

# AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



AUG-45382

## Easy ways to lower your utility bills

Energy and water use hit a peak in August and September, which can mean higher utility bills. Read on for easy ways to lower your energy and water use and save on utility bills. If you are facing financial difficulty and need help paying your utility bill, the City of Austin's Customer Assistance Program offers resources and support to qualifying customers. For more information, visit [coautilities.com/go/cap](https://coautilities.com/go/cap).

### Lower your electric bills

- » **Sign up at [coautilities.com](https://coautilities.com)** to help manage your electric use and to help reduce your bill.
- » **Change your AC filter every month in the summer.** This helps with air flow and quality.
- » **Set your thermostat at 78 degrees or higher when possible.** Every degree higher than 78 degrees can decrease your bill by about 3 percent.
- » **Unplug appliances and electronic devices when not in use.** Devices use energy even when turned off. Turn off lights when you leave a room.
- » **Keep curtains and blinds closed on windows hit by direct sunlight.** 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. Remember fans cool people, not rooms!
- » **Install LED light bulbs.** ENERGY STAR® qualified LEDs use at least 75 percent less electricity and create less heat than incandescent bulbs. Visit [austinenergy.com/go/instantavings](https://austinenergy.com/go/instantavings) to learn where you can get Austin Energy discounts on LEDs and other energy-saving items in local stores.

### Lower your water bills

- » **Water your lawn on your assigned day and times.**
- » **Use drip irrigation for bedded plants, shrubs and trees.** This applies water directly to the roots and avoids evaporation.
- » **Replace older toilets.** High-efficiency models use 1.28 gallons per flush. Dual flush models use even less water.
- » **Take shorter showers — five minutes, tops.** If you take a bath, fill the tub to six inches or less.
- » **Replace bathroom faucet aerators and showerheads.** Low-flow aerators use 0.5 gallons per minute. Water-saving showerheads use 1.5 gallons per minute 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.

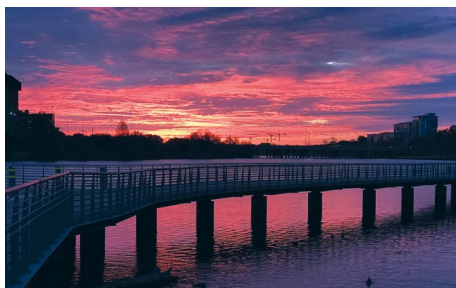
Visit [austinenergy.com/go/summer](https://austinenergy.com/go/summer) and [austinwater.org](https://austinwater.org) for more ways to save.



## Tips for apartment recycling

Recycling in your apartment makes a big difference but can sometimes be challenging. Here are some tips to make it a little easier:

- » **Keep trash out of the recycling.** Trash bags thrown in the recycling cart could cost your community more, and those fees might be passed on to you.
- » **Break down cardboard boxes.** Leave more space in the cart for you and your neighbors to recycle more.
- » **Add a recycling bin in your home.** You can use a paper grocery bag or small plastic container as a recyclable bin. Start with easy to recycle items like hard plastic, cardboard, aluminum cans and glass.
- » **Donate or sell reusable items.** Connect with a local nonprofit or business to donate items you no longer need.
- » **Be a Zero Waste Block Leader.** Sign up to help your community lead the way in recycling and reuse.  
  
For more recycling information or to become a block leader, visit [austinrecycles.com](https://austinrecycles.com).



## Fall-ing for parks, all over again

During the month of September, the City of Austin Parks and Recreation Department and HealthCode are hosting a virtual event, Fall Into Action, to bring back our community members to Austin's gorgeous green spaces. The goal of this versatile and self-paced event is to encourage physical activity and social connectivity all while enjoying the extensive options provided by City of Austin Parks. You can find more details and register at [events.healthcode.org/events](https://events.healthcode.org/events).

# Scoop the poop to keep Austin healthy

Austin has so many beautiful outdoor spaces for all to enjoy, but dog waste left behind in our natural areas, yards and urban spaces is never a good look or smell!

In addition to being unsightly, did you know that untreated pet waste does not break down into healthy fertilizer? Pet waste can contain harmful bacteria and parasites, like roundworm and

salmonella, that may continue living in the soil for weeks or months, even in hot weather. Additionally, stormwater can wash pet waste into nearby creeks and lakes and pollute the water.

Help keep Austin's outdoor spaces beautiful and healthy. When you and your dog head outside, always bring a bag, scoop the poop and toss it in the trash. You can find more



information about the effects of pet waste at [scoopthepoopaustin.org](https://www.austintexas.gov/department/scoop-the-poop).



## Austin Public Works improving street conditions at targeted locations

Austin Public Works is continuing its annual street preventative maintenance, a process that aims to improve hundreds of streets throughout the city. After surveying and grading by condition, select streets are identified for treatment.

During warmer months, City crews apply a sealcoat treatment to the streets that is effective and cost-efficient. This maintenance is fast and results in a smoother, more durable surface.

### Here's what you need to know:

- » Loose rock is common and takes time to fully settle
- » Avoid sharp turning and hard braking to prevent spreading loose rock
- » Park vehicles away from streets for two days while work is being done
- » Be on the lookout for signs and door hangers with more specific timing

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



## Apply today! Crossing guards needed to help students safely get back to school

Help your community and get to know your neighbors as a crossing guard! The Safe Routes to School Program is looking for crossing guards to help young students get to school safely. Safe Routes to School makes it easier for students to walk or bike to school through education, infrastructure projects and the employment of crossing guards.

The hourly wage for crossing guards is \$15 per hour for two and a half hours per weekday. View a job description and learn how to apply at [austintexas.gov/crossing-guards](https://www.austintexas.gov/crossing-guards).

## Get help with utility bills

If you are experiencing a financial hardship, we're here to help. Please connect with our Utility Contact Center at [customercare@coautilities.com](mailto:customercare@coautilities.com) or **512-494-9400** to discuss available relief.

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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