

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



APR-45382

April 2021

Utility Bill Relief is available for those dealing with winter storm, COVID-19

With the February winter storm and the continued threat of COVID-19, the City of Austin knows its community is in need. That's why on March 4, the Austin City Council approved millions of dollars in emergency utility bill relief for residents experiencing financial difficulty. The approved funding is a combination of rate reductions, utility bill credits and a funding infusion to the Financial Support Plus 1 program from Austin Water and Austin Energy.

The Financial Support Plus 1 program, which increased funding levels in April 2020, received an additional \$5 million funding infusion from Austin Water and \$5 million from Austin Energy in March 2021.

Austin City Council also approved a series of measures designed to avoid high utility bills as a result of extreme freezing temperatures we had in February. The bill relief is available to residential customers and includes:

- » **Reductions to residential water rates, effective until April 26**, to help mitigate high bills due to above normal water usage trends during February's extreme weather event.

Rate reductions include:

- **Tier 2** — Capping the residential fee at \$3.55.
- **Tiers 3-5** — Reducing the residential rate to \$0.01 per 1,000 gallons.

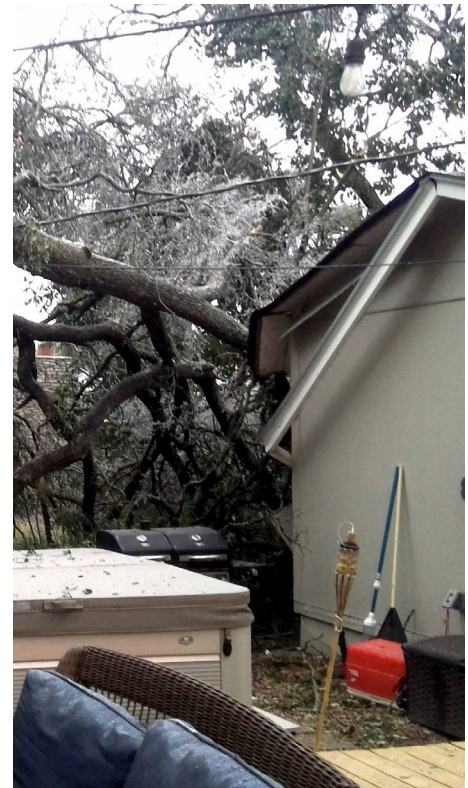
- » **Temporary expansion of billing adjustment program for all retail customer classes** (residential, commercial, multifamily and large-volume customers).

- » **Wastewater Averaging Period will estimate wastewater bills using a historical water usage** beginning on Feb. 14, instead of actual metered use.

- » **Waive the Emergency Water Shutoff fee of \$31.25.**

- » **Temporarily suspend late fees** beginning Feb. 12 for all residential customers.

- » **Apply a one-time \$10 credit** on electricity bills for all residential customers, which appeared on bills March 19.



**Customer Driven.
Community Focused.™**



City of Austin Utilities customers are encouraged to closely review their utility bills, log onto their account at [coautilities.com](https://www.coautilities.com), and to contact City of Austin Utilities at **512-494-9400** with any questions about their bills.

Let your voice be heard about affordable housing

The City of Austin wants your input on priorities and proposed activities with regard to housing, community development, economic development, homelessness assistance and public services.

Your input will help inform investment decisions to meet the community's needs. Visit speakupaustin.org, and look for the **City of Austin Action Plan**. Public comment closes April 30.



Painted bunting



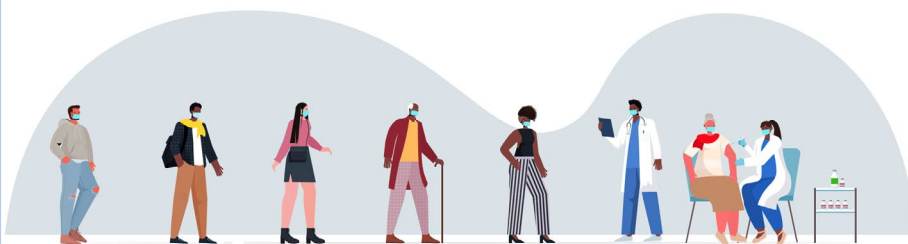
Ruby-throated hummingbird

Keep it dark for the birds

Each spring, nearly two billion birds migrate through Texas in one of the planet's great wildlife spectacles. Unfortunately, since migratory birds often travel at night, artificial lighting can cause them to be disoriented and collide with buildings and homes. These avoidable collisions are responsible for killing up to one billion birds annually in the United States. Dozens of species are affected, including those most in need of our help, such as the ruby-throated hummingbird, painted bunting and dozens of species of warblers.

The good news is that everyone can help. Simply turn off all nonessential indoor and outdoor lighting from 11 p.m. to 6 a.m. during peak spring migration, April 19 through May 7. That means turning off your porch and garage lights, closing your curtains and shades, and asking your office building management to shut off their lights at night, too. You'll be protecting birds while also saving money! Learn more at bit.ly/LightsOutTexas.

Who needs a COVID-19 vaccine? Everyone!



Preregister for the COVID-19 vaccine

Austin Public Health is asking people to get the COVID-19 vaccine so we can return to normal. If you don't have internet access, you can call **3-1-1** or **512-974-2000** to create an account and register. You can also find where vaccines are available at centraltxvaccs.org.

Si gusta recibir este folleto en español, llame a los Servicios Públicos de la Ciudad de Austin al 512-972-9523.

Customer Service Phone: 512-494-9400
24-Hour Power Outage Reporting: 512-322-9100 | 24-Hour Emergency Water Service: 512-972-1000
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
Rosewood-Zaragosa Neighborhood Center (Walk-in Center): 2800 Webberville Road, Ste. 110

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The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. TDD 512-974-3256, Relay Texas 7-1-1. APR-45382

