

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



February 2023

New base rates approved for Austin Energy

Starting with the March billing cycle, you may see some differences in the Austin Energy portion of your bill. Austin City Council approved new base rates for the electric utility in December 2022 to provide financial stability for Austin Energy while still promoting energy conservation and protecting our most vulnerable customers. Highlighted changes include:

- » **Customer Charge**
 - \$13 starting in March 2023.
 - \$14 starting in November 2023.
 - \$15 starting in November 2024.
- » **Inside-city residential tiers for 2023**
 - Tier 1: 0-300 kWh at \$0.04100.
 - Tier 2: 301-900 kWh at \$0.05100.
 - Tier 3: 901-2,000 kWh at \$0.07307.
 - Tier 4: >2,000 kWh at \$0.10564.
- » **Outside-city residential tiers for 2023**
 - Tier 1: 0-300 kWh at \$0.04100.
 - Tier 2: 301-900 kWh at \$0.04637.
 - Tier 3: 901-2,000 kWh at \$0.06001.
 - Tier 4: >2,000 kWh at \$0.07820.
- » **Specific base rate changes for commercial and industrial customers vary based on their customer class.**

You will see all approved changes reflected in your bill beginning in March. Find more information on all of Austin Energy's rates at austinenenergy.com under the rates section.

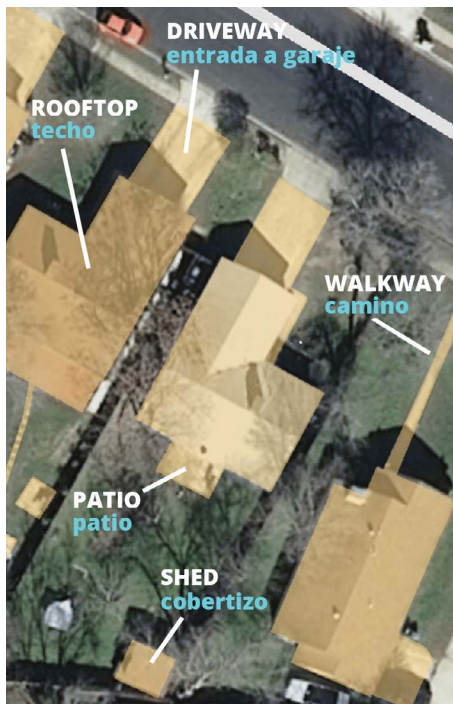


Show your blue cart some love

Do you ever wonder if you should bag your recyclables? Austin Resource Recovery has the answer! Let's toss out the myths and shed some light on recycling, so you can feel good about showing your blue cart some love every day.

- » **Myth** — Recyclables should be bagged like trash before being placed in your blue cart.
- » **Fact** — Recycling should never be bagged because stretchy plastic can jam up the machinery at the recycling facility and cause problems. Place items loosely into your blue cart and drop off stretchy plastics to be recycled at a nearby retail store or the Recycle & Reuse Drop-off Center.

Visit austintexas.gov/recycling for more information. For more recycling myths and facts, visit bit.ly/2E0t0Ss.



Impervious cover data updated

The City's Watershed Protection Department is updating impervious cover data, so some customers will see changes to their drainage charge starting this month. Impervious cover includes rooftops, driveways, parking lots and other hard surfaces that do not absorb rainwater. Most accounts will experience no change to the amount of their current drainage fee or a change of less than \$1 per month. Accounts with large changes received notifications by phone in January. The drainage charge pays for programs and projects that improve flooding, erosion and water pollution issues citywide. Learn more at austintexas.gov/drainagecharge.

Stay warm and save this winter

Explore these tools and tips from Austin Energy and Austin Water to help you save on winter utility bills.

