

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



FEB-45382

Save energy, save money

Even if the weather is still cold enough to give you chills, your utility bill doesn't have to. Just follow some of these tips to save money.

For your electric bill:

- » **Set your thermostat at 68 degrees.** Each degree higher uses 3 percent more energy.
- » **Lower your thermostat when you leave home.** You'll use much less energy to heat the house while you are away.
- » **Let the sun shine in.** Open curtains and shades on eastern and southern windows during the day to let in more heat, then close them in the evening.
- » **Add insulation to water heaters and hot water pipes to save energy and money.** This is inexpensive and easy.

- » **Caulk and weatherstrip windows and doors.**

Find more winter savings tips at austinenenergy.com/go/winter.

For your water bill:

- » **Don't water outside in fall and winter months;** turn off automatic irrigation.
- » **Wash only full loads in your dishwasher and washing machine.**
- » **Take shorter showers —** place a timer in the bathroom.
- » **Look for the WaterSense® label when buying new water-using appliances and fixtures.**

You can find more water-saving tips at austintexas.gov/department/water-saving-tips.



Drainage charge data updated

The City of Austin's Watershed Protection Department updated the impervious cover data used to calculate the drainage charge. This may result in your drainage charge being lower or higher than it was last month. For 85 percent of accounts, there is either no change or the change is less than a dollar.

The drainage charge is calculated individually for each property based on the amount and percent of impervious cover. Impervious cover includes rooftops, patios, driveways, parking lots and other surfaces that do not absorb rainfall. Information about impervious cover is obtained through a combination of aerial photography and building permit data.

For most properties, the impervious cover used to calculate your drainage charge can be viewed on the "Find My Drainage Charge" tool at austintexas.gov/drainagecharge. If you are concerned about how your impervious cover has been represented, please call Customer Care at **512-494-9400** and ask for a review of your drainage charge.

The drainage charge helps protect our community from flooding, erosion and water pollution.



SAFETY TIP!



What to do if a car hits a utility pole

If you crash into a utility pole while driving or see another vehicle crash into one, there are some things you need to know to stay safe. The entire crash site could be energized from a downed wire. If you hit a utility pole, especially if you see downed wires, don't get out of your car. Call **9-1-1**. Only leave the car if it's on fire, and don't step onto the pavement while in contact with the car. Jump out instead. Anyone around the crash site should not approach the car.

Donate peace of mind this season

For low-income Austin residents, paying the utility bill can mean juggling other important expenses to avoid losing service. A generous donation on the CAP Contribution line item can help a family struggling to pay their utility bill. Austin Energy's Customer Assistance Program provides aid for these customers in the areas of financial assistance (Plus 1), home weatherization, education and

case management. The Financial Support Plus 1 fund assists Austin residents who are unable to pay their utility bill due to unexpected emergencies such as job loss or medical situations. You can add a one-time donation or a monthly reoccurring donation to your monthly utility bill payment either online at coautilities.com or by adding money to your monthly paper utility bill.



Green by Design Workshops

Feb. 12, 19 and 26
7–9 p.m.

Session 1: Green Planning and Design
Session 2: Green Materials and Landscaping
Session 3: Green Home Systems

At the Green By Design workshops, you can learn how to build, remodel or buy green homes that improve energy and water efficiency, increase comfort and reduce maintenance. Attend one session or all for only \$25. Advance registration is required. The registration deadline is the day before each session.

You can find other green building events and more information on the Green By Design workshops at greenbuilding.austinenergy.com.



Let the creativity flow with the Flood Safety Poster Contest

The City of Austin is kicking off its 14th annual Flood Safety Poster Contest for grades 1 to 8 to illustrate the theme "Turn Around — Don't Drown." This is a chance for youth to win great prizes and learn about flood safety. The deadline to submit entries is March 28. For more information, visit austintexas.gov/floodposters.

Slow down to get around

Every day, 290 City trash, compost and recycling collection vehicles hit the streets to serve about 200,000 Austin-area homes. According to the National Waste and Recycling Association, solid waste collection employees in the United States have the fifth highest fatality rate of any occupation.

This is why Austin Resource Recovery wants to remind Austin drivers to Slow Down to Get Around. This is part of a national safety campaign to raise awareness of the role drivers play in the life and safety of trash and recycling collection employees. To learn more about the national campaign, visit the NWRA website at wasterecycling.org/page/SlowDown.



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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The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. TDD 512-974-3256, Relay Texas 711-1.

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