

2024 Austin Utility Rates



The Austin Utilities Board of Commissioners approved the 2024 rate adjustments at the December board meeting. For 2024, customers can anticipate a 2-4% increase in the electric portion of their bill. The average residential customer will see an increase of \$1.78 per month and small to mid-sized business customers can expect to see an average increase of \$3.58 per month. The increase is caused by wholesale market prices, transmission costs, and substation improvements.

There will be no increase in natural gas rates in 2024. Rate costs for customers will be similar to 2023. AU uses a Purchased Gas Adjustment (PGA) mechanism to address gas increases or decreases on a month-by-month basis if needed.

Water rates will increase 4.5% for all customers. May through October, the average residential customer will see an increase of \$1.20. Small to mid-sized business customers can expect to see an increase of \$3.40 to \$28.80 per month depending on the size of their meter and usage. The need for the rate increase is due to increasing distribution costs and system improvements.

“A rate study will be performed in 2024 by a third-party firm. The rate study helps us plan for future revenue needs and prioritize investments in infrastructure and technology while considering customer affordability,” said Mark Nibaur, General Manager.

2024 City of Austin Sewer Rate Change



City of Austin residents and businesses will see a sewer rate increase of 10% in 2024. Residents will see an average increase of \$5.25 per month. Rates are increasing to pay for the \$100 million Wastewater Treatment Plant Expansion. Along with the rate increases, the project is being funded by loans, and state grants. The hydrant and stormwater fees will not see an increase in 2024. If residents or businesses have questions related to their sewer rates, they should call the City of Austin at (507) 437-9940.

NEED HELP WITH YOUR UTILITY BILLS?

APPLY FOR MINNESOTA ENERGY ASSISTANCE PROGRAM

The Energy Assistance Program pays towards heat, electricity, and past due water costs. Energy Assistance is free for all eligible households.

XAV TAU KEV PAB RAU KOJ COV NQI HLUAV TAWS XOB?

THOV RAU MINNESOTA QHOV KEV PAB CUAM LUB ZOG

Qhov Kev Pab Cuam Hluav Taws Xob them rau ntawm cov cua sov, hluav taws xob thiab cov nqi dej yav dhau los. Kev Pab Cuam Hluav Taws Xob pub dawb rau tag nrho tsev neeg yog tsim nyog.

¿NECESITA AYUDA CON SUS FACTURAS DE SERVICIOS PÚBLICOS?

SOLICITE EL PROGRAMA DE ASISTENCIA ENERGÉTICA DE MINNESOTA

El Programa de Asistencia Energética paga la calefacción, la electricidad y los gastos de agua vencidos. La asistencia energética es gratuita para todos los hogares que reúnan los requisitos necesarios.

MA U BAAHAN TAHAY IN LAGAA CAAWIYO BIILASHAADA UTILITY?

CODSO BARNAAMIJKA KAALMADA TAMARTA EE MINNESOTA

Barnaamijka Kaalmada Tamarta wuxu bixiyaa kharashaadka kuleylinta, korontada, iyo kharashka biyaha ee muddo dhaafay. Kaalmada Tamartu waa u bilaash dhammaan qoysaska u qalma.

[Apply at mn.gov/energyassistance](https://mn.gov/energyassistance)

JANUARY ENERGY-SAVING TIP

ADJUST THE TEMPERATURE

- When you are home and awake, set the thermostat as low as is comfortable.
- When you are asleep or out of the house, turn the thermostat back to save as much as 10% a year on your heating and cooling bills.

Please Pay Amount
\$545.59

smart hub

SIGN UP FOR SMARTHUB AND GET A \$5 BILL CREDIT

To sign up, visit austinutilities.com or scan the QR code.



AU Employees Giving Back This Holiday Season

During the holiday season, Austin Utilities Employees have teamed up with the Salvation Army to give back to the community. Employees along with their family members volunteered to ring bells for the Red Kettle Campaign at Jim's Marketplace. Additionally, a group of employees served two community meals. Early in December, an Angel Tree was setup in the AU lobby.

Bell ringing at Jim's Marketplace: Marc Oleson and his wife, Adam Heimer and his son, and Ashley Stadheim and her children.

Community Meal Picture: Willie Granholm, Jay Kohnke, Justin Peterson, and (not pictured) Adam Heimer serving community meals for the Salvation Army.



Angel Tree: Colin Roberts and Tyler Underdahl help collect gifts to be delivered to the Salvation Army.

Connecting Youth to Careers at AU

If you are a high school or college student, you may be thinking about what you'd like to do with your future. What career is right for me? Austin Utilities gives opportunities for young adults to learn about careers in the utility industry not only by observing but gaining hands-on experience.