For your electric bill

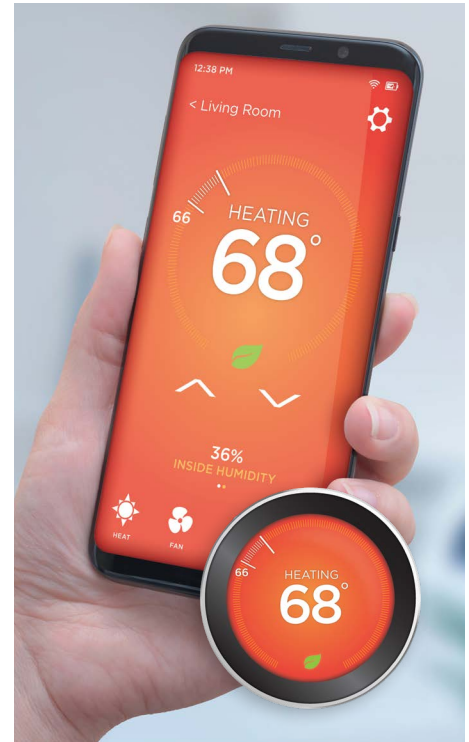
- » Set your thermostat a few degrees lower in the winter. Each degree higher uses 3% more energy.
- » Check your energy use regularly to avoid surprises. Log in at coautilities.com and view the Energy Management tool.
- » Let the sunshine in. Open curtains and shades on eastern and southern windows during the day to let in more heat, then close them in the evening.
- » Add insulation to water heaters and hot water pipes to save energy and money.
- » Caulk and weatherstrip windows and doors.

Find more winter savings tips at austinenergy.com/go/winter.

For your water bill

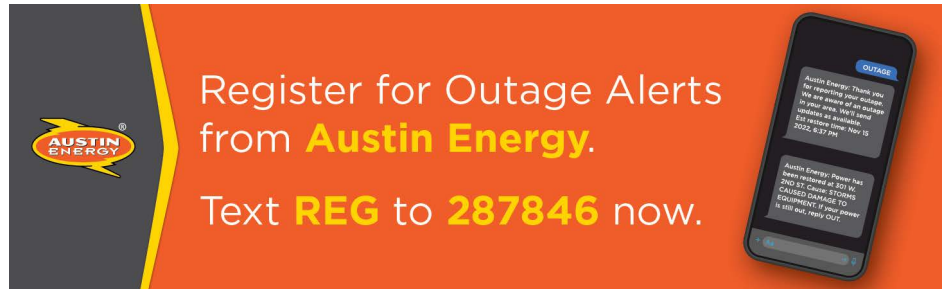
- » Don't water outside in the winter months. Turn off automatic irrigation.
- » Winterize outdoor spigots when temperatures are expected to dip below freezing to prevent broken pipes.
- » Wash only full loads in your dishwasher and washing machine.
- » Take shorter showers. Try for less than five minutes.
- » Look for the WaterSense® label when buying new water-using appliances and fixtures.
- » Fix leaky faucets. Even a slow drip can waste several gallons a day.

Find more water-saving tips at austintexas.gov/department/water-saving-tips.



Love is planning a safe ride home

February is a month to show some love to yourself and others. Whether you're hanging solo and practicing self-care, having a romantic date night out or just meeting friends, plan to get a safe ride home before you drink at austintexas.gov/gethomesafe.



Does someone in your household have a critical illness?

If you or someone in your household have a medical condition that could become life-threatening during a power outage, you may qualify for Austin Energy's Medically Vulnerable Registry. This registry provides personal case management for Austin Energy customers who need critical care or have chronic conditions. While customers on the registry are not guaranteed uninterrupted power or priority restoration during an emergency, they will receive dedicated support to help ensure their safety during a power outage. Learn more by visiting coautilities.com/go/mvr or by calling **512-494-9400**.

Over 65? No car? You may be exempt from the Transportation User Fee. Learn more at austintexas.gov/tuf.

Para obtener una copia en español de esta publicación, visite coautilities.com/go/utilitynews.

Customer Service Phone: 512-494-9400

24-Hour Power Outage Reporting: 512-322-9100 | 24-Hour Emergency Water Service: 512-972-1000

East Austin Utility Customer Service Center (Walk-in Center): 2800 Webberville Rd.

North Austin Utility Customer Service Center (Walk-in Center): 8716 Research Blvd., Ste. 115

South Austin Utility Customer Service Center (Walk-in Center): 1901 W. William Cannon Drive, Ste. 100

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