

Residential

TIME OF USE RATE

FAQ's



Residential Time-of-Use Frequently Asked Questions


What is a Time-of-Use rate plan?

Time-of-Use (TOU) is a residential rate plan where rates vary according to the time of day, season, and day type (weekday or weekend/holiday). Time-of-Use pricing encourages the most efficient use of the system and can reduce the overall costs for both the utility and customers. Residential customers could potentially save money on their utility bill by using energy during off-peak hours.

How will my costs change if I participate in the TOU rate?

The Residential TOU Rate may give you the opportunity to lower your annual energy costs by changing when you use electricity. However, if you use electricity during peak hours or excessive electricity during off-peak hours your costs may be higher while on this rate.

The electric detail portion of your bill will look like this:

Electric Service		
Service Availability		14.00
Electric Usage On-Peak	229 KWH @ 0.1135	25.99
Electric Usage Off-Peak	703 KWH @ 0.1135	79.79
Sales Tax		9.44
Total Electric Charges		129.22

What is the Time of Use rate structure?

Critical-Peak - 2pm to 7pm during weekdays. The energy during this time costs the most of all the periods. The rate will be higher June-September.

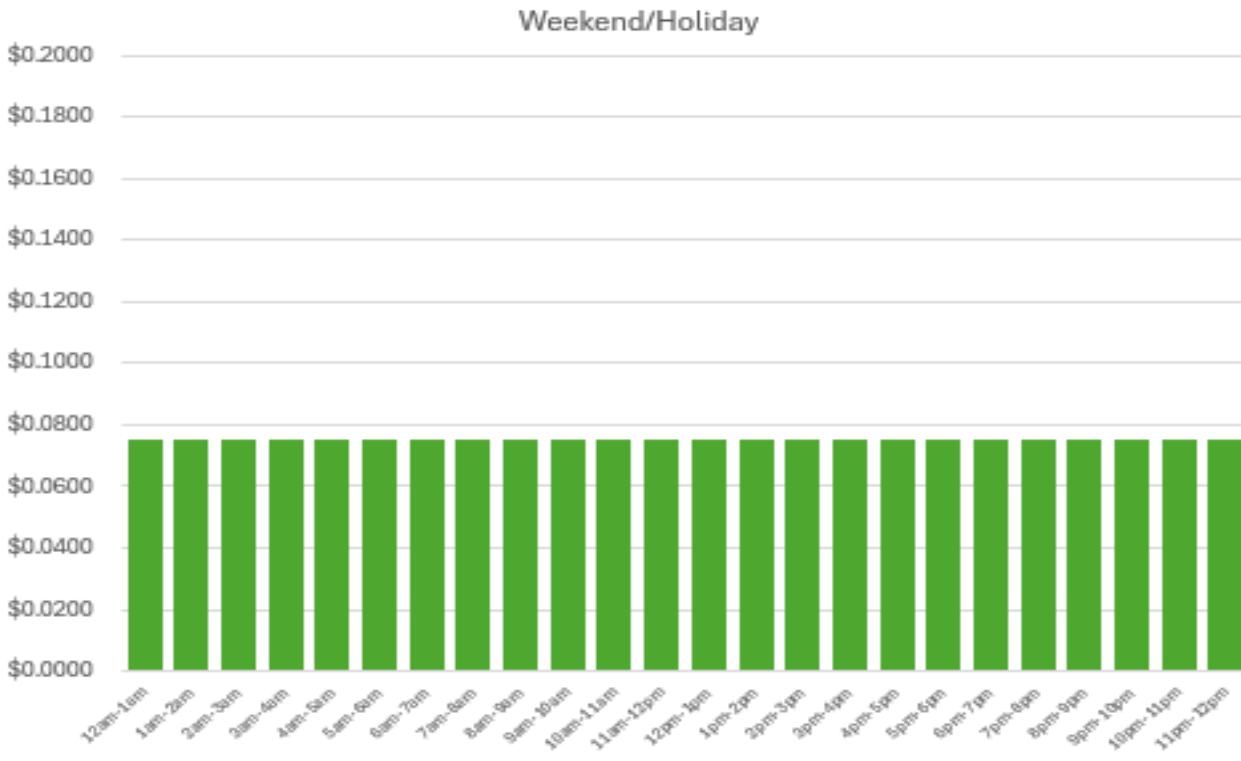
On-Peak - 8am to 2pm and 7pm to 10pm weekdays. Energy during this time costs more than our standard residential rate.

