



# 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 Customer 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](http://coautilities.com), please allow one to two 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, including those 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.

**A**

#### Utility News

Do you need help paying your utility bill? The City of Austin's Customer Assistance Program offers support to customers in need. See if you are eligible for utility bill discounts and other resources at [coautilities.com/go/cap](http://coautilities.com/go/cap).

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](http://WaterWiseAustin.org).

Show your blue cart some love, and don't bag your recyclables. Place items loosely into your blue cart and learn how to dispose of plastic bags and other stretchy plastics at [austintexas.gov/recycling](http://austintexas.gov/recycling).

Did you know that most customer care transactions can be handled quickly and easily online? Avoid phone call hold times by visiting [coautilities.com](http://coautilities.com) to pay your bill; start, stop, or transfer service; sign up for budget billing; and more!

Do your medical needs require electricity? Do you care for someone on life-support equipment? Register for extra help before a power outage. Learn how at [coautilities.com/go/mvr](http://coautilities.com/go/mvr).

Power your purpose with exciting career opportunities at Austin Energy. Check out current openings: [www.austincityjobs.org](http://www.austincityjobs.org).

#### Contact Information

View or Pay online: [www.coautilities.com](http://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](http://outagemap.austinenenergy.com). Please have your account number available.

**B**

#### Summary of Service

**C**

CUSTOMER, JOHN D.  
Service Address: 123 RESIDENTIAL BLVD, ZIP: 78704

**D Account Number: 12345 00000**  
Invoice Number: 000123456789

**E Bill Print Date** November 20, 2024  
**F Due Date** December 9, 2024

#### Previous Activity/Charges

Total Amount Due at Last Bill	\$389.47
Payment received - Thank you	-\$389.47
Previous Balance	\$0.00

#### Current Activity/Charges

Electric Service	\$138.46
Water Service	\$88.11
Wastewater Service	\$115.90
Clean Community Service	\$10.15
Solid Waste Service	\$36.16
Drainage Service	\$13.38
Street Service	+\$19.74
Current Balance	\$421.90

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

**Total Amount Due \$421.90**

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**H**

Detach and include stub with your payment

THE CITY IS COMPLYING WITH THE AMERICANS WITH DISABILITIES ACT.



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](http://www.coautilities.com)

**Total Amount Due \$421.90**  
**Date Due: 12/09/2024**

**I**

Penalty After Date Due	\$17.12
Total Due After 12/09/2023:	\$439.02
CAP Contribution:	\$
Parks & Libraries Fund:	\$
Homeless Student Fund:	\$
<b>Total Paid:</b>	\$

Enter contributions and include in Total Paid

CUSTOMER, JOHN D.

CITY OF AUSTIN  
78704-2267

- 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.

- 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. On a customer bill, energy is measured in kilowatt-hours (kWh). A kilowatt-hour is a unit of energy and measures the amount of electricity a customer uses.
- L Customer Charge.** This charge helps to recover overhead and administrative costs.
- M Four-Tier Base Electric Rates.** The rate structure is tiered to promote conservation and to help cover your actual costs. Depending on how many kWhs you use, you will see one or more more tier listed. Those charges will vary month to month based on your energy use.
- N Regulatory Charge.** This charge goes toward power grid transmission costs, including new construction for state transmission and grid operation costs in addition to Electric Reliability Council of Texas (ERCOT) administrative fees. The charge is the same 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. This charge varies depending on whether the customer is inside or outside the city limits.
- 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 (PSA) is typically amended at the beginning of each year to reflect changing market conditions and the price of fuel and power. This charge is the same for customers inside and outside the city limits.
- Q PSA Administrative Adjustment.** As conditions require throughout the year, Austin Energy can make small changes to the Power Supply Adjustment. These changes allow the utility to better manage its financial health by responding to changing market conditions faster.

### Service Details

#### Your Electricity Use (kWh)

Days of service	30
kWh Used	1000
Avg. kWh per day	33.3
Avg. cost per day	\$4.45

13 month avg. consumption: 1181.08

#### ELECTRIC SERVICE

Meter # 1234567      Next Read Date Approx. 01/25

Read Date	11/20/2024	12/20/2024	Consumption
Read	84360	85360	1000
Reading Difference			1000
Total Consumption in kWh			1000

L

N

P

M

O

Q

COA - Electric Residential

Customer Charge .....\$15.00

Tier 1 first 300 kWh at \$0.04106 per kWh .....\$12.32

Tier 2 next 600 kWh at \$0.05138 per kWh .....\$30.83

Tier 3 next 100 kWh at \$0.07525 per kWh .....\$7.53

Regulatory Charges 1000 kWh at \$0.01338 per kWh .....\$13.38

Community Benefit Charges .....\$9.99

Power Supply Adjustment 1000 kWh at \$0.05322 per kWh .....\$53.22

Power Supply Administrative Adjustment 1,000 kWh at -\$0.00518 per kWh .....-\$5.18

Residential Sales Tax .....\$137.08

Taxable Amount .....\$137.08

City Sales Tax 1% .....\$1.37

**TOTAL CURRENT CHARGES .....\$138.46**

Enjoy more rebates and more savings from Austin Energy. Learn more about ways to save at [austinenenergy.com/go/tips](http://austinenenergy.com/go/tips).

**View or Pay online: [www.coautilities.com](http://www.coautilities.com)**

**AUTHORIZED PAY STATIONS:**

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

- South Branch Utility Customer Service Center (1901 W. William Cannon) • North Branch Utility Customer Service Center (8716 Research Blvd., Ste 115)
- East Branch Utility Customer Service Center (2800 Webberville Rd.)

**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 four-tier rate structure that rewards Austin Energy customers who use less electricity with lower rates.

Rate Tiers	Inside City Limits (per kWh)	Outside City Limits (per kWh)
Tier 1: 0-300 kWh	\$0.04106	\$0.04106
Tier 2: 301-900 kWh	\$0.05138	\$0.04664
Tier 3: 901-2,000 kWh	\$0.07525	\$0.06066
Tier 4: >2,000 kWh	\$0.10884	\$0.07937

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