

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



July 2024

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Find more rebates and more savings

Save energy and money with these rebates from Austin Energy:

- » Need a new AC? Start with Home Energy Savings and get rebates averaging \$2,000 on whole-home energy improvements. Visit austinenergy.com/house to get started.
- » Join Power PartnerSM and get up to \$105 in smart thermostat rebates and incentives. See how at austinenergy.com/powerpartner.
- » Get rebates when you install energy-saving solar screens on your home's windows. Learn more at austinenergy.com/solarscreens.
- » Have a pool at home? Save energy and get a \$300 rebate when you install a variable speed pool pump. Learn more at austinenergy.com/poolpump.
- » Get instant savings in stores on energy efficient products like air filters, air purifiers, window air conditioners, bath fans and more. Find participating stores at austinenergy.com/instantavings.
- » Renters and homeowners can apply for free home weatherization at austinenergy.com/weatherization.

Find more ways to save at austinenergy.com/tips.



Keep certain items out of your blue cart



Did you know plastic bags, electronics, batteries and StyrofoamTM can't be recycled in your blue cart? You can properly dispose of these and more

hard-to-recycle items for free at Austin's Recycle and Reuse Drop-Off Center. Recycling these items properly supports Austin's zero waste goal. These materials can be turned into new products and used again, reducing the amount of waste we send to the landfill. You'll also help our local recycling facilities process materials more efficiently while keeping staff safe, too.

Download the Austin Recycles app or visit austintexas.gov/dropoff today to schedule your appointment.

Resources for summer utility bill savings

Explore these resources to reduce your energy and water use during the summer months.

- » Find energy savings ideas and rebates at austinenergy.com/tips.
- » Monitor your energy use at coutilities.com.
- » Find water savings ideas at austinwater.org.
- » Monitor your water use at myatxwater.org.
- » Visit austinbillhelp.com for help with utility bills.
- » Learn how to prepare for an outage at austinenergy.com/outage.

The Transportation User Fee keeps Austin moving

If you've ever scanned your City of Austin Utilities bill, you've probably wondered what the various fees pay for. Let's look at one, the Transportation User Fee (TUF).

This fee helps keep Austin's roads, sidewalks, bridges, urban trails and other mobility infrastructure in good condition. City of Austin residents and businesses pay the mandatory fee to help prolong the life of city infrastructure and assets. The amount each user pays varies based on the traffic levels generated by each dwelling unit or business. To view these amounts, visit austintexas.gov/TUF.



Through this funding, the Transportation and Public Works Department maintains nearly 8,000 lane miles of streets, 2,838 miles of sidewalks and 1,200 bridges, among other assets.

If you have a question, complaint or need to report an issue related to the TUF, dial **3-1-1** or use the **Austin 3-1-1** app.

Do your medical needs require electricity?

If you or someone in your household are an Austin Energy customer and have a medical condition that could become life-threatening during a power outage, you may qualify for Austin Energy's Medically Vulnerable Registry. Designed for customers who need critical care or have chronic conditions, this registry provides extra support and personal case management from the City of Austin. Though customers on the registry are not guaranteed uninterrupted power or priority restoration during an emergency,

they will work with a designated team member to establish a personalized emergency backup plan. To start the registry process, call **512-494-9400**. You will need the name and number of the licensed medical provider who can certify the medical need. You will be asked to provide information about the type of medical equipment and condition impacting the household. Learn more about eligibility requirements at coutilities.com/go/mvr.



Are you summer ready?

As temperatures keep rising and the sun shines bright, the Development Services Department (DSD) has the info to keep your summer season cool. Whether you're sprucing up your lawn, managing waste responsibly or ensuring your home is safe and secure, DSD has you covered with essential code-related tips and resources, including:

- » **Lawn maintenance** — keep grass and weeds under 12 inches to prevent pests.
- » **Proper waste disposal** — avoid illegal dumping and use approved disposal methods.



» **Home Safety Inspections** — follow guidelines for structural and electrical safety.

Let's make this summer safe together! Visit austintexas.gov/summerready for more details and sign up for our monthly *Building Connections* newsletter for valuable insights.

24^{HR} POLLUTION HOTLINE

512.974.2550

See a spill? Know the drill!

Pollutants contaminate Austin's creeks, lakes and springs and can harm wildlife and human health. Anytime you see a leak, spill or other pollution concern, call the Watershed Protection Department's 24-Hour Pollution Hotline at **512-974-2550**! An investigator will receive your report within 15 minutes.

Investigators work to identify pollutants, determine sources, assess environmental impacts, find responsible parties, direct actions for cleanup and recommend best practices to prevent future problems. They work on about 1,000 cases each year, resulting in the removal of millions of gallons of sewage, petroleum, sediment, trash, paint, food grease, chemicals and other hazards from the environment annually.

Have FUN & Be SAFER around Water this Summer with lessons from Colin's Hope

www.drowningspreventable.org

Para obtener una copia en español de esta publicación, visite coutilities.com/go/utilitynews.

Customer Service Phone: 512-494-9400
24-Hour Power Outage Reporting: 512-322-9100 | 24-Hour Emergency Water Service: 512-972-1000
East Austin Utility Customer Service Center (Walk-in Center): 2800 Webberville Rd.
North Austin Utility Customer Service Center (Walk-in Center): 8716 Research Blvd., Ste. 115
South Austin Utility Customer Service Center (Walk-in Center): 1901 W. William Cannon Drive, Ste. 100

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