



Austin Water rate adjustment helps **secure** our city's future

AUSTIN WATER | 2027 WATER & WASTEWATER RATE ADJUSTMENT



SOUTHWEST AUSTIN 48-INCH LINE REPAIR | JUNE 2024

OUR WATER SYSTEM BY THE NUMBERS

3	Water Treatment Plants	
2	Wastewater Treatment Plants	1
		Biosolids Management Facility
3,000+	Miles of Water Mains	
2,900+	Miles of Wastewater Mains	
72.8	Miles of Reclaimed Water Transmission Mains	
59,000+	Manholes	
31,000	Est. Fire Hydrants	
142	Wastewater Lift Stations	
44	Water Pump Stations	
38	Water Reservoirs	

About Austin Water

Austin Water, a City-owned, not-for-profit utility, provides water, wastewater, and reclaimed service at cost, with no mark-up. Your bill goes toward operating and maintaining reliable infrastructure to meet the needs of our growing community and withstand impacts from severe weather.

Our values guide our service



FAIRNESS



AFFORDABILITY



CONSERVATION



RESILIENCY



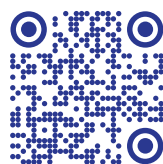
FINANCIAL RESPONSIBILITY

Your bill keeps water flowing

Serving Austin Water's 1 million customers 24 hours a day, 7 days a week, takes strategic investments and planning. We consider population growth, affordability for our customers, life-cycle costs, and system reliability as we replace and improve Austin's water, wastewater and recycled water infrastructure. Dedicated Austin Water technicians work around the clock to keep things running safely and reliably.

How your rates change

In keeping with water utility industry best practices, Austin Water reviews our rates with a consultant every 5-7 years. In 2024, Austin Water conducted a comprehensive Cost of Service Study to determine our rate design for the next 5 years. This included extensive customer outreach soliciting public feedback. We also considered rising operating costs, infrastructure required to serve a growing population, and investments needed to address climate change impacts.



SCAN TO VISIT

The study determined that a rate adjustment is needed. You can read all about 2024 Cost of Service Study process at: speakupaustin.org



Increased rates are grounded in careful planning and strategy

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WALNUT CREEK WASTEWATER TREATMENT PLANT

2024 COST OF SERVICE STUDY COMMUNICATIONS

200,000 Unique Austinites reached

400 Voices heard

300+ Survey emails sent to focus group applicants

200 Est. responses on Speak Up Austin page

100+ Open House Attendees

10 Council District Open Houses

3 Focus groups

Other efforts: Virtual Open House via Zoom • Austin Neighborhood Council meeting • press release • media coverage • social media promotion • notifications to all council offices • direct email through myATX Water portal

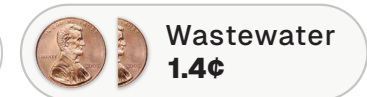
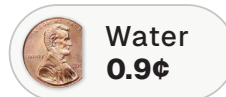
Gathering Austinites' input

In 2024, Austin Water and our customer advocate consultant held open house sessions throughout the community to hear what you had to say about our rates. Our commitment to hearing directly from customers and what's important to them was an essential part of our process. The top three customer priorities were affordability for essential water use, a rate structure that reinforces water conservation, and enhancements for water and wastewater system resilience and reliability. These priorities were incorporated into the adjusted rates as described below.

Average monthly bill impacts beginning on October 1, 2026

	2026	2027	CHANGE
WATER			
5,800 Gallons Includes Water Reserve Fund Surcharge + Community Benefit Charge	\$47.45	\$50.49	+\$3.04
WASTEWATER			
4,000 Gallons Includes Community Benefit Charge	\$52.46	\$57.18	+\$4.72
TOTAL	\$99.91	\$107.67	+\$7.76

2026 COST
PER GALLON:



Financial help is available

Residential customers on low or fixed incomes who participate in certain state, federal, or local assistance programs can benefit from the City of Austin's Customer Assistance Program (CAP) utility bill discounts. We are pleased to offer this assistance year-round and were able to help 26,000 residential and 39,000 multifamily customers in 2026.



SCAN TO VISIT

Find out more at: coautilities.com.
If you have additional questions, call Customer Care at **512-494-9400** to speak with a CAP representative.