



Weatherize for winter to lower bills

Austin Energy helps income-eligible homeowners and renters save energy and improve indoor comfort through no-cost home weatherization assistance. These improvements can help lower utility bills for qualifying customers.

Improvements may include:

- » Attic insulation
- » Weatherstripping on doors
- » Minor duct repair or replacement
- » Carbon monoxide and smoke detectors
- » Solar screens
- » High-efficiency lighting

The weatherization process includes a home energy assessment as well as testing for natural gas leaks and carbon monoxide to reduce health and safety hazards. Recommendations are based on assessment results and available funding. To find out if your house



qualifies, call **512-482-5346** or visit austinenergy.com/go/weatherize.

How and where to recycle your holiday tree

The holidays are right around the corner, and soon after, it's tree recycling season! Beginning Dec. 26, City of Austin curbside customers may recycle their holiday tree by placing it curbside on regularly scheduled collection days by 6:30 a.m. Trees 6 feet or taller must be cut in half. You can also drop off your tree at Zilker Park Polo Fields on Dec. 28 and 29, and Jan. 4 and 5, 2020 from 10 a.m. to 2 p.m.

When recycling, remember:

- » No trees sprayed with artificial snow
- » Remove all ornaments, decorations, lights and tree stand
- » Do not place tree in a bag
- » Only natural trees are accepted for recycling

SAFETY TIP!



Be careful with holiday lights and extension cords

Incandescent holiday lights release 90 percent of their energy as heat, which can cause fires. LED lights don't release as much heat, but hooking up LEDs doesn't mean you're off the hook. Remember to check your outlets and plugs for damaged or frayed wires. Lastly: don't connect extension cords to other extension cords. Use an approved power or smart strip instead.

End of the year car shopping? Try the new EV Buyer's Guide

Car shopping? Test drive an electric vehicle and Austin Energy's new EV Buyer's Guide. Now you can visit ev.austinenergy.com to access this cool tool for EV research, lease or ownership. As you determine which EV is right for you, you can learn more about how EVs are easy to use, easy to maintain and easy to charge. Check out the local offerings for EVs and where you can find them.

Want more reasons to drive electric? EVs are fun to drive and can save you money while helping the environment. Plus, you can charge your EV for only \$4.17 a month at more than 850 Austin Energy Plug-In EVerywhereSM charging ports in the area powered by 100 percent renewable GreenChoice[®] Texas wind energy. If you buy or lease



before Dec. 31, you may be eligible for federal tax incentives and state grants. Visit pluginaustin.com today to learn more.

Utility pole attachment inventory underway

Austin Energy is conducting an inventory of approximately 130,000 wooden utility poles and attached telecommunication lines from now until early summer 2020.

The utility is contracting with Davey Resource Group for this inventory. All contractors will be in trucks marked with “Davey Resource Group,” and they’ll be wearing company shirts and badges. The contractors will also have a letter of authority from Austin Energy that can be provided upon request.

If there is a pole in a customer’s backyard, the contractor will need

brief access to that area to conduct the inventory. If the backyard is not accessible, the contractor will leave a door hanger requesting residents to contact the Davey Resource Group in order to gain access. The inventory is necessary to identify safety hazards, such as overloaded utility poles.

If you have any questions about this work, please contact **Austin 3-1-1** or City of Austin Utilities Customer Care Center at **512-494-9400**.



Make it count

The City of Austin and Travis County have launched a Census Outreach Campaign to ensure residents are educated and prepared for the 2020 Census. Every 10 years, the U.S. Census Bureau oversees a national survey to determine population totals and breakdowns by sex, age, race and other factors that guide the allocation of more than \$800 billion in federal funding to programs across the U.S. If Texas residents are undercounted by even 1 percent, the state could lose at least \$300 million per year.

The Austin-Travis County Complete Count Committee wants to continue to raise awareness about the importance of the census and get as many people as possible to participate. Please visit atxcensus2020.com to learn more or email census@traviscountytexas.gov.

It is time for wastewater averaging

Austin Water’s annual wastewater averaging period spans three consecutive billing periods beginning in mid-November and ending in mid-March. Check your utility bill or visit austinwater.org to find the dates for your wastewater averaging period.

About Wastewater Averaging

Wastewater averaging is a way for you to save money. It is calculated during the winter months when most residential water goes directly into the sanitary sewer system versus being used for outdoor watering. This measurement determines the cap on the volume of wastewater you will be billed for each month for the next year. If there is outside watering during the wastewater averaging period, that water volume will also be included in the wastewater average. Avoid this by making sure your irrigation systems are turned off during your wastewater averaging period.

Lower Your Wastewater Costs

You can lower your wastewater costs for the next year by conserving water during these billing periods. To help you conserve water in the winter months and lower your wastewater average, follow these basic water-saving tips:

- » **Check your irrigation system for leaks and turn them off during the fall and winter months**
- » **Fix all leaky faucets and toilets**
- » **Sign up for the free Dropcounter app and get home water use reports**
- » **Run your dishwasher and washing machine only with a full load**
- » **Take shorter showers — place a timer in your bathroom**
- » **When buying new water-using appliances, look for the WaterSense® label**

Visit waterwiseaustin.org for water conservation tips and to find out about rebate programs.

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

