



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 to check your account status. More at 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.

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.

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.

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

Contact Information

View or Pay online: 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. Please have your account number available.

Summary of Service

%REDACTED%

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

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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

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

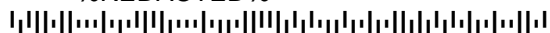
Total Paid: \$

CITY OF AUSTIN

P.O. BOX 2267

AUSTIN TX 78783-2267

%REDACTED%



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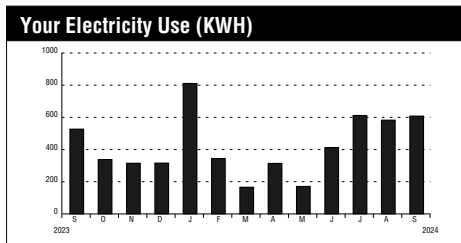
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Service Details

Adjustment

03, ZIP:

Returned Payment Fee	\$30.00
TOTAL CURRENT CHARGES	\$30.00



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

TOTAL CURRENT CHARGES **\$88.39**

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.

View or Pay online: 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
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City of Austin - Clean Community Fee Residential

Austin Resource Recovery \$5.00

Austin Code Department \$4.70

TOTAL CURRENT CHARGES \$9.70**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
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City of Austin Drainage

Monthly Charge \$10.99

TOTAL CURRENT CHARGES \$10.99

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

**STREET SERVICE****1311 NORWALK LN F, ZIP: 78703**

Service Dates	08/17/2024	09/17/2024
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City of Austin Transportation User Fee - Residential

Transportation User Fee - Residential \$14.06

TOTAL CURRENT CHARGES \$14.06

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

TOTAL CURRENT CHARGES \$4.26

