



March 2021

Get There ATX can help you find new ways to get around Austin

The personal travel choices we make today are vital to ensuring Austin stays vibrant, accessible and sustainable in the future. Although traffic volumes fell dramatically during the pandemic, traffic levels have steadily increased as the economy reopened and people returned to offices, restaurants and events.

Avoid traffic with Austin Transportation's Get There ATX — a one-stop shop for active and shared transportation options in the city at getthereatx.com. Get There ATX

offers options for healthier choices to get around while leaving car keys at home.

Need help changing travel habits? Visit getthereatx.com and sign up for a free Smart Trips Austin Transportation Resource Guide. This customizable guide is full of transportation resources, discounts, and free transit and bike share passes! Join the Smart Trips Austin community to receive monthly travel tips, invites to fun virtual events and one-on-one support.

LOVE EVERYTHING EXCEPT THE TRAFFIC?



GETTHERE ATX.COM



Find new ways to get around Austin!



Earn a \$75 rebate by reducing waste at home

Don't throw away your food scraps or leftovers! Austin Resource Recovery can help you reduce your food waste with their Home Rebate Program. The program offers a \$75 rebate toward the purchase of a home composting system or chicken coop to eligible residents.

With a home composting system, you can keep an average of 280 pounds out of your trash cart each year and create nutrient-rich soil for your lawn or garden. Chickens — which can eat many food scraps — provide free eggs, eat bugs in your yard and help fertilize your grass.

Keeping compostable items out of area landfills extends the life of the landfills, improves Austin's air quality and reduces harmful greenhouse gases.

For eligibility information and to apply, visit austintexas.gov/arrhomerebate.

Top 5 Grow Green tips for your garden

Save your time, energy and money and Austin's creeks and lakes with these five tips:

1. **Study your site and create a plan.**
2. **Select and properly locate native and well-adapted plants.**
3. **Minimize turfgrass and avoid invasive plants.**
4. **Be Water Wise! Irrigate efficiently, collect rainwater and use mulch.**

5. Reduce the use of chemicals for plant growth and pest control.

Visit growgreen.org for easy-to-use tips on garden planning, installation and maintenance! You'll also find garden design ideas and information on rebates, grants and free items for homeowners, schools and businesses.



Due to the ongoing pandemic, Austin ARMA has canceled all free public shred days at this time. Visit austinarma.com/shred-day for details.

Selling a home? Make sure it's ECAD compliant

Selling a home this spring? Choose which steps to take to comply with the Energy Conservation Audit and Disclosure (ECAD) ordinance that requires home sellers to disclose home energy details to buyers during a real estate transaction. ECAD applies to homes 10 years old or older that fall within the Austin city limits and the Austin Energy service area.

Here's how you can comply with ECAD:

Option 1 — Schedule a home energy audit with a qualified ECAD Energy Professional, especially before putting your house on the market. Visit austinenergy.com/go/ecad.

Option 2 — Participate in a qualifying Austin Energy program.

» **Home Performance with ENERGY STAR® offers rebates and financing to help customers make energy upgrades. Limited Time Offer! Enjoy rebates averaging \$2,400 through April 15. Visit austinenergy.com/go/house.**

» **Weatherization Assistance now offers free home energy improvements to more qualifying customers and applying takes just minutes. Visit austinenergy.com/go/weatherize.**

» **Rebates and incentives provide ECAD compliance for customers who complete three or more qualifying energy improvements or receive at least \$500 in energy rebates. Visit austinenergy.com/go/residential.**

Thinking of selling? Find what you need to know to get started at austinenergy.com/go/ecad

How communities can shape their neighborhood



From playgrounds to public art, neighborhoods can team up with the Neighborhood Partnering Program to make their community-initiated ideas a reality.

The City of Austin's award-winning Neighborhood Partnering Program works with groups across Austin to build community-driven projects. There are three different subprograms groups can apply for:

» **Neighborhood Cost Share Program.**

» **Adopt-A-Median Program** (not just for medians anymore).

» **Grant Assistance Program.** Learn more at austintexas.gov/neighborhoodpartnering.



Proper cleaning only happens when waste is disposed of the right way. If you find yourself looking for a waste hauler, please make sure that they are a licensed hauler, and if you are looking to become a waste hauler yourself, you can complete a license application at austintexas.gov/hauler.

All private haulers that collect, remove or transport waste, recycling and/or compost within the city must obtain a license. To receive a license, you need to have a list of vehicles you will be using, proof of insurance and a certificate of general and commercial auto liability insurance. The fee for a license is \$500, and it must be renewed annually.

Austin Code enforces this ordinance so that communities are kept clean and to prevent potentially hazardous illegal dumping sites.

For a list of licensed haulers, visit austintexas.gov/hauler or call **3-1-1** for more information.

Visit the new City of Austin Utilities Online Customer Care

City of Austin Utilities Online Customer Care has changed! At coautilities.com, you'll find an updated interface with improved functionality on any device and enhanced self-service options. Upon logging in, you can:

- » **View a dashboard** that makes it easy to see your account status.
- » **Sign up for billing and payment options** like Paperless Billing, Autopay and Budget Billing.
- » **Make payments** and see your account balance update in real time.

- » **Start, stop or transfer** your utility services online with ease.
- » **View usage info** for each of the utility services that you receive — electric, water and wastewater.
- » **Register to receive alerts** and notifications.
- » **Manage multiple accounts** from a single login.

Just go to coautilities.com and log in with your existing username and password. If you don't have a username or password, it's easy to register.

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

South Austin Utility Customer Service Center (Walk-in Center): 1901 W. William Cannon Drive, Ste. 100

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

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