



## Utility News

### Bill Cycle 15

Scammers are targeting utility customers. Don't fall for a call threatening you with immediate disconnection. Hang up and call 512-494-9400 or visit [coautilities.com](http://coautilities.com) to check your account status. More at [austinenergy.com/stopscams](http://austinenergy.com/stopscams)

Have you ever wanted to dispose of an item, but have no idea where it goes? The City of Austin's 'What Do I Do With...' online search tool can help you determine and find the best disposal options. Use the tool at [austintexas.gov/whatdo](http://austintexas.gov/whatdo).

Austin Energy offers free home energy improvements to eligible customers. Available if you rent or own, weatherization can help make your home more comfortable and energy efficient. Apply in minutes at [austinenergy.com/weatherize](http://austinenergy.com/weatherize).

Do you need help paying your utility bill? The City of Austin's Customer Assistance Program offers support to customers in need. See if you are eligible for utility bill discounts and other resources at [coautilities.com/go/cap](http://coautilities.com/go/cap).

Warm weather is here! And so are mosquitoes. Do your part to keep mosquitoes away. Mosquitoes can carry diseases like West Nile Virus, Zika, malaria and dengue, which can lead to serious conditions. Visit [AustinTexas.gov/Mosquito](http://AustinTexas.gov/Mosquito)

## Contact Information

View or Pay online: [www.coautilities.com](http://www.coautilities.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** or visit [outagemap.austinenergy.com](http://outagemap.austinenergy.com). Please have your account number available.

## Summary of Service

[REDACTED]

SHEN, ADRIEN

Service Address: 1311 NORWALK LN F, ZIP: 78703

**Account Number: 30804 90500**

Invoice Number: 308885086115

Bill Print Date

Sep 23, 2024

Due Date

Oct 10, 2024

## Previous Activity/Charges

Total Amount Due at Last Bill	\$349.44
Payment received - Thank you	-\$349.44
Previous Balance	\$0.00

## Current Activity/Charges

Electric Service	\$88.39
Clean Community Service	\$9.70
Drainage Service	\$10.99
Street Service	\$14.06
Late Payment Fee	\$4.26
Adjustment	+\$30.00
Current Balance	\$157.40

If Payment is received after due date, a late fee will be assessed.

**Total Amount Due \$157.40**

Continued On Next Page



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: 30804 90500**

Make Checks payable to City of Austin.

View or Pay online:

[www.coautilities.com](http://www.coautilities.com)

**Total Amount Due: \$157.40**  
**Date Due: 10/10/24**

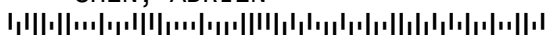
Penalty After Date Due:	\$4.42
Total Due After 10/10/2024:	\$161.82
CAP Contribution:	\$
Parks & Libraries Fund:	\$
Homeless Student Fund:	\$

Enter  
contributions  
and include  
in Total Paid

**Total Paid: \$**

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

[REDACTED]  
SHEN, ADRIEN



7536 0100 CA D0 24 09242024 NNNNNNN 0007445 Non-2 1 02.

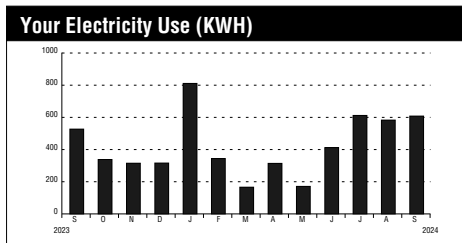
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## Service Details

### Adjustment

03, ZIP:

Returned Payment Fee .....	\$30.00
<b>TOTAL CURRENT CHARGES .....</b>	<b>\$30.00</b>



Current  
Month

Days of service 31  
 kWh Used 608  
 Avg. kWh per day 19.6  
 Avg. cost per day \$2.85  
 13 month avg. consumption: 424.38



### ELECTRIC SERVICE

1311 NORWALK LN F, ZIP: 78703

Meter # 7168897

Next Read Date Approx. 10/17

Read Date	08/17/2024	09/17/2024	Consumption
Read	28394	29002	608
Reading Difference			608
Total Consumption in KWH			608

#### COA - Electric Residential

Customer Charge .....	\$14.00
Tier 1 first 300 kWh at \$0.04088 per kWh .....	\$12.26
Tier 2 next 308 kWh at \$0.05115 per kWh .....	\$15.75
Regulatory Charges 608 kWh at \$0.01374 per kWh .....	\$8.35
Community Benefit Charges .....	\$4.79
Power Supply Adjustment 608 kWh at \$0.04598 per kWh .....	\$27.96
Power Supply Administrative Adjustment 608 kWh at \$0.00724 per kWh .....	\$4.40
Residential Sales Tax	
Taxable Amount .....	\$87.51
City Sales Tax 1% .....	\$0.88
<b>TOTAL CURRENT CHARGES .....</b>	<b>\$88.39</b>

Enjoy more rebates and more savings from Austin Energy! Through April 15, enjoy rebates averaging \$2,550 or 0% financing on home energy efficiency improvements. Learn more about Home Performance with ENERGY STAR at [austinenenergy.com/go/hp](http://austinenenergy.com/go/hp).

View or Pay online: [www.coautilities.com](http://www.coautilities.com)

#### AUTHORIZED PAY STATIONS:

Payments are accepted at most Austin-area  
 HEB and Randall's stores, as well as:

- South Branch Utility Customer Service Center (1901 W. William Cannon)
- North Branch Utility Customer Service Center (8716 Research Blvd., Ste 115)
- East Branch Utility Customer Service Center (2800 Webberville Rd.)

#### 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

**CLEAN COMMUNITY SERVICE**

1311 NORWALK LN F, ZIP: 78703

Service Dates	08/21/2024	09/23/2024
City of Austin - Clean Community Fee Residential		
Austin Resource Recovery .....		\$5.00
Austin Code Department .....		\$4.70
<b>TOTAL CURRENT CHARGES .....</b>		<b>\$9.70</b>

**Impervious Cover**

The drainage charge is calculated using the amount, in square footage, and the percent of impervious cover on the property. Impervious cover is any type of surface that does not absorb rainfall, including: rooftops, patios, driveways, walkways, paved and unpaved parking lots and some decks.

**DRAINAGE SERVICE**

1311 NORWALK LN F, ZIP: 78703

Service Dates	08/21/2024	09/23/2024
City of Austin Drainage		
Monthly Charge .....		\$10.99
<b>TOTAL CURRENT CHARGES .....</b>		<b>\$10.99</b>

To view the impervious cover on your property, use the "Find My Drainage Charge" tool located at [www.austintexas.gov/drainagecharge](http://www.austintexas.gov/drainagecharge).

**STREET SERVICE**

1311 NORWALK LN F, ZIP: 78703

Service Dates	08/17/2024	09/17/2024
City of Austin Transportation User Fee - Residential		
Transportation User Fee - Residential .....		\$14.06
<b>TOTAL CURRENT CHARGES .....</b>		<b>\$14.06</b>

Are you over 65? You may be eligible for a waiver of your Transportation User Fee. Call 512-494-9400 for more information.

**Late Payment Fee**

1311 NORWALK LN F, ZIP: 78703

Electric - Late Payment Fee .....	\$4.26
<b>TOTAL CURRENT CHARGES .....</b>	<b>\$4.26</b>

