists the many ways to connect with City of Austin Utilities, including a website for making online payments and account changes.
- C Summary of Service.** Delivers at-a-glance information about your utility account.
- D Account Number.** Your 10-digit account number is displayed here.
- E Due Date.** Payment must be processed and posted to the account by this date. City of Austin Utility Service Centers can process and post your payment to your account on the same day. If paying your bill at H-E-B, via telephone or online at coautilities.com, please allow 1 – 2 business days before the due date for processing.
- F Previous Activity/Charges.** Indicates if you overpaid your last bill or if you did not pay your last bill in full. A credit (for overpayment) or a remaining balance and late fees (for underpayment or nonpayment) will appear in this section.
- G Current Activity/Charges.** Lists your current utility charges, as described below.

Clean Community Service Charge.

Funds services that keep Austin clean and enhance the livability of our neighborhoods and the downtown area.

Solid Waste Charge. Covers administrative costs and your trash cart fee for Austin Resource Recovery.

Drainage Service Charge. Funds the repair and maintenance of the City's drainage system.

Street Service Charge. Funds the repair and maintenance of the City's streets.

- H Tear-Off Payment Stub.** Provides complete payment information. The account, payment due date and contribution information are all located on the right side of the stub. Listed on the back are various payment options.

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Utility News Bill Cycle 08

Read Dates
Next meter read date will be on or about 3/1/2019.

Rates update: You can find more information and download the City of Austin Utilities 2018-2019 Rates and Fees Schedule at coautilities.com.

If you pay your utility bill online, you'll notice some improvements! We've updated the look of our payment portal, streamlined the login process, and offer more "quick pay" options. Learn more at coautilities.com.

Make a resolution to save water and money in 2019 with your wastewater bill! Conserve water during your wastewater averaging period 12-01-2018 to 03-01-2019. Get tips and more info at: AustinWater.org.

Receiving benefits from a government assistance program? You may qualify for utility bill payment assistance. Call 512-494-9400.

Do you have too many recyclables and very little trash? Did you know you can request an additional recycling cart at no cost and downsize your trash cart to save money? Call 512-494-9400 to request carts.

The City of Austin is now in Conservation Stage water restrictions. This means more flexibility in watering schedules and car washing at home. To find your watering day and get all the facts on Conservation Stage, visit WaterWiseAustin.org.

Contact Information

View or Pay online: www.coautilities.com

Customer Service: 512-494-9400
or call toll free at 1-888-340-6465
TDD: 512-477-3663
Se Habla Español

To report an electrical **OUTAGE** call 512-322-9100 or visit outagemap.austinenenergy.com. Please have your account number available.

Summary of Service

CUSTOMER, JOHN D.
Service Address: 123 RESIDENTIAL BLVD

D Account Number: 12345 00000
Invoice Number: 123456789

Bill Print Date: Jan 23, 2019
Due Date: Feb 11, 2019

F Previous Activity/Charges

Total Amount Due at Last Bill	\$446.08
Payment received - Thank you	-\$446.08
Previous Balance	\$0.00

Please Note - Bill Due Date does not apply to Previous Balance Due. This balance is DUE IMMEDIATELY.

G Current Activity/Charges

Electric Service	\$102.69
Water Service	\$76.88
Wastewater Service	\$101.02
Clean Community Service	\$8.95
Solid Waste Services	\$26.30
Drainage Service	\$4.85
Street Service	+ \$12.79
Current Utility Balance	\$333.48

If Payment is received after due date, a late fee will be assessed.

Total Amount Due	\$333.48
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Continued On Next Page

THE CITY IS COMPLYING WITH THE AMERICANS WITH DISABILITIES ACT.

H Detach and include stub with your payment

P.O. Box 2267 Austin, TX 78783-2267

Account: 12345 00000

Make Checks payable to City of Austin.
View or Pay online: www.coautilities.com

I Enter contributions and include in Total Paid

Total Amount Due:	\$333.48
Date Due:	02/11/19
Penalty After Date Due:	\$14.03
Total Due After 02/11/2019:	\$347.51
CAP Contribution:	\$
Parks & Libraries Fund:	\$
Public School Energy Asst.:	\$
Total Paid:	\$

CITY OF AUSTIN
P. O. BOX 2267
AUSTIN, TX 78783-2267

- I Penalty After Date Due.** Fee charged if payment is not made in full by the due date. The late fee is 5% of metered services (Electric, Water and Wastewater) and will appear on your next utility bill.