Off-Peak - 10pm to 8am weekdays and all day during the weekends and holidays. The energy during this time costs less than the standard residential rate.

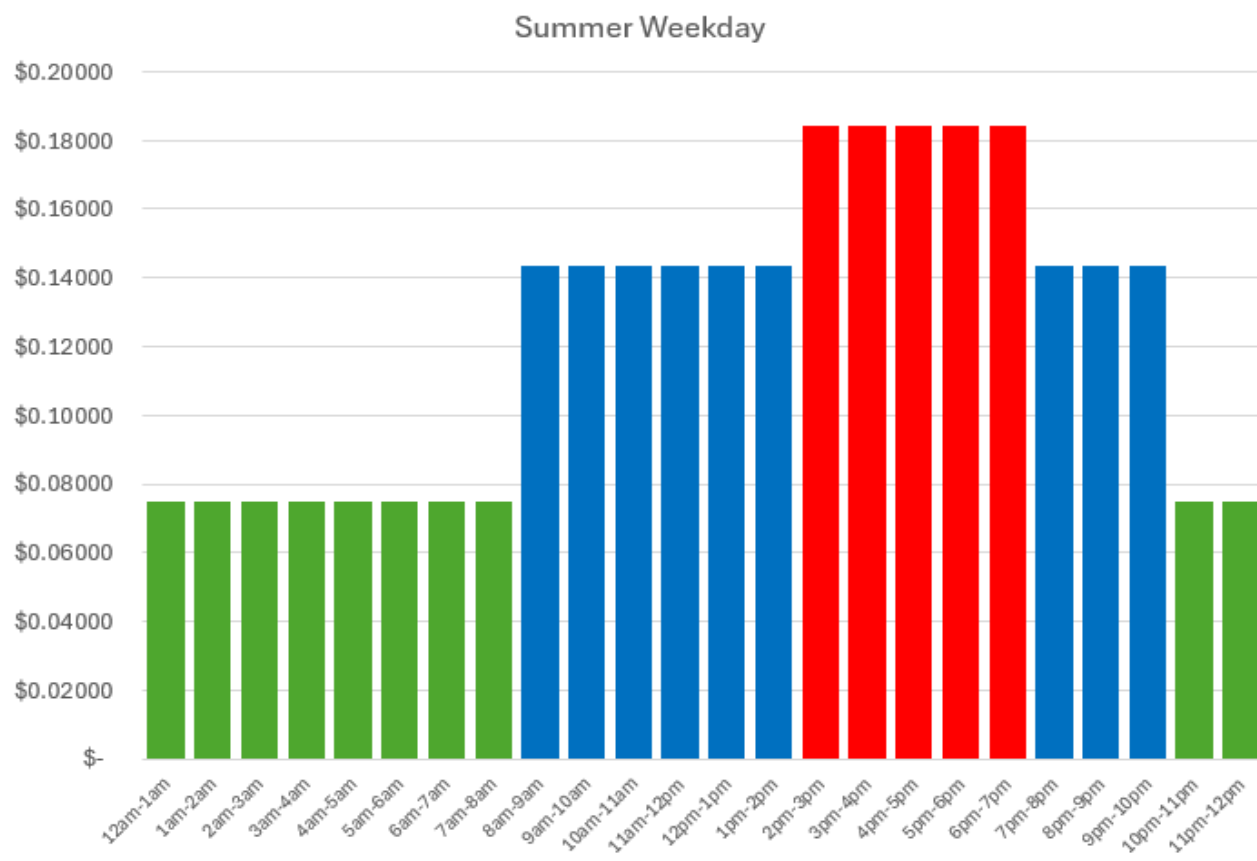
What are the Time of Use rate structures?

