



Fiscal Year 2025 rates and fees highlights

Austin City Council approved the Fiscal Year 2025 budget in August. The \$5.9 billion budget supports community-focused investments, while responding to higher operations costs and increasing service demands from a growing population.

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 the FY 2025 rates and fees taking effect Nov. 1, 2024.

» **Austin Energy** is increasing rates to strengthen the utility's financial health and expand support for important services. Base rates increased by 2%. The Regulatory Charge went down by 3% while the overall Community Benefit Charge (CBC) went up by 27%. The CBC helps fund services like the Customer Assistance Program (CAP),

street lighting, and energy efficiency programs. With these changes, the typical residential customer will see a monthly bill increase of about \$2.70. In addition, the monthly Customer Charge increased by a dollar.

» **Austin Water's** residential rate increased to keep up with rising costs while investing in service reliability and water quality for our growing region. A typical residential customer will see an average monthly bill increase of \$6.21. Customers who are enrolled in CAP will maintain a 50% discount, with an average increase of \$2.87.

» **Austin Resource Recovery's (ARR)** base fee for residential customers increased by \$1.45 per month, and the fee for using a large trash cart rose by \$0.60 per month, resulting in an overall increase of \$2.05 for the average customer. Additionally, ARR's portion

of the Clean Community Fee increased by \$0.45 per month.

- » The **Transportation User Fee** is increasing by 7% on average, resulting in an \$1.87 monthly increase for the typical single-family home. The Transportation User Fee had previously remained unchanged since November 2022.
- » The **Watershed Protection Department** is increasing its drainage charge by 9.9%. For a typical single-family home, the charge will increase from \$12.17 to \$13.38 per month. That is an annual change of \$14.52 for a residential customer with 3,100 square feet of impervious cover and 37% impervious cover.

You can find more information on utility rates and fees at coautilities.com/go/billing.



Lower your bill with wastewater averaging

Water conservation pays off year-round. In the summer, it reduces demand on our water supply, and in the fall and winter, it helps you lock in the best wastewater rate possible for the next year.

Austin Water calculates your wastewater average based on meter readings during 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.

Visit austinwater.org for information about how Austin Water is saving you money through wastewater averaging, a list of conservation tips and to find out when your wastewater averaging period begins.



An Austin tradition continues with the Zilker Tree Lighting

The 58th annual Zilker Tree Lighting is presented by the Austin Parks and Recreation Department and Austin Energy with support from the Trail of Lights Foundation. The tree will remain lit each night Dec. 1 through Jan. 1, 2025. Learn more at austintexas.gov/zilkerholidaytree.

Leave no trace at Austin parks

As Austin continues to grow, the Austin Parks and Recreation Department asks you to help ensure that our parks, trails and green spaces can be enjoyed for generations to come by practicing these principles:

- » **Dispose of waste properly.** Always put leftover food in trash cans or take it with you. Leave glass containers at home and ALWAYS trash dog waste.
- » **Plan ahead and prepare.** Stay safe on trails. Dress for the weather, bring plenty of water and take a picture of trail maps.
- » **Be considerate of other visitors.** Keep music turned down, stay to the right on trails and keep dogs on a leash 6' or less.
- » **Respect wildlife.** Plants and wildlife thrive when they are undisturbed. Do your part by sticking to established trails and observing animals from a distance.

Visit austintexas.gov/leavenotrace.



Recycle plastics properly

There's often more to recycling than meets the eye. America Recycles Day, celebrated Nov. 15, aims to educate and encourage proper recycling, and in particular, the City of Austin wants to remind you about what to do with hard-to-recycle plastics.

Items like plastic bags, electronics, batteries and Styrofoam can't be recycled in your blue cart.

Celebrate America Recycles Day by pledging to recycle more and recycle right every day.

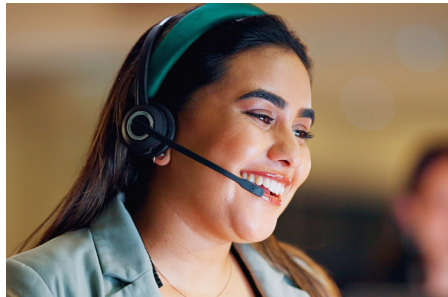
- » **Take plastic bags, wrap and other stretchy plastics** back to retail and grocery stores or the Recycle & Reuse Drop-off Center for proper recycling.
- » **Reuse the plastic** you can't avoid.
- » **Download the Austin Recycles app** and use the "What Do I Do With..." tool to learn recycling options for stretchy plastics.
- » **Never bag your recycling.** Leave recyclables loose and dry when placing them in the blue cart.

iSpeak Austin: Austin's language access solution

Did you know? Free language assistance is available to help you access City of Austin services at public libraries, community centers, utility offices, and more!

The City of Austin offers language assistance for speakers of languages other than English and this resource is available free of charge to help you access City of Austin services in your preferred language at public libraries, community centers, utility offices and more!

Check out our new iSpeak Austin website – austintexas.gov/ispeak – to learn more. Here you can find more information on the resources available to our community. You can also download



an iSpeak Austin wallet card in your preferred language, which you can use to access a variety of services at the City.

Please share this information with your friends and family, and help us spread the word throughout our community about this important program!

Millions of women in the U.S. have faced threats with guns from partners. Has this happened to you? Your story matters. Share your experience to help us improve safety and prevention. Take the survey: bit.ly/OVP_survey. **All responses are completely confidential.** Austin Public Health's Office of Violence Prevention will use this information to shape how our community responds to and prevents violence. If you are currently experiencing violence or need crisis support, call **512-267-SAFE (7233)**.

Para obtener una copia en español de esta publicación, visite coautilities.com/go/utilitynews.

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

