



## Click, pay and get on with your day with online payment feature

City of Austin Utilities is always looking for better ways to serve our customers. Starting Dec. 5, Paymentus will be the new company handling payments made over the phone and through the online “quick pay” option.

COA Utilities is making the switch to Paymentus because you get:

- ✓ **Reduced payment transaction fees for residential customers**
- ✓ **More payment options**
- ✓ **The ability to set up recurring credit card payments**

## Paymentus

With all the services offered by Paymentus, you’ll be able to click, pay and get on with your day!

If you have any questions, please contact City of Austin Utilities by email at [customercare@COAutilities.com](mailto:customercare@COAutilities.com) or call **512-494-9400**.

For more information on City of Austin rates and fees, visit [coautilities.com](http://coautilities.com).



## You may have noticed ...

Starting with this issue, **Austin Utilities Now** is the new name of your monthly utility bill newsletter.

The name reflects the preference that the newsletter focus primarily on news from the City of Austin departments represented in your bill. A customer survey showed that readers want more “news you can use” about saving energy and water, recycling and waste disposal tips, and safety.

Keep reading as we gradually introduce its new design over the next few months!

## Stay safe from utility scam attempts

Scammers have been targeting City of Austin utility customers with emails, phone calls and at least one door-to-door visit. They demand money and threaten to cut off services unless immediate payment is made.

Remember:

- » The City of Austin Utilities Customer Contact Center does not call customers with cut-off deadlines.
- » We will never ask for credit card or wire transfer information over the phone.
- » We will not ask for payment with cash, money, gift card or Bitcoin.
- » We accept online, mail-in or walk-in payments.
- » If someone threatens to interrupt service, demands immediate payment, or requests credit card or bank account information, hang up and dial **3-1-1** or **512-974-2000** to report it.



To learn more, visit [austinenergy.com/go/stopscams](http://austinenergy.com/go/stopscams).

## Science festival needs judges and volunteers

About 500 judges and 200 volunteers are needed for the 2019 Austin Energy Regional Science Festival, one of Texas’ largest. The festival is scheduled for Feb. 20-23 at Palmer Events Center, 900 Barton Springs Road. Almost 3,000 students from 23 school districts and 12 counties participate. Learn more at [sciencefest.org](http://sciencefest.org).



## Considering solar? There’s a rebate

Austin Energy’s Solar Education Program provides an online portal to educate customers on solar energy, how it can power their homes and the process of “going solar.”

After completing the course, users receive a rebate code they share with the participating solar contractor of their choice. Austin Energy encourages customers to find the contractor best for them.

Customers will know how to ask the right questions, understand the financial investment terms, and choose the equipment and size best for their needs. Visit [austinenergy.com/go/solar101](http://austinenergy.com/go/solar101) to learn more.

# Weatherize for winter to lower utility bills

Austin Energy helps income-eligible homeowners and renters save energy and improve indoor comfort through no-cost home weatherization assistance. These improvements can help lower utility bills for qualifying customers. They may include:

- » **Attic insulation**
- » **Weather stripping on doors**
- » **Minor duct repair or replacement**
- » **Carbon monoxide and smoke detectors**
- » **Solar screens**

- » **High-efficiency lighting**
- » **Water-saving improvements**

The weatherization process includes a home energy assessment as well as testing for natural gas leaks and carbon monoxide to reduce health and safety hazards. Recommendations are based on assessment results and available funding.

As an Austin Energy customer, you may qualify if your house is 2,000 square feet or smaller, your home's appraised value is \$250,000 or less

(excluding land value) and you meet income requirements. Property owners or building

managers may also be eligible for rebates for energy-efficiency improvements made to a multifamily property. To find out if your house qualifies, call **512-482-5346** or visit [austinenergy.com/go/weatherize](http://austinenergy.com/go/weatherize).



## City Council OKs budget changes

The Austin City Council approved several changes to Austin Energy's budget, pass-through charges and ultimately customers' bills in adopting the Fiscal Year 2019 City budget.

For FY 2019, the average residential customer using 860 kWh can expect a bill around \$86.72, essentially unchanged. Actual effect depends on how much electricity you use.

This is not a base rate change. In 2016, base rates were lowered by \$42.5 million across all customer classes. A very slight decrease comes from a net of changes to other pass-through charges, which were managed to

minimize any bill impacts.

Both the Power Supply Adjustment and the Regulatory Charge decreased in the FY 2019 budget. Some of these customer savings are offset by an increase in the Community Benefit Charge.

The CBC funds the Customer Assistance Program for low-income residents, Energy Efficiency Services for conservation rebates and Service Area Lighting for streetlights and traffic signals.

The average commercial customer also should see bills that remain essentially unchanged. Any change depends on electric use.

For more information on rates and fees, visit [coutilities.com](http://coutilities.com).



## Zilker Tree lighting is perfect holiday kickoff

Start your holiday season Austin style with the Zilker Tree Lighting Ceremony on Nov. 25 at Zilker Park. It's the City of Austin's annual holiday gift to the community.

Every winter, the moonlight tower in Zilker Park is transformed into the Zilker Tree, a holiday tradition since 1967.

The ceremony is presented by the Austin Parks and Recreation Department and supported by Austin Energy and the Trail of Lights Foundation. The tree will be on display nightly Nov. 25 through Dec. 23, from 6 p.m. to midnight.

Learn more about the tree and the Trail of Lights at [austintexas.gov/zilkerholidaytree](http://austintexas.gov/zilkerholidaytree).

## Transportation User Fee rises; exemptions offered

The City's approval of the FY 2019 budget includes an increase in the monthly Transportation User Fee to \$12.79 per month for a single-family residential home, an increase of \$1.27 a month from last year. Residential City of Austin utility customers over age 65 or utility customers who do not own or drive a car may be eligible for an exemption from the fee. Download and fill out the form at [austintexas.gov/faq/what-transportation-user-fee](http://austintexas.gov/faq/what-transportation-user-fee) and email it to [TUFexemptions@austintexas.gov](mailto:TUFexemptions@austintexas.gov).

Si gusta recibir este folleto en español, llame al Ciudad de Austin utilidades 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

Rosewood-Zaragosa Neighborhood Center (Walk-in Center): 2800 Webberville Road, Ste. 110



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NOV-45382