



# Austin Water rate adjustment helps **secure** our city's future

AUSTIN WATER | 2025 WATER & WASTEWATER RATE ADJUSTMENT

## About Austin Water

Austin Water, a City-owned, not-for-profit utility, provides water, wastewater, and reclaimed service at cost, with no mark-up. 100% of customer billing goes toward operating and maintaining reliable and resilient infrastructure.

## Our values guide our service



SOUTHWEST AUSTIN  
48-INCH LINE REPAIR  
JUNE 2024

## OUR WATER SYSTEM BY THE NUMBERS

**3** Water Treatment Plants

**2** Wastewater Treatment Plants

**1** Biosolids Management Facility

**3,000+ MILES** Water Mains

**2,900+ MILES** Wastewater Mains

**72.8 MILES** Reclaimed Water Transmission Mains

**59,000+** Manholes

**31,000** Est. Fire Hydrants

**142** Wastewater Lift Stations

**44** Water Pump Stations

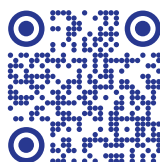
**38** Water Reservoirs

## Your bill keeps water flowing

Serving Austin Water's 1 million customers 24 hours a day, 7 days a week, takes strategic investments and planning. We consider population growth, affordability for our customers, life-cycle costs, and system reliability as we replace and improve Austin's water, wastewater and reclaimed water infrastructure. Dedicated Austin Water technicians work around the clock to keep things running safely and reliably.

## How your rates change

In keeping with water utility industry best practices, Austin Water reviews our rates with a consultant every 5-7 years. When we last looked at rates, monthly water service bills actually decreased in 2018 and remained flat, with only one modest increase in 2024. This year's evaluation looked at rising operating costs, infrastructure required to serve a growing population, and investments needed to address climate change impacts.



SCAN TO VISIT

The study determined that a rate adjustment is needed. You can read all about 2024 Cost of Service Study process at: [speakupaustin.org](https://speakupaustin.org)





# Increased rates are **grounded** in careful planning and strategy

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WALNUT CREEK WASTEWATER TREATMENT PLANT

## Gathering Austinites' input

Austin Water and our customer advocate consultant held open house sessions throughout the community to hear what you had to say about our rates. Our commitment to hearing directly from customers and what's important to them was an essential part our process. The top three customer priorities were affordability for essential water use, a rate structure that reinforces water conservation, and enhancements for water and wastewater system resilience and reliability. These priorities were incorporated into the adjusted rates as described below.

## Average monthly bill impacts beginning on November 1, 2024

	2024	2025	CHANGE
<b>WATER</b>			
5,800 Gallons	\$42.34	\$45.49	+\$3.15
<small>Includes Water Reserve Fund Surcharge + Community Benefit Charge</small>			
<b>WASTEWATER</b>			
4,000 Gallons	\$42.65	\$45.71	+\$3.06
<small>Includes Community Benefit Charge</small>			
<b>TOTAL</b>	<b>\$84.99</b>	<b>\$91.20</b>	<b>+\$6.21</b>

### 2024 COST OF SERVICE STUDY COMMUNICATIONS

**200,000** Unique Austinites reached

**400** Voices heard

**300+** Survey emails sent to focus group applicants

**200** Est. responses on Speak Up Austin page

**100+** Open House Attendees

**10** Council District Open Houses

**3** Focus groups

**Other efforts:** Virtual Open House via Zoom • Austin Neighborhood Council meeting • press release • media coverage • social media promotion • notifications to all council offices • direct email through myATX Water portal

**2025 COST PER GALLON:**



Water **\$0.008**



Wastewater **\$0.01**

## Financial help is available

Residential customers on low or fixed incomes who participate in certain state, federal, or local assistance programs can benefit from the City of Austin's Customer Assistance Program (CAP) utility bill discounts. We are pleased to offer this assistance year-round and were able to help 21,554 residential customers in July of 2024 alone.



SCAN TO VISIT

Find out more at: [coutilities.com](http://coutilities.com). If you have additional questions, call Customer Care at **512-494-9400** to speak with a CAP representative.

