

# AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



July 2021

## Save energy and water as temperatures rise

Summer is here and so is the Texas heat. These tools and tips can help you lower utility bills as outdoor temperatures rise.

### 1. Explore your bill payment options.

Budget billing and payment arrangements can help you stay in control of paying your monthly bill. If you want to pay your bill automatically, consider signing up for autopay.

### 2. Get support if you need it.

The City of Austin's Customer Assistance Programs offer resources and support to help qualifying customers pay and manage their utility bills. See if you qualify and explore your options at [coautilities.com/go/cap](https://coautilities.com/go/cap).

### 3. Use online tools and resources.

Monitor your daily energy and water use and forecast your utility costs at [coautilities.com](https://coautilities.com). Get energy savings tips and rebates at [austinenrgy.com/go/summer](https://austinenrgy.com/go/summer). Find water conservation tips, rebate info and your watering schedule at [austinwater.org](https://austinwater.org).



Here are some tips to lower your utility bills as the summer heat rises.

#### Energy:

- » Set your thermostat at 78 degrees or higher.
- » Unplug electronics and turn off power strips when not in use.
- » Set your refrigerator temperature between 35 and 38 degrees and your freezer to 0 degrees.
- » Keep curtains and blinds drawn on windows hit by direct sunlight.
- » Use energy efficient lighting.

#### Water:

- » Water your lawn only on your assigned day and times.
- » Take shorter showers (five minutes). If you take a bath, fill the tub half full.
- » Replace bathroom faucet aerators and showerheads.
- » Turn off the water. Don't run water while shaving, brushing your teeth, lathering in the shower and shampooing or conditioning your hair.
- » Only run your dishwasher when full. Scrape food from plates instead of rinsing.

## SAFETY TIP!



## Plan a Safe Ride Home!

Summer months are for barbecues, fireworks and celebrating outdoors with friends and family. But did you know that July is also one of the deadliest months for drinking and driving in Austin? Driving under the influence can result in a DWI with costs as high as \$17,000, or it could result in a crash which ends a life — maybe yours. If you plan to drink, make a plan to get home safely so you can celebrate many more summers to come. You can choose to call a rideshare, designate a sober driver or take public transportation. Visit [austintexas.gov/gethomesafe](https://austintexas.gov/gethomesafe) for more resources to plan a safe ride home.



## Get help with utility bills

City of Austin Utilities resumes standard collections operations July 7. If you are experiencing a financial hardship, we're here to help. From utility bill discounts to payment arrangements and help with past due bills, there are resources and support to help customers pay and manage their utility bills. We encourage customers to connect with our Utility Contact Center at [customercare@coautilities.com](mailto:customercare@coautilities.com) or **512-494-9400** to discuss their options prior to any service interruption.

# Become a Power Partner to save energy and money

On the hottest summer days, enrolling in the Power Partner<sup>SM</sup> program helps keep energy costs low for your home and our entire community. Earn an \$85 bill credit for each eligible smart thermostat you enroll in the voluntary Power Partner program. During Power Partner events, Austin Energy will briefly adjust your thermostat by a few degrees, only as needed, during peak energy demand.

If you're interested in the bill credit, but need a thermostat

upgrade, Austin Energy can help you with that. Austin Energy customers qualify for a \$25 rebate on new, eligible smart thermostats. Whether you're at home or away, smart thermostats let you easily create schedules to maintain maximum comfort while saving energy.

Learn more about Power Partner and available smart thermostat incentives at [austinenergy.com/go/powerpartner](https://austinenergy.com/go/powerpartner).



Austin Public Works is improving hundreds of roads this season as part of the City's annual street preventative maintenance.

Be on the lookout for signs and door hangers with specific timing.

Loose gravel is common after receiving maintenance, so avoid sharp turns and hard braking

in these areas to prevent flying rocks. Crews ask that vehicles parked on scheduled roads be temporarily removed for two days. This gives them space and time needed to finish and tidy up your street.

To see if your street is scheduled, visit [austintexas.gov/streetmaintenance](https://austintexas.gov/streetmaintenance).

## Transportation User Fee Exemption

The monthly Transportation User Fee funds street maintenance, repair and other activities necessary for keeping Austin's roadways in good condition. Residential City of Austin Utilities customers may be eligible for an exemption if the person who is responsible for paying the utility bill meets the criteria of being age 65 or older OR does not own or regularly use a private motor vehicle.

For more information or to download and fill out the form visit [austintexas.gov/faq/what-transportation-user-fee](https://austintexas.gov/faq/what-transportation-user-fee). Please email the completed form to [tufexemptions@austintexas.gov](mailto:tufexemptions@austintexas.gov).

## Online Green By Design workshops are just around the corner

**Session 1: Green Planning and Design**

**Session 2: Green Materials and Landscaping**

**Session 3: Green Home Systems**

Get ready for the latest round of Green By Design workshops! Learn how to build, remodel or buy green homes that improve energy and water efficiency, increase comfort and reduce maintenance.

Attend the live, online sessions for free. Advance registration is required to receive webinar access instructions. You can visit [greenbuilding.austinenergy.com](https://greenbuilding.austinenergy.com) to find other Austin Energy Green Building events and more information on Green By Design workshop.

**Workshop Dates:**  
**Aug. 10, 17 and 24 from 7-9 p.m.**

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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