

- A Utility News** – Information on City of Austin programs, services, wastewater averaging, and conservation tips.
- B Contact Information** – Ways to connect with customer service, including where to view or pay your bill online.
- C Summary of Services** – Name on the account and the address of the location being billed for water / wastewater services.
- D Account Number** – 10-digit account number associated with the utility account.
- E Water Service** – Total monthly charges for water consumption at the service address.
- F Wastewater Service** – Total monthly charges for treating wastewater collected from your service address.
- G Payment Stub** – Total amount due and due date. Listed on the back of the payment stub are payment options. Online payments are also accepted.

Page 1 of 3

A
SAMPLE BILL: Residential
C

Utility News Bill Cycle 03

Read Dates
Next meter read date will be on or about 7/1/2015.

A leaky faucet can waste more than 3,000 gallons per year. Leaky faucets can be fixed by checking faucet washers and gaskets for wear and replacing them if necessary. If you are replacing a faucet, look for the WaterSense label.

The City of Austin will host a series of free composting classes throughout 2015. Join us to learn how you can compost your food scraps and yard trimmings to save money on your trash collection. For details, visit austintexas.gov/composting.

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.

Choose 100% Texas wind energy and check out new, affordable 2015 pricing for GreenChoice. Visit austinenergy.com/go/greenchoice to learn more.

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

B

Contact Information

View or Pay online: www.coutilities.com

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

To report an electrical **OUTAGE** call 512-322-9100 and enter your **PowerLink** number. The PowerLink number is displayed with your Electric Service on the bill.

Summary of Service

CUSTOMER, JOHN DOE
Service Address: 123 RESIDENTIAL BLVD
Account Number: 12345 60000
Invoice Number: 123456789

D

Bill Print Date Jun 3, 2015
Due Date Jun 22, 2015

Previous Activity/Charges

Total Amount Due at Last Bill	\$104.18
Payment received - Thank you	-\$104.18
Previous Balance	\$0.00

E

Current Activity/Charges

Water Service	\$43.41
Wastewater Service	\$17.52
Clean Community Service	\$7.40
Solid Waste Services	\$17.80
Drainage Service	\$9.80
Street Service	+\$8.25
Current Balance	\$104.18

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

Total Amount Due	\$104.18
-------------------------	-----------------

Continued On Next Page

THE CITY IS COMPLYING WITH THE AMERICANS WITH DISABILITIES ACT.

Detach and include stub with your payment

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

CUSTOMER, JOHN DOE
123 RESIDENTIAL BLVD
AUSTIN TX 78749-1270

Account: 12345 60000

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

G

Enter contributions and include in Total Paid

Total Amount Due:	\$104.18
Date Due:	06/22/15
Penalty After Date Due:	\$3.05
Total Due After 06/22/2015:	\$107.23
CAP Contribution:	\$
Parks & Libraries Fund:	\$
Public School Energy Asst.:	\$
Total Paid:	\$

CITY OF AUSTIN
P.O. BOX 2267
AUSTIN TX 78783-2267

For over 100 years, Austin Water has been providing customers with reliable services. For more information on Customer Assistance Programs (CAP) and ways to save visit: **AustinWater.org** or **Call 3-1-1.**

Residential Customers | Water / Wastewater

- H Water / Wastewater Charts** – Illustrates your 13-month history of consumption for water / wastewater services, including the gallons used, average gallons per day, and average cost per day.
- I Water / Wastewater Service Details** – Detailed cost breakdown of your water / wastewater services and fees, as well as how charges are calculated.
- J Water Customer Charge** – Includes the costs of billing, metering, collections, customer service and the servicing and monitoring of fire hydrants throughout the city.

Five-Tier Fixed Charge – Based on total billed water consumption for the billing period as it falls within a rate block.

Gallons of Water	Fixed Charge
0-2,000 Gallons	\$1.05
2,001-6,000 Gallons	\$3.00
6,001-11,000 Gallons	\$7.60
11,001-20,000 Gallons	\$23.75
20,001-Over Gallons	\$23.75

Five-Tier Volume Charge – The more you use, the more you pay. Rate is charged per 1,000 gallons of total billed water consumption for the billing period.

Gallons of Water	Volume Charge
0-2,000 Gallons	\$2.93
2,001-6,000 Gallons	\$4.49
6,001-11,000 Gallons	\$7.29
11,001-20,000 Gallons	\$11.03
20,001-Over Gallons	\$13.93

Reserve Fund Surcharge – A fee that goes into a restricted reserve fund to offset water service revenue shortfalls that may impact operations and services. This surcharge is based on 1,000 gallons of water billed.

- K Wastewater Customer Charge** – Includes the costs of billing, collections, customer service and other account management services.

Two-Tier Volume Charge – Rate is charged per 1,000 gallons of wastewater billed during the billing period. The amount of wastewater billed is based upon water usage during a three month averaging period, or monthly water consumption, whichever is lower.

Gallons of Wastewater	Volume Charge
0-2,000 Gallons	\$4.51
2,001- or more Gallons	\$9.13

Page 2 of 3

SAMPLE BILL: Residential

Service Details

Your Water Use (WGAL)

Current Month

Days of service: 31
Gallons used: 6500
Avg. gallons per day: 209.7
Avg. cost per day: \$1.40
13 month avg. consumption: 3915.38

Your Wastewater Use (SGA)

Current Month

Days of service: 31
Gallons used: 1600
Avg. gallons per day: 51.6
Avg. cost per day: \$0.57

WATER SERVICE 123 RESIDENTIAL BLVD

Meter # 1

Read Date	05/01/2015	06/01/2015	Consumption
Read	13280	13345	65
		Reading Difference in Hundreds	65
		Total Consumption in Gallons	6500

City of Austin Water - Residential

Customer Charge \$7.10

Tiered Fixed Charge 6,001 - 11,000 Gallons \$7.60

2,000 Gallons at \$2.93 per 1,000 \$5.86

4,000 Gallons at \$4.49 per 1,000 \$17.96

500 Gallons at \$7.29 per 1,000 \$3.65

6,500 Gallons at \$0.19 per 1,000 - Reserve Fund Surcharge \$1.24

TOTAL CURRENT CHARGES **\$43.41**

You are using 629 Gallons more water than the average resident in your area.

WASTEWATER SERVICE 123 RESIDENTIAL BLVD

City of Austin Wastewater - Residential

Customer Charge \$10.30

1,600 Gallons at \$4.51 per 1,000 \$7.22

TOTAL CURRENT CHARGES **\$17.52**

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.)
- Rosewood-Zaragosa Center (2800 Webberville Rd.)
- Utility Service Center (8716 Research Blvd. Suite 115)

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

