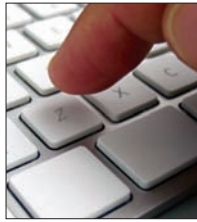




Pay Your Utility Bill Online



More than 23,000 City of Austin utility customers pay their utility bill online each month through the City's Electronic Fund Transfer (EFT) program. Sign-up is easy and once enrolled, a draft on your bank account occurs automatically to pay your utility bill each month on its payment due date. This gives you ample time to receive and review your utility bill first.

Visit www.austinenergy.com or call 494-9400 to sign up for EFT and to receive your utility bill electronically. Austin Energy receives almost half of its utility bill payments electronically through EFT and other venues.

New Lower Price for GreenChoice®

Austin Energy now offers its newest supply of wind-generated energy at a fixed price of 5.7 cents per kilowatt-hour (kWh). The 5.7 cents per kWh "green power charge" replaces the fuel charge on the electric bill of subscribers and will stay fixed for five years. The fuel charge paid by non-subscribers can be adjusted annually depending on the cost of generation fuels, ERCOT fees, and contract power.



GreenChoice gives customers the option of paying a little more on their electric bill to support renewable energy. An average residential customer subscribing to the new supply and using about 1,000 kilowatt-hours (kWh) per month will pay about \$20.50 per month more by subscribing to GreenChoice. Customers can visit austinenergy.com to sign up, or call 974-7827.

Austin Energy's GreenChoice program has been first in sales nationwide seven years in a row among 850 utility-sponsored green power programs. That success is attributable to long-term, fixed prices and a growing commitment by the Austin community to support renewable energy resources. Austin businesses and commercial customers have been especially supportive, purchasing 85 percent of Austin Energy's green power supply since the program began in 2001.

Austin Energy Among Top 25 Intelligent Utilities

Austin Energy ranked second in the nation in the inaugural smart grid rankings published by IDC Energy Insights and Intelligent Utility magazine. The UtiliQ rankings of the top 25 intelligent utilities is based on an analysis of key performance metrics that include productivity (revenue per employee), renewable energy (sales, participating customers, capacity), smart initiatives (smart meter deployment and related activity), energy efficiency (availability of programs and success) and Information Technology (IT) investment (percent of revenue and expenditure per employee).

Sempra Energy of San Diego was top ranked followed by Austin Energy, one of only three public power utilities among the top 25. Edison International based in Rosemead, California was third followed by Oncor in Dallas and Pacific Gas & Electric based in San Francisco.

This fall, Austin Energy expects to complete the installation of automated meters for all of its 400,000 customers. That would make the utility one of the first in the country with system-wide smart meter capability. The utility is nationally recognized for one of the most comprehensive and successful energy efficiency programs in the nation, providing rebates and low interest loans to help customers make efficiency improvements. It also owns the most successful renewable energy program in the nation and provides electric rates that are among the lowest in Texas.

AUSTIN

GreenCity Festival

Learn about our environment and how to be "green"

it's all FREE!

City Hall
10am-3pm

Saturday, Nov. 14 2009

A one-stop bonanza of environmental information wrapped in fun, music and hands-on activities for the entire family

www.greencityfest.org

Wastewater Averaging: November – March



You can lower your wastewater costs for the next year by conserving your water use during the three monthly billing periods between mid-November and mid-March used to calculate your wastewater flow.

Austin Water Utility calculates wastewater costs during these months because most home owners do little outside watering during the period. This provides a good measure of the volume of water that flows through your wastewater system from activity within your home. That wastewater flow will be the basis for your wastewater charge for the coming year beginning in April.

Visit www.ci.austin.tx.us/water and click on the “Wastewater Average” logo to determine the billing cycles that will be used to calculate your wastewater flow, and for answers to other questions you may have.

Austin Energy Weatherization Assistance

Austin Energy has been awarded \$5.8 million in federal stimulus funding to provide free home energy efficiency improvements to low income customers within the City of Austin. The funding should be sufficient to serve 850-1,000 households over a two-year period. Under the program, **up to \$6,500 can be spent per household**, a level of funding that would allow a wide range of efficiency improvements including replacement of central heating and air conditioning. To be eligible, a household must be at or below 200% of Federal Poverty Income Guidelines.



Eligible measures under the program include additional attic insulation, solar screens, duct system repair and sealing, replacement of inefficient central heating and cooling, window air conditioners and refrigerators and the installation of smoke detectors and compact

fluorescent light bulbs. The program will also allow minor repairs, if necessary, for the efficiency improvements to be effective. An example would be replacement of an entry door so that it can be properly sealed with weather stripping.

The funding will be provided to Austin Energy through the Texas Department of Housing and Community Affairs, with \$2.9 million awarded for the coming

year and the remainder to be awarded a year later. Funding is also being awarded to Travis County. Austin Energy and Travis County will coordinate in establishing a pool of contractors, planned promotion of the funding availability and outreach to identify qualified households. Putting the program in place will take about three months. Visit www.austinenenergy.com for upcoming details.

Persons in a Family	Annual income must be at or below
1	\$21,660
2	\$29,140
3	\$36,620
4	\$44,100
5	\$51,580
6	\$59,060
7	\$66,540

Customer Assistance Program Needs Your Help

Requests for emergency utility bill payment assistance in Travis County far exceed available resources.

The City of Austin Customer Assistance program (Plus 1) has helped 1,321 households so far this fiscal year – compared to 1,063 households last year. Emergency financial assistance is provided as available to families facing extraordinary situations such as loss of job or medical emergencies. So far this year \$286,360 has been dispersed, some \$40,000 of which was donated by utility customers. Help those facing serious emergencies. Simply write your donation amount on your utility bill next to “*CAP Contribution*” and add the additional amount to your utility bill payment. Thank you very much for any contribution that can be made.

Austin Energy Speakers Bureau

Austin Energy has excellent speakers on a variety of topics for your business or community group. Topics include:

- ✓ Home Sale Energy Audit
- ✓ Solar Rebate Program
- ✓ Free Thermostat Program
- ✓ Energy Efficiency

To schedule a speaker or power plant tour for your group, call 322-6144.



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

