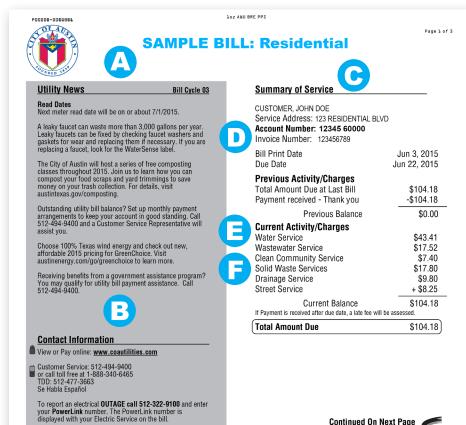


UNDERSTANDING YOUR WATER BILL

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



THE CITY IS COMPLYING WITH THE AMERICANS WITH DISABILITIES ACT.

Account: 12345 60000

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



Enter contributions and include in Total Paid	Total Paid:	\$
	Public School Energy Asst.:	\$ \$
	Parks & Libraries Fund:	•
	CAP Contribution:	S
	Total Due After 06/22/2015:	

Total Amount Due:

Penalty After Date Due:

Date Due:

Continued On Next Page

\$104.18

06/22/15

\$107.23

\$3.05

CITY OF AUSTIN BOX 2267 AUSTIN TX 78783-2267

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

CUSTOMER, JOHN DOE 123 RESIDENTIAL BLVD

AUSTIN TX 78749-1270

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

- 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.
- Water / Wastewater Service Details Detailed cost breakdown of your water / wastewater services and fees, as well as how charges are calculated.
- 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.

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

