



A Guide to Understanding Your City of Austin Utility Bill

Electric Charges

An easier-to-understand bill is here.

- A Utility News.** Provides customers with updates and changes to the bill and services.
- B Contact Information.** Lists the many ways to connect with City of Austin Utilities, including a website for making online payments and account changes.
- C Summary of Service.** Delivers at-a-glance information about your utility account.
- D Account Number.** Your 10-digit account number is displayed here.
- E Due Date.** Payment must be processed and posted to the account by this date. City of Austin Utility Service Centers can process and post your payment to your account on the same day. If paying your bill at H-E-B, via telephone or online at coautilities.com, please allow 1 – 2 business days before the due date for processing.
- F Previous Activity/Charges.** Indicates if you overpaid your last bill or if you did not pay your last bill in full. A credit (*for overpayment*) or a remaining balance and late fees (*for underpayment or nonpayment*) will appear in this section.
- G Current Activity/Charges.** Lists your current utility charges, as described below.

Clean Community Service Charge.


Funds services that keep Austin clean and enhance the livability of our neighborhoods and the downtown area.

Solid Waste Charge. Covers administrative costs and your trash cart fee for Austin Resource Recovery.

Drainage Service Charge. Funds the repair and maintenance of the City's drainage system.

Street Service Charge. Funds the repair and maintenance of the City's streets.

- H Tear-Off Payment Stub.** Provides complete payment information. The account, payment due date and contribution information are all located on the right side of the stub. Listed on the back are various payment options.



Utility News A Bill Cycle 08

Read Dates
Next meter read date will be on or about 6/1/2021.

Receiving benefits from a government assistance program? You may qualify for utility bill payment assistance. Call 512-494-9400.

Do you have too many recyclables and very little trash? Did you know you can request an additional recycling cart at no cost and downsize your trash cart to save money? Call 512-494-9400 to request carts.

The City of Austin is now in Conservation Stage water restrictions. This means more flexibility in watering schedules and car washing at home. To find your watering day and get all the facts on Conservation Stage, visit WaterWiseAustin.org.

Outstanding utility bill balance? Set up monthly payment arrangements to keep your account in good standing. Call 512-494-9400 and a Customer Service Representative will assist you.

Contact Information

View or Pay online: www.coautilities.com

Customer Service: 512-494-9400 or call toll free at 1-888-340-6465
TDD: 512-477-3663
Se Habla Español

B

To report an electrical **OUTAGE** call 512-322-9100 or visit outagemap.austinenergy.com. Please have your account number available.

Summary of Service C

CUSTOMER, JOHN D.
Service Address: 123 RESIDENTIAL BLVD

D **Account Number: 12345 00000**
Invoice Number: 000123456789

E Bill Print Date: Apr 15, 2021
Due Date: May 1, 2021

F **Previous Activity/Charges**


Total Amount Due at Last Bill	\$140.25
Payment received - Thank you	-\$140.25
Previous Balance	\$0.00

G **Current Activity/Charges**

Electric Service	\$110.72
Water Service	\$76.88
Wastewater Service	\$101.02
Clean Community Service	\$8.95
Solid Waste Services	\$57.49
Drainage Service	\$10.64
Street Service	+ \$12.79
Current Utility Balance	\$378.49


If Payment is received after due date, a late fee will be assessed.

Total Amount Due	\$378.49
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THE CITY IS COMPLYING WITH THE AMERICANS WITH DISABILITIES ACT.

H Detach and include stub with your payment



P.O. Box 2267 Austin, TX 78783-2267

Account: 12345 00000

Make Checks payable to City of Austin.
View or Pay online:
www.coautilities.com

Total Amount Due: \$378.49
Date Due: 05/01/2021

I **Penalty After Date Due:**
Total Due After 05/01/2021: \$392.92

CAP Contribution: _____
\$ Parks & Libraries Fund: _____
\$ Public School Energy Asst.: _____

Enter contributions and include in Total Paid → **Total Paid:** \$ _____

CUSTOMER, JOHN D.
123 RESIDENTIAL BLVD
AUSTIN, TX 78701

CITY OF AUSTIN
78701

- I Penalty After Date Due.** Fee charged if payment is not made in full by the due date. The late fee is 5% of metered services (*Electric, Water and Wastewater*) and will appear on your next utility bill.

