



FY 2021 rates and fees highlights

Austin City Council approved the Fiscal Year 2020-2021 budget Aug. 13. The \$4.2 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 2021 rates and fees:

- » Austin Water reduced residential water (tiers 1-3) and wastewater (tiers 1-2) volume rates in response to COVID-19. Those rates will return to pre-pandemic pricing effective Nov. 1, 2020.
- » Austin Water and Austin Energy will continue a 10-15 percent reduction in electric, water and wastewater rates for customers enrolled in the City of Austin's Customer Assistance Program for the entirety of FY 2021.
- » Austin Resource Recovery customers have a \$2.60 per month increase to their base fee as well as a \$1.90 per month increase to 96-gallon cart cost.
- » The Transportation User Fee — funding street maintenance, repair and more to keep roadways in good condition — is increasing by \$0.25.

You can find more information and exemption criteria at austintexas.gov/faq/what-transportation-user-fee.

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

- » The Power Supply Adjustment is decreasing by 1.9 percent. The PSA is a dollar-for-dollar recovery of fuel expenses, electric sales, and purchases in the ERCOT wholesale market.
- » The Regulatory Charge is increasing by 19 percent from its current charge, though this is still a decrease from last year. Earlier this year, Austin Energy lowered the Regulatory Charge by 32 percent as part of the utility's interim bill relief measures. The Regulatory Charge covers Austin Energy's share of statewide transmission grid costs.
- » The Energy Efficiency portion of the Community Benefit Charge is decreasing by 29 percent. The CBC recovers certain costs associated with the Customer Assistance Program, Energy Efficiency Services, and Service Area Lighting.

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

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



An Austin tradition continues with the Zilker Tree lighting

The Austin tradition of the Zilker Holiday Tree continues this year. Presented by the Austin Parks and Recreation Department with support from Austin Energy and the Trail of Lights Foundation, **the tree will be lit Nov. 29-Jan. 1, 2021.**

As with all events in 2020, COVID-19 health and safety modifications are being considered.

Learn more about access at austintexas.gov/zilkerholidaytree.

SAFETY TIP!



When it comes to flooding, Turn Around. Don't Drown.

Austin's roads flood in a flash, posing dangers to drivers and pedestrians. Never try to cross a flooded roadway or drive around a barricade. The water may be swift and deeper than it looks. Be extra cautious at night when it's hard to tell if there's water on the road. You can check for flooded roads anytime at atxfloods.com. Turn Around. Don't Drown.

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.
- » 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.

Get your home winter ready

Is your home too warm in the summer and never quite warm enough in the winter? Austin Energy can help make your home more comfortable and energy efficient.

With free home weatherization, small home energy improvements — like adding attic insulation and sealing leaky ducts — can make all the difference. Plus, you'll enjoy lower utility bills as your home uses less energy on heating and cooling.

Improvements may include:

- » Attic insulation.
- » Duct repair and replacement.
- » Solar screens.
- » Sealing gaps and cracks.
- » Carbon monoxide and smoke detectors.
- » High-efficiency LED lighting.
- » AC inspection and cleaning.
- » Smart thermostats.

Visit austinenergy.com/go/weatherize or call **512-482-5346** to see if you qualify for free home energy improvements.



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. Twenty-five percent more waste is created during the holiday season. Show you care about your loved ones and the environment by giving a great story. You can find more information 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

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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