

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, 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.

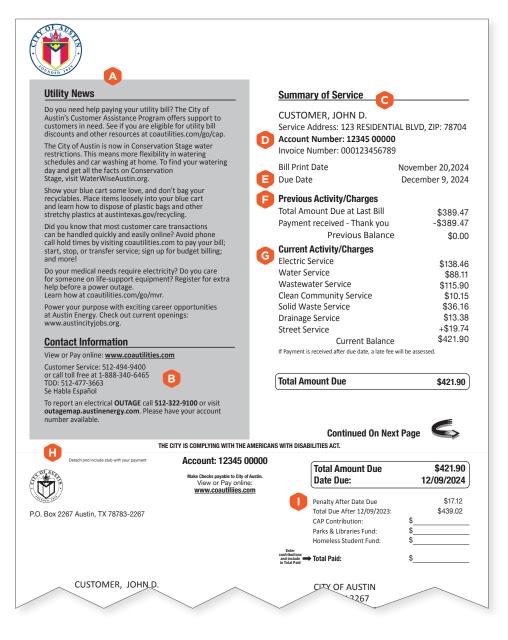
Funds services that keep Austin clean and enhance the livability of our neighborhoods and the downtown area.

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.

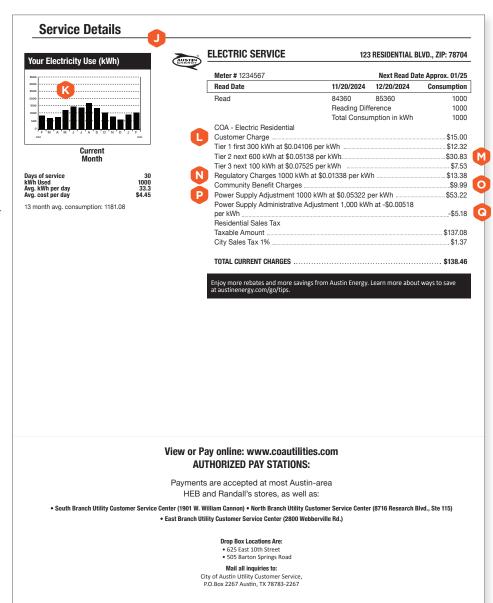
H Tear-Off Payment Stub. Provides complete payment information. The account, payment due date and contribution information are all located on the right side of the stub. Listed on the back are various payment options.



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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- 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.
- 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.



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