AHS Mentorship

We partner with Austin High School's Mentorship program. The student spends 35 hours with a department or an employee to observe and ask questions. To gain the information needed to decide if this career path is what they would like to pursue. Currently, we have two AHS students mentoring with the electric department and with operations.

Internship

During construction season, AU offers an electrical internship. The intern candidates go through the job interview process. If selected, that person will complete 1,000 hours of work. The practical experience allows the intern to build their knowledge and grow their skill set.

Summer Work

Summer job opportunities give high school graduates or college students an opportunity to gain hands-on experience. Many departments within AU have summer employees which provides a variety of work and departments to work with.

These opportunities not only help the participants but have helped AU build a strong workforce.

Currently, seven of AU's employees have either participated in our summer workers or intern programs.

"All of these opportunities have been a great help for us to build a well-rounded group of line workers. Individuals that have interned and came back to AU have brought back a lot of knowledge. Examples are new construction practices, tools, and materials. We are the most innovated that we have ever been," said Bill Bumgarner, Electrical Distribution Supervisor.



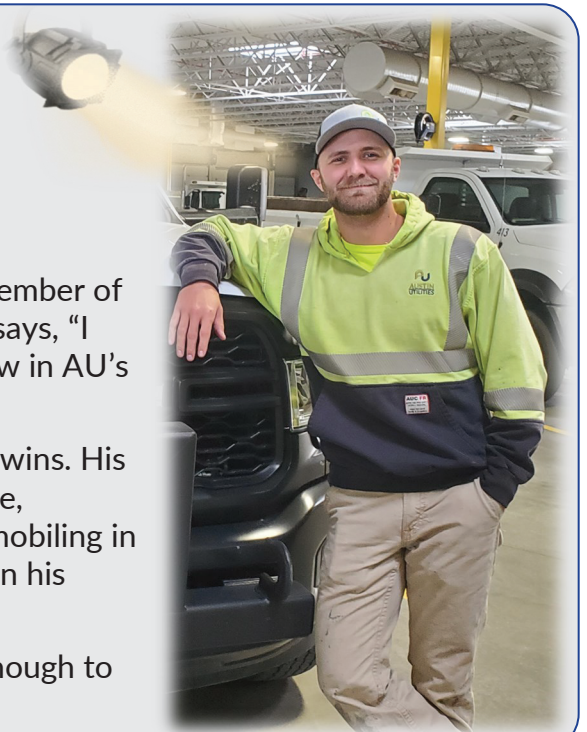
Employee Spotlight

Garrett Gilster Heavy Equipment Operator

Garrett joined AU in October of 2020 as a Light Equipment Operator. He previously worked in the construction field and in installation maintenance for a communications company. In December of 2023 Garrett was promoted to Heavy Equipment Operator. He says, "I love operating machinery and getting to work with the great crew in AU's Gas and Water Construction department is an added bonus."

Garrett is the oldest of three kids and his brother and sister are twins. His family spent many vacations taking his father to his favorite place, Disneyworld. His adult hobbies include racing motocross, snowmobiling in the mountains, fishing for rainbow trout, and working on things in his shop.

His career aspirations include moving up the corporate ladder enough to make more time for racing and camping.



United Way and AU



Austin Utilities employees have long been supporters of the United Way of Mower County. This year, \$8,700 was raised for local charities through their yearly pledge, drive, and loose change challenge collection. All donations to the United Way of Mower County go towards their purpose of proactively moving our region forward to meet community goals while providing for individuals' basic needs by connecting community members with community resources.

Tyler Hulsebus Appointed to AU Board of Commissioners



Tyler Hulsebus was appointed to the Austin Utilities Board of Commissioners at the December meeting. Tyler is no stranger to the AU Board. He previously held the role of Commissioner from 2016 to 2019. "We look forward to having Tyler's experience and leadership back on the Board," said Mark Nibaur, General Manager. Tyler has been a customer of Austin Utilities for almost 20 years and is Vice President of Engineering at Hormel Foods.

Tyler was appointed to fill the vacancy left by Tom Baudler, who recently retired after 24 years of service.

Austin Utilities Board of Commissioners

Tyler Hulsebus **Jeanne Sheehan**
Steve Greenman **Jay Lutz**
Kristin Johnson

To contact or find more information on AU's elected Commissioners visit www.austinutilities.com/pages/board

New Year's Resolution: **CONSERVE & \$SAVE** It's That Easy!

Red Cross Blood Drive

Thursday, Feb. 29th
Austin Utilities
1908 14th St NE
9:00 am - 3:00 pm
redcrossblood.org

American Red Cross



Austin Utilities will be Closed
Monday, Jan. 15th
Martin Luther King Jr. Day

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