


- 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.

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SAMPLE BILL: Residential

Utility News Bill Cycle 03

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

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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.

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

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

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
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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

Account: 12345 60000

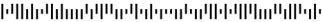
Make Checks payable to City of Austin.
View or Pay online: www.coutilities.com

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

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

123 RESIDENTIAL BLVD

WATER SERVICE

Meter # **I**

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.

123 RESIDENTIAL BLVD

WASTEWATER SERVICE

Meter # **K**

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




- A** **Noticias del servicio público** – Información sobre programas, servicios, promedio de cobranza de agua residual y consejos de ahorro de la Ciudad de Austin.
- B** **Datos de contacto** – Las maneras de ponerse en contacto con el servicio de atención al cliente, incluidos los sitios donde puede ver o pagar su factura por internet.
- C** **Resumen de servicios** – El nombre del titular de la cuenta y el domicilio al que se facturan los servicios de agua/aguas residuales.
- D** **Número de cuenta** – Número de 10 dígitos asociado a la cuenta del servicio público.
- E** **Servicio de agua** – Los cargos mensuales por el consumo de agua en el domicilio de servicio.
- F** **Servicio de agua residual** – Los cargos mensuales por el tratamiento de agua residual recolectada del domicilio de servicio.
- G** **Talón de pago** – El monto total a pagar y la fecha de vencimiento. En el dorso del talón figuran las opciones de pago. También se aceptan pagos por internet.

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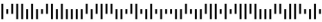
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Total Paid:	\$

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

Enter contributions and include in Total Paid



Austin Water brinda un servicio confiable a sus clientes desde hace más de 100 años. Para obtener más información sobre los Programas de Asistencia al Cliente (CAP) y distintas formas de ahorrar, visite **AustinWater.org** o llame al **3-1-1**.

Clientes residenciales | Agua / Agua residual

H **Gráficas de consumo de agua/agua residual** – Muestran su historial de consumo de los últimos 13 meses de los servicios de agua/agua residual. Incluyen los galones consumidos, el promedio diario de galones y el costo promedio diario.

I **Detalles del servicio de agua/agua residual** – Desglose de los costos de los servicios de agua/agua residual, las tarifas, y la manera en que se calculan los cargos.

J **Cargos por el servicio de agua** – Incluyen los costos de facturación, medición, cobranza, atención al cliente, mantenimiento y control de los hidrantes de incendios de toda la ciudad.

Cargo fijo en cinco niveles – Se calcula en base al consumo total de agua facturado durante el período de cobranza, según el bloque de tasas correspondiente.

Galones de agua	Cargo fijo
0-2,000 Galones	\$1.05
2,001-6,000 Galones	\$3.00
6,001-11,000 Galones	\$7.60
11,001-20,000 Galones	\$23.75
Más de 20,001 Galones	\$23.75

Cargo por volumen en cinco niveles – Cuanto más consuma, más pagará. La tasa se cobra por cada 1,000 galones de agua facturados durante el período de cobranza.

Galones de agua	Cargo por volumen
0-2,000 Galones	\$2.93
2,001-6,000 Galones	\$4.49
6,001-11,000 Galones	\$7.29
11,001-20,000 Galones	\$11.03
Más de 20,001 Galones	\$13.93

Recargo del fondo de reserva – Una tarifa que va a un fondo de reserva restringido para contrarrestar los déficits de ingresos del servicio de agua que podrían afectar las operaciones y los servicios. El recargo se calcula en base a cada 1,000 galones de agua facturados.

K **Cargos por el servicio de agua residual** – Incluyen los costos de facturación, cobranza, atención al cliente y otros servicios de administración de cuentas.

Cargo por volumen en dos niveles – El precio de cobranza por volumen se establece por cada 1,000 galones de agua facturados durante el período de cobranza o el promedio facturado de los últimos tres meses; el costo a pagar será el cargo que sea menor.

Galones de agua residual	Cargo por volumen
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Más de 2,001 Galones	\$9.13

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