

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



September 2021

Easy ways to save energy and water

Austin Energy and Austin Water want to help you save on your utility bills. Check out rebates from Austin Energy to help you save on smart thermostats, energy efficient products like smart power strips and LED light bulbs, air conditioners and even whole-home energy upgrades.

For savings on your water bill, Austin Water offers rebates to help with water conservation measures such as irrigation upgrades, landscape survival tools, pool covers and more.

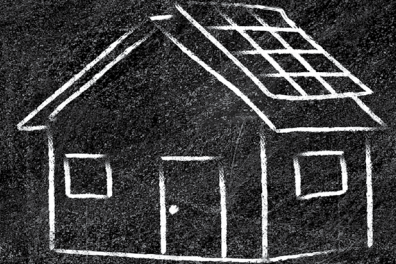


For additional savings, try these no-cost tips:

- » **Sign up at coautilities.com** to help manage your electric use and help reduce your bill.
- » **Set your thermostat at 78 degrees or higher when possible.** Every degree higher than 78 degrees can decrease your bill by about 3 percent.
- » **Unplug appliances and electronic devices when not in use.** Devices use energy even when turned off. Turn off lights when you leave a room.
- » **Keep curtains and blinds closed on windows hit by direct sunlight.** The sunlight can quickly raise indoor temperatures 5-10 degrees.
- » **Use fans when you are in the room.** Fans can help you feel 2-4 degrees cooler. Turn them off when you leave the room to save energy.
- » **Water your lawn on your assigned day and times.**
- » **Take shorter showers — five minutes, tops.** If you take a bath, fill the tub to six inches or less.
- » **Turn off the water.** Don't let water run while shaving, brushing your teeth, lathering in the shower and shampooing or conditioning your hair.
- » **Only run your dishwasher when it's full.** Scrape food from plates instead of rinsing.

Visit austinenrgy.com/go/summer and austinwater.org to get rebate details and find more ways to save. If you are facing financial difficulty and need help paying your utility bill, the City of Austin's Customer Assistance Programs offer resources and support to qualifying customers. For more information, visit coautilities.com/go/cap.

Solar Knowledge
is Power



Learn
+ Install
Save

Learn more about
available solar options



Learn more about running on sunshine

Has the summer sunshine inspired thoughts of installing solar panels at home? Learn more about solar energy options and savings before installing, with solar education resources from Austin Energy.

Customers can find out how to find and hire a solar installation contractor, how installing solar might affect energy bills and, most importantly, how to avoid scams.

The course is free of charge and available on demand at austinenrgy.com/go/solar101.



Emergency in your area? Find out fast!

Sign up for free alerts.

Emergencies can happen in a flash! Be prepared.

Sign up with Warn Central Texas to receive direct alerts of severe weather, natural disasters, evacuation notices, boil water notices and other critical events in your community.

Warn Central Texas is a free service available to all Central Texas residents. Help protect your family, your property, and yourself. Visit WarnCentralTexas.org and sign up to receive alerts and recommended actions by text, email or phone call.

Safe at home with Austin Code: Info for tenants

Many Austin residents live in rental properties including apartments or duplexes. If a rental home has unresolved maintenance issues, it could be a code violation and pose a safety risk for tenants or neighbors. Austin Code works with tenants, property representatives, and landlords to make sure rental homes are up to code.

Here are some steps that you can take to make sure your rental property is up to code:

- » **Research before you rent** – Look at ratings and public feedback from other tenants.
- » **Check for maintenance issues** – Do a proactive inspection of your unit and point out visible wear and tear.
- » **Report a possible code violation** – If your unit has maintenance issues that are not being addressed by property management or landlord, report it.



If the issue goes unaddressed by your property representative, call **Austin 3-1-1**. A code inspector will be sent to check for code violations.



Recycle your electronics

Did you know household electronics can be recycled? Take your broken and unwanted televisions, computers, media players, printers, lamps, cellphones, chargers, kitchen appliances and more to the Recycle & Reuse Drop-Off Center or an e-recycling vendor near you.

When your broken electronics go to a recycling processor, they are shredded down to separate glass, metals and plastics that are then baled and sold to make new products.

By taking the extra step to recycle broken electronics, you are keeping valuable resources out of the landfill and giving them new life.

For a full list of hard-to-recycle items accepted by the Recycle & Reuse Drop-Off Center, visit austintexas.gov/dropoff.

A graphic with a light blue background. At the top is the HSEM logo (Harris County Emergency Management) and the text 'SEPTEMBER IS NATIONAL PREPAREDNESS MONTH'. Below this are four circular icons in blue, each with a white symbol: a checklist for 'Make a Plan', a first aid kit for 'Build a Kit', a house for 'Know Your Neighbors', and a document with a checkmark for 'Stay Informed'. At the bottom, it says 'For information on how to prepare for disasters visit: AustinHSEM.com'.

September is National Preparedness Month

There are four key steps to being prepared for the next disaster:

1. **Make a plan.**
2. **Build a kit.**
3. **Know your neighbors.**
4. **Stay informed.**

Visit AustinHSEM.com to get started today.

Si gusta recibir este folleto en español, llame a los Servicios Públicos de la Ciudad de Austin al 512-972-9523.

Customer Service Phone: 512-494-9400

24-Hour Power Outage Reporting: 512-322-9100 | 24-Hour Emergency Water Service: 512-972-1000

North Austin Utility Customer Service Center (Walk-in Center): 8716 Research Blvd., Ste. 115

Rosewood-Zaragosa Neighborhood Center (Walk-in Center): 2800 Webberville Road, Ste. 110



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