J Service Details. Outlines a detailed cost breakdown for your electric service and fees, as well as how charges are calculated.

K Consumption Graphs. Contains the past 13 months of energy use, detailing average daily usage and cost per day for the current billing cycle. Energy consumption is measured in kilowatt-hours (kWh). A kilowatt-hour is a unit of energy equivalent to one kilowatt of power expended for one hour of time.

L Customer Charge. This charge is \$10 and helps to recover overhead and administrative costs.

M Five-Tier Base Electric Rates. The rate structure is tiered to promote conservation. Depending on how many kilowatt-hours customers use, they will fall into one or more tiers. Where a customer falls will vary month to month based on usage.

N Regulatory Charge. This charge goes toward power grid transmission costs, including new construction for state transmission and grid operation costs in addition to ERCOT (*Electric Reliability Council of Texas*) administrative fees. The charge is 1.009¢ per kWh for both inside and outside city limit residents.

O Community Benefit Charge. This charge funds the Customer Assistance Program, energy efficiency programs and street lighting service. The charge for residents inside the Austin city limits is .516¢ per kWh. For residents outside the city limits the charge is .344¢ per kWh.

P Power Supply Adjustment. This fee covers fuel costs for power plants as well as the total of power sales and purchases through the electric market. The Power Supply Adjustment is typically amended at the beginning of each year to reflect changing market conditions and the price of fuel and power. It is currently 3.078¢ for both inside and outside city limit residents.

Service Details J

Your Electricity Use (KWH)

Current Month	
Days of service	30
kWh Used	1000
Avg. kWh per day	33.3
Avg. cost per day	\$3.44

13 month avg. consumption: 611.77

ELECTRIC SERVICE		123 RESIDENTIAL BLVD
Meter # 1234567		
Read Date	03/15/2021	04/15/2021
Read	90114	91114
Reading Difference		1000
Total Consumption in KWH		1000

L	COA - Electric Residential Customer Charge	\$10.00
	Tier 1 first 500 kWh at \$0.02801 per kWh	\$14.01
	Tier 2 next 500 kWh at \$0.05832 per kWh	\$29.16
	Regulatory Charges 1000 kWh at \$0.01252 per kWh	\$12.52
	Community Benefit Charges	\$6.13
	Power Supply Adjustment 1000 kWh at \$0.03780 per kWh, Winter Residential Sales Tax	\$37.80
	Taxable Amount	\$109.62
	City Sales Tax 1%	\$1.10
	TOTAL CURRENT CHARGES	\$110.72

Want to save money on your electric bill? Visit austinenergy.com for information on our rebate programs and energy saving tips.

View or Pay online: www.coautilities.com

AUTHORIZED PAY STATIONS:
 Payments are accepted at most Austin-area HEB and Randall's stores, as well as:

- Fiesta Mart (IH35 and 38 1/2 st.)
- Utility Service Center (8716 Research Blvd. Suite 115)
- Rosewood-Zaragosa Center (2800 Webberville Rd.)

Drop Box Locations Are:

- 625 East 10th Street
- 505 Barton Springs Road

Mail all inquiries to:
 City of Austin Utility Customer Service,
 P.O.Box 2267 Austin, TX 78783-2267

Residential Electric Rates

Austin City Council adopted a five-tier rate structure that rewards Austin Energy customers who use less electricity with lower rates.

Rate Tiers	Inside City Limits (\$/kWh)	Outside City Limits (\$/kWh)
0-500 kWh	2.801¢	3.700¢
501-1,000 kWh	5.832¢	5.600¢
1,001-1,500 kWh	7.814¢	7.868¢
1,501-2,500 kWh	9.314¢	7.868¢
2,501 kWh and above	10.814¢	7.868¢