



Your NEW Utility Bill

The City of Austin is transitioning to a new billing system. This new system delivers a higher level of service to customers with an easier-to-understand utility bill and strengthened security options, as well as robust, configurable technology for further innovation in the future. The City suggests updating your online banking records with your new account number displayed in your October bill as soon as possible. Your continued patience is appreciated during this transition period.



Wastewater Averaging Nov-Mar

Austin Water calculates wastewater costs based on the amount of water used during three winter billing periods for each customer between **November and March**. Your water meter measures your monthly water use, but there is no meter on your wastewater line. Wastewater averaging provides a measure that is generally reflective of the actual wastewater volume discharged. The averaging occurs within the November to March timeframe because less outside watering generally occurs.

This year and in the future, the average will be based on water use during all three months measured for each customer. This means the highest month of the wastewater average period will NOT be dropped from the calculation. You can lower your wastewater costs for the next year by conserving water use during these months.

Recommendation on Electric Rates Goes to Council in December

Austin Energy will present proposed redesigned electric rates to the Austin City Council during a council work session in December. The utility is proposing a system-average 13% increase in base electric rates, redesigning and updating its electric rates for the first time since 1994.



Delivery of the proposed new rates follows a year of public information and discussion.

This included formation of a 14-member Public Involvement Committee (PIC) consisting of representatives

for each electric customer group. The PIC held public meetings once a month for six months to review background information and to discuss general rate design considerations.

Austin Energy then developed four residential rate design options. Those options were presented and discussed during five public meetings before the Council-appointed citizen Electric Utility Commission. Those meetings included feedback presentations by panels of interested customers representing residential, low-income, small and large commercial customers, as well as schools and worship facilities. For more information, visit www.rates.austinenergy.com

Key goals of the proposed new rates:

- Recover more of the basic fixed cost of providing electric service – through fixed charges. This secures the revenue necessary for the continued delivery of clean, reliable and cost-effective energy to the community.
- Encourage energy efficiency by ensuring that customers who use the least electricity each month pay the lowest rates.
- Double or triple the current three million dollars provided annually to help disadvantaged customers so that assistance can be provided to more of those in need.
- Set rates for residential and commercial customers as close as possible to the cost of serving each, considering fairness as well as community considerations.

City Council plans to schedule public meetings to receive additional feedback on the proposed redesigned rates. The goal is to receive Council approval and implement the new rates in early 2012.



Tree Maintenance Program on Alert

An Austin Energy staff of 12 arborists and foresters, as well as our linemen, are working hard to ensure tree situations, that need special attention due to the drought, are addressed. The utility uses two professional tree pruning companies in its line clearance program that put 50 crews, totaling 160-170 trimmers, in the field every day.

The utility completes tree maintenance along an average of 400 miles of power lines each year. In addition, Austin Energy inspects 40-50 locations each week, through calls received from citizens and situations identified by Austin Energy repair and maintenance crews, and performs tree pruning as needed.

It is important to remember that power lines are located at the very top of poles. Lower lines are those of cable, telephone and communication companies. Austin Energy prunes tree limbs away from power lines for reliability and safety. The reliability of the Austin Energy electric system exceeds industry averages, meaning fewer and shorter outages per customer, on average, than other utilities across Texas and the nation.

20 Years of Green Building: One Great Workshop!

The highly-acclaimed **Green by Design Workshop** is **Saturday, December 3, 8:30 a.m. to 4:30 p.m., at The Commons Center on the JJ Pickle Research Campus, 10100 Burnet Road.** Participants get numerous tips and best practice advice for home building or remodeling including:



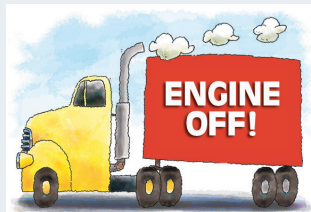
- Reducing utility bills while increasing comfort
- Making smart material and appliance choices
- Developing a landscape that saves water, time and money

The workshop is \$35 per person which includes a full-day workshop, a comprehensive Green by Design workbook, free advice from local green building professionals, continental breakfast, lunch and break refreshments and a chance to win door prizes from local green businesses. Learn about this popular workshop at greenbuilding.austinenergy.com or call **482-5300**. Deadline for registration: **Wednesday, November 30, 5:00 p.m.** Sorry, no registration at the door.

Anti-Idling Laws

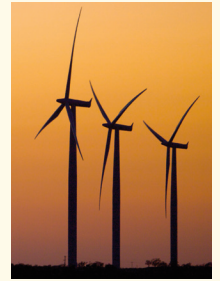
Turning off your heavy-duty vehicle's engine when parked isn't just good for the environment, it is the law. With some exceptions, heavy-duty vehicles weighing over 14,000 pounds (VIN Categories 4 and higher) may not idle for longer than five minutes in Bastrop, Caldwell, Hays, Travis and Williamson counties.

Visit www.engineoff.org for complete regulation information.



GREENCHOICE® IS NOW 100% WIND POWERED

GreenChoice renewable energy from Texas was 100% wind power in 2011, and is projected to be 100% wind power in 2012. Prior to this year, some landfill gas was used in the GreenChoice mix.



No Gifts for City Employees

As holiday time approaches, the City of Austin would like to remind you of its employee **No Gifts** policy. The policy prohibits City employees from receiving gifts of any kind, or value, from citizens and vendors. This policy keeps relationships between City employees and citizens fair and open. While City employees appreciate your thoughtfulness, serving the citizens of the City is what being a public servant is all about. Thank you for your observance of this important policy.

Para una Traducción en Español:

Si gusta recibir este folleto en español, llame a Austin Energy al 972-9523.



Customer Service Center: 494-9400

Hours: Saturday 9:00 a.m. - 1:00 p.m.; Weekdays 7:00 a.m. - 9:00 p.m.

24-Hour Power Outage Reporting: 322-9100

