

# AUSTIN

## UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



September 2022

## Easy ways to save energy and water

Austin Energy and Austin Water want to help you save energy and water. Check out rebates and incentives from Austin Energy to help you save on energy efficient products, smart thermostats and whole-home energy improvements. For savings on your water bill, Austin Water offers rebates to help with water conservation measures such as irrigation upgrades, landscape survival tools, pool covers and more.



### For additional savings, try these no-cost tips:

- » **Sign up at [coautilities.com](https://coautilities.com)** to manage your energy use and find ways to save.
- » **Set your thermostat at 78 degrees or higher when possible.** Every degree higher than 78 degrees can decrease your bill by about 3%.
- » **Keep curtains and blinds closed on windows hit by direct sunlight.** The sunlight can quickly raise indoor temperatures 5 to 10 degrees.
- » **Use fans when you are in the room.** Fans can help you feel 2 to 4 degrees cooler. Turn them off when you leave the room to save energy.
- » **Water your lawn on your assigned day and times.**
- » **Take shorter showers — five minutes, tops.** If you take a bath, fill the tub to six inches or less.
- » **Turn off the water.** Don't let water run while shaving, brushing your teeth, lathering in the shower and shampooing or conditioning your hair.
- » **Only run your dishwasher when it's full.** Scrape food from plates instead of rinsing.

Visit [austinenenergy.com/go/summer](https://austinenenergy.com/go/summer) and [austinwater.org](https://austinwater.org) to get rebate details and find more ways to save. If you are facing financial difficulty and need help paying your utility bill, the City of Austin's Customer Assistance Programs offer resources and support to qualifying customers. For more information, visit [coautilities.com/go/cap](https://coautilities.com/go/cap).

## Recycle batteries at Austin Public Libraries

Did you know that you can drop off unwanted batteries at all Austin Public Library locations? When you arrive at the library, there will be a marked bucket where you can discard your batteries (car batteries are not accepted). Recycling batteries and keeping them out of your curbside carts improves safety for Austin Resource Recovery operators, prevents vehicle fires and gives you more time to browse your favorite collections on your next library trip.

To read up on other ways to properly dispose of batteries and why it's important, visit [austintexas.gov/batteries](https://austintexas.gov/batteries).



## Come join in the fun

The City of Austin Parks and Recreation Department, in partnership with Aging is Cool, invites active adults age 50 and older to participate in this year's Austin Varsity Games, Nov. 3 through 6. Choose from any of the 13 different sport, leisure and field Olympic-style events including cycling, pickleball, volleyball, horseshoes, billiards, washers and more! Compete individually or get a team together.

Register by Oct. 21 in person at any Senior Activity Center or by calling **512-978-2664**.

You can find more information at [austinvarsitygames.com](https://austinvarsitygames.com).

# It only takes 5 minutes to impact the next 10 years!

The City of Austin's Watershed Protection Department protects lives, property and the environment by reducing the impacts of flooding, erosion and water pollution. Their team is currently creating Rain to River: A Strategic Plan to Protect Austin's Creeks and Communities ([rainstoriveratx.com](https://rainstoriveratx.com)). This plan will help the department better serve the community in response to urgent challenges, such as climate change, population growth and racial inequities.

Share your priorities by taking a brief survey at <https://tinyurl.com/R2Reng>. The survey also includes a map to locate and describe problems you've experienced, as well as ideas for improving your favorite creeks and natural areas. Take five minutes to influence the next decade of action!

Para compartir sus prioridades y experiencias relacionadas con los espacios naturales, inundaciones, erosión y contaminación de los arroyos en español, visite <https://tinyurl.com/R2Resp>.



## Get Ready Central Texas

Make emergency preparedness your superpower.



Make a Plan



Build a Kit

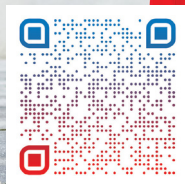


Know Your Neighbors



Stay Informed

Learn more at [readycentraltexas.org](https://readycentraltexas.org)



## Are you ready to vote this fall?

Before heading to the polls, check to make sure you know what City Council District you are in. Your district could have changed in the last year. Visit [austintexas.gov/government](https://austintexas.gov/government) to search by your address. For election information, visit [austintexas.gov/elections](https://austintexas.gov/elections).



## Coming up in Austin Energy's base rate review

Austin Energy's 2022 base rate review is entering the final stages. Since the start of the formal public outreach process in April, Austin Energy engaged with more than a dozen organizations and community members who are participating in the process, hosted about 10 community meetings and answered nearly 500 stakeholder questions.

In mid-September, the Impartial Hearing Examiner will make their recommendation. The IHE has specific expertise reviewing electric utility rates in Texas and is designated by Austin City Council to review information from the electric utility, community stakeholders and customer groups participating in the formal process. The Austin City Council will examine the base rate recommendation this fall. Any approved new rates would go into effect January 2023.

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

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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