

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



NOV-45382

November 2021

Fiscal Year 2022 Rates and Fees Highlight

Austin City Council approved the Fiscal Year 2021-2022 budget Aug. 12. The \$4.5 billion budget is the same size as last year's budget, adjusting to new fiscal constraints while continuing to meet community expectations. 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 are some highlights on FY 2022 rates and fees:

- » **Austin Water and Austin Energy will continue a 10-15 % reduction in electric, water and wastewater rates for customers enrolled in the City of Austin's Customer Assistance Program for the entirety of FY 2022.**
- » **The monthly Transportation User Fee — funding street maintenance — will increase by 14.7% per month across all property types starting Nov. 1, 2021. On average, a single-family residential home will see an increase of \$1.92 per month. Residential City of Austin Utilities customers may be eligible for an exemption if the person responsible for paying the utility bill is 65 or older or does not own or regularly use a private motor vehicle. Exemption form available austintexas.gov/faq/what-transportation-user-fee.**

- » **Austin Resource Recovery (ARR) customers may have noticed a change in their bill starting Oct. 1, 2021. ARR reviews their fees yearly and sets them at the cost to continue to deliver their award-winning services while keeping Austin clean.**
- » **Austin Water reduced rates for customers in 2018 and has not raised them since. Rates will remain stable, with no rate increases scheduled in 2022. For more information, visit austinwater.org.**

Changes to Austin Energy's pass-through charges, including the Power Supply Adjustment, Regulatory Charge, and Community Benefit Charge are effective Nov. 1, 2021. Residential customers will see little to no effect on their overall monthly bills.

- » **The Power Supply Adjustment is decreasing by 6.5% due to power supply generation revenues during the winter storm in February.**
- » **The Regulatory Charge is increasing by 19.5% due to charges associated with the use of the ERCOT transmission system and costs assessed by various regulatory bodies.**

- » **The Energy Efficiency portion of the Community Benefit Charge will remain unchanged. The CBC recovers costs associated with the Customer Assistance Program, Energy Efficiency Services and Service Area Lighting.**

Find more information at coutilities.com.

Austin's Natural Environment Working for You

Many people think of a city's important infrastructure as its roads, pipes and power lines. But did you know that nature plays a big role in helping our community function? Our "green infrastructure" includes parks and preserves, creeks and lakes, farms and gardens and much more. These provide places to play, explore and grow food. They also reduce flooding and erosion, support local wildlife and improve our health.

The City of Austin is building more nature-based features in the city. Learn about programs, resources and ways to get involved at austintexas.gov/atxgreen.



As Daylight Saving Time Ends, Remember the Three Ls

The end of Daylight Saving Time means fewer daylight hours and reduced visibility for all road users in the city. Evening commutes are darker, making it more difficult to see and be seen. Austin's Vision Zero program reminds Austinites to remember the "Three Ls" to help ensure everyone gets home safe.

- Lights on:** Turn on your vehicle headlights and use lights on different forms of transportation, such as a scooter or bicycle.
- Look around:** Take an extra second to look for pedestrians, bicyclists, motorcyclists and other drivers during your evening travel. Also approach intersections, crosswalks and bus stops with caution.
- Locate safe crossings:** Use well-lit and marked crosswalks if you are walking or riding a bike or electric scooter.

Lower Your Bill with Wastewater Averaging

Wastewater averaging takes place from mid-November through March and it's a great opportunity for customers to lock-in the best wastewater rate possible for the next year. It's simple — all you have to do is reduce your water use as much as possible during your wastewater averaging period.

Austin Water calculates your wastewater average based on meter readings for the clean water you use. The meter readings are

taken over the course of three consecutive months in the Fall and Winter known as the wastewater averaging period. This coincides with seasonal low water use, when many households naturally cut back on irrigation, filling pools, washing cars and other outside water uses.

Since your wastewater average is calculated when your water use is typically lowest, you'll receive the best possible fixed monthly wastewater fee. It won't go up —

regardless of how much water you use the rest of the year.

As the yearly wastewater averaging process begins, remember to do your part and conserve water. For information about how Austin Water is saving you money through wastewater averaging, a list of conservation tips or to find out when your wastewater averaging period begins, visit austinwater.org.



Enjoy Free Home Energy Improvements from Austin Energy

Austin Energy's Weatherization Assistance program provides up to \$7,500 in free home energy improvements for income-eligible customers. Find out if you qualify!

These free home energy improvements can:

- » Save you money on electric bills
- » Reduce your overall energy use
- » Improve your home's air quality
- » Make your home safer and more comfortable

See why 100% of customers who have their homes weatherized would recommend it to friends and family. Learn more and apply in minutes at austinenergy.com/go/weatherize or call **512-482-5346**.

Weatherization improvements may include:

- » Attic insulation
- » Sealing cracks and gaps
- » Solar screens
- » Sealing and repair of duct work
- » Carbon monoxide and smoke detectors
- » High efficiency lighting
- » Smart thermostats



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 or learn a new skill together, repair a beloved piece of jewelry or buy second-hand. These 'alternative' gifts are a great way to show you care, not just about your loved ones, but about the planet! Five billion pounds of returned retail gifts ended up in landfills in 2017 — let's reduce that number by gifting experiences, fixing items or buying pre-loved items.

Find more gift ideas at austintexas.gov/shopzero.

-Happy Holidays from Austin Resource Recovery

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



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