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See reverse side

J Service Details. Outlines a detailed cost breakdown for your electric service and fees, as well as how charges are calculated.

K Consumption Graphs. Contains the past 13 months of energy use, detailing average daily usage and cost per day for the current billing cycle. Energy consumption is measured in kilowatt-hours (kWh). A kilowatt-hour is a unit of energy equivalent to one kilowatt of power expended for one hour of time.

L Customer Charge. This charge is \$10 and helps to recover overhead and administrative costs.

M Five-Tier Base Electric Rates. The rate structure is tiered to promote conservation. Depending on how many kilowatt-hours customers use, they will fall into one or more tiers. Where a customer falls will vary month to month based on usage.

N Regulatory Charge. This charge goes toward power grid transmission costs, including new construction for state transmission and grid operation costs in addition to ERCOT (*Electric Reliability Council of Texas*) administrative fees. The charge is 1.342¢ per kWh for both inside and outside city limit residents.

O Community Benefit Charge. This charge funds the Customer Assistance Program, energy efficiency programs and street lighting service. The charge for residents inside the Austin city limits is .613¢ per kWh. For residents outside the city limits the charge is .441¢ per kWh.

P Power Supply Adjustment. This fee covers fuel costs for power plants as well as the total of power sales and purchases through the electric market. The Power Supply Adjustment is typically amended at the beginning of each year to reflect changing market conditions and the price of fuel and power. It is currently 2.895¢ for both inside and outside city limit residents.

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Service Details J

Your Electricity Use (KWH)

Current Month

Days of service	33
kWh Used	1000
Avg. kWh per day	14.0
Avg. cost per day	\$3.11

12 month avg. consumption: 932.25

ELECTRIC SERVICE PowerLink Number:01234

123 RESIDENTIAL BLVD

Meter # 123456

Read Date	01/02/2019	02/04/2019	Consumption
Read	92368	93368	1000
		Reading Difference	1000
		Total Consumption in KWH	1000

L COA - Electric Residential Customer Charge \$10.00

N Tier 1 first 500 kWh at \$0.02801 per kWh \$14.01

O Tier 2 next 500 kWh at \$0.05832 per kWh \$29.16

P Regulatory Charges 1,000 kWh at \$0.01342 per kWh \$13.42

Community Benefit Charges \$6.13

Power Supply Adjustment 1,000 kWh at \$0.02895 per kWh, Winter \$28.95

Residential Sales Tax

Taxable Amount \$101.67

City Sales Tax 1% \$1.02

TOTAL CURRENT CHARGES **\$102.69**

Want to save money on your electric bill? Visit austinenenergy.com for information on our rebate programs and energy saving tips.

View or Pay online: www.coautilities.com

AUTHORIZED PAY STATIONS:

Payments are accepted at most Austin-area HEB and Randall's stores, as well as:

- Fiesta Mart (IH35 and 38 1/2 st.)
- Rosewood-Zaragoza Center (2800 Webberville Rd.)

- Utility Service Center (8716 Research Blvd., Suite 115)

Drop Box Locations Are:

- 625 East 10th Street
- 505 Barton Springs Road

Mail all inquiries to:

City of Austin Utility Customer Service,
P.O. Box 2267 Austin, TX 78783-2267

Residential Electric Rates

Austin City Council adopted a five-tier rate structure that rewards Austin Energy customers who use less electricity with lower rates.

Rate Tiers	Inside City Limits (\$/kWh)	Outside City Limits (\$/kWh)
0-500 kWh	2.801¢	3.700¢
501-1,000 kWh	5.832¢	5.600¢
1,001-1,500 kWh	7.814¢	7.868¢
1,501-2,500 kWh	9.314¢	7.868¢
2,501 kWh and above	10.814¢	7.868¢