

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



November 2019

Highlights on FY 2020 rates and fees

Austin City Council approved the Fiscal Year 2019-2020 budget Sept. 10. The \$4.2 billion budget maintains quality services and makes targeted investments in core programs and City infrastructure. As part of the budget process, the City Council also approves the rates and fees customers pay through their City of Austin Utilities bill. Below is some highlighted information on FY 2020 rates and fees.

» Austin City Council approved changes to two Austin Energy pass-through charges. An increase in the Power Supply Adjustment and a decrease in the Regulatory Charge means a typical residential customer using 860 kWh per month will see a 1.5 percent — or

\$1.33 — increase in their monthly bill. Pass-through charges collect what the utility actually pays as an expense. The effect for each customer depends on how much energy is used.

- » Austin Resource Recovery customers will see a 65 cent per month increase to their utility bill to offset the cost of solid waste services.
- » The monthly Transportation User Fee—funding street maintenance, repair and other activities necessary for keeping Austin's roadways in good condition—remains unchanged. Residential City of Austin Utilities customers may be eligible for an exemption if the person who is responsible for paying the utility bill meets the criteria of being age 65 or older OR does not own or regularly

use a private motor vehicle.

You can find more information on the Transportation User Fee and download the exemption form at austintexas.gov/faq/what-transportation-user-fee. Please email the completed form to TUFexemptions@austintexas.gov.

You can find more information about the City of Austin budget at austintexas.gov/department/city-manager/budget.

You can find more information on rates and fees at coautilities.com.

Make it count

The City of Austin and Travis County have launched a Census Outreach Campaign to ensure residents are educated and prepared for the 2020 Census. Every 10 years, the U.S. Census Bureau oversees a national survey to determine population totals and breakdowns by sex, age, race and other factors that guide the allocation of more than \$800 billion in federal funding to programs across the U.S. If Texas residents are undercounted by even 1 percent, the state could lose at least \$300 million per year.

The Austin-Travis County Complete Count Committee wants to continue to raise awareness about the importance



of the Census and get as many people as possible to participate. Please visit atxcensus2020.com to learn more or e-mail us at census@traviscountytx.gov.

SAFETY TIP!



Don't stretch your extension cord safety

Extension cords are handy and inexpensive, but if used improperly, they can cause electrical shorts, fires and dangerous shocks. Make sure your cords are properly rated, and inspect them for damage. Don't run extension cords under rugs, and don't plug one cord into another. Some older homes in Austin do not have three-prong grounded outlets, but never cut off the grounding pin so it will fit in a two-prong outlet. If you find you're using lots of extension cords, consider adding additional outlets.

Wastewater Averaging Begins in November

November marks the beginning of Austin Water's annual wastewater averaging period. The wastewater averaging period spans three consecutive billing periods beginning in mid-November and ending in mid-March. Check your utility bill or visit austinwater.org to find the dates for your wastewater averaging period.

About Wastewater Averaging

Wastewater averaging is a way for you to save money. It is calculated during the winter months when most residential water goes directly into the sanitary sewer system versus being used for outdoor watering. This measurement

determines the cap on the volume of wastewater you will be billed for each month for the next year. If there is outside watering during the wastewater averaging period, that water volume will also be included in the wastewater average. Avoid this by making sure your irrigation systems are turned off during your wastewater averaging period.

Lower Your Wastewater Costs

You can lower your wastewater costs for the next year by conserving water during these billing periods. To help you conserve water in the winter months and lower your wastewater average, follow these basic water-saving tips:

- » Check your irrigation system for leaks and turn them off during the fall and winter months
 - » Fix all leaky faucets and toilets
 - » Sign up for the free Dropcountr app and get home water use reports
 - » Run your dishwasher and washing machine only with a full load
 - » Take shorter showers — place a timer in your bathroom
 - » When buying new water-using appliances, look for the WaterSense® label
- Visit waterwiseaustin.org for water conservation tips and to find out about rebate programs.

Give a Great Story This Holiday Season

Searching for the perfect holiday gift for your family and friends? It may not fit in a box. Instead of the latest gadget or toy, give the gift of a great story. Go on an adventure together, repair a beloved piece of jewelry or find a one-of-a-kind item at an antique store. These unique gifts are a great way to show you care, not just about your loved ones but about the planet! Twenty-five percent more waste is created during the holiday season. By gifting experiences, fixing items or buying pre-loved items, you can combat this problem. This holiday season, choose to give a great story.



Science festival needs judges and volunteers

About 500 judges and 200 volunteers are needed for the 2020 Austin Energy Regional Science Festival, one of Texas' largest. The festival is scheduled for **Feb. 19-22 at Palmer Events Center**, 900 Barton Springs Road. Almost 3,000 students from 23 school districts and 12 counties participate. Learn more about volunteering at sciencefest.org.



Zilker Tree lighting is perfect holiday kickoff

Start your holiday season Austin style with the Zilker Tree Lighting Ceremony on **Dec. 1 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 Dec. 1 through



Jan. 1, from 6 p.m. to midnight. Learn more about the tree and the Trail of Lights at austintexas.gov/zilkerholidaytree.

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