(See Below)

Weekend/Holiday –

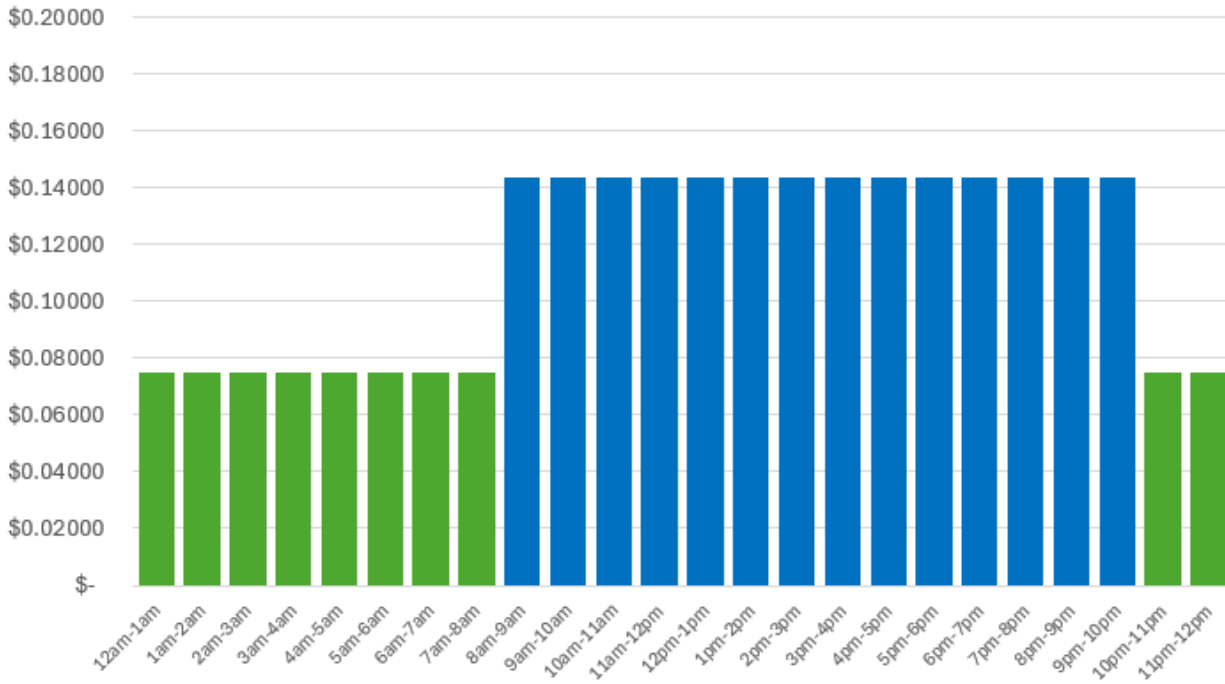


Summer Weekday –



Non-Summer Weekday –

Non-Summer Weekday



Legend		Rate
✓	Off-Peak	0.07485
✓	On-Peak	0.14346
✓	Critical-Peak	0.18446

How do I sign up?

Signing up is simple, free, and no special equipment is required! Currently, solar and electric heating customers are not eligible. Apply on our website or contact Austin Utilities for an enrollment form.

What if Time of Use doesn't work for me?

Upon initial enrollment, you may return to your previous rate at any time without penalty. If you choose to enroll in the Time of Use rate again after opting out, you must remain on the Time of Use rate for a consecutive 12-month period before changing rates. There is no penalty for changing rates; however, a 30-day notice is appreciated.