



Public power works for you

Austin Energy is a not-for-profit, community-owned utility, which means we answer to you, our customers, not shareholders. We exist to serve the community, and our customers help guide the policies, programs and investments that shape Austin's energy future.

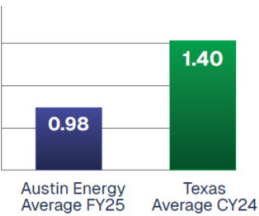
Public power means reliability

Reliability means having power when you need it. Austin Energy works around the clock to keep the lights on and restore service quickly when outages occur. We are also investing in stronger infrastructure and smarter technology to reduce outages and strengthen the system over time.

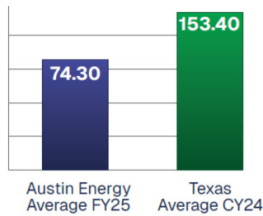
Austin Energy customers experience fewer interruptions and faster restoration times than the Texas electric utility average.



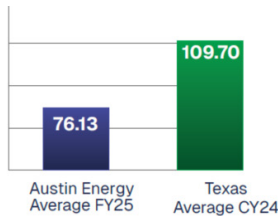
Average Number of Outages per Customer



Average Duration of Outages in Minutes



Average Time to Restore Service in Minutes



System Average Interruption Frequency Index (SAIFI)

System Average Interruption Duration Index (SAIDI)

Customer Average Interruption Duration Index (CAIDI)

Source: <https://www.eia.gov/electricity/state/texas>. These numbers do not include major outage events.

Public power works because it is built around the people it serves, delivering reliable service, meaningful value and a future Austin can count on. **Learn more about how public power works for Austin at austinenergy.com/publicpower.**



2025 Water Quality Report now available

Austin Water's recent induction into the Leading Utilities of the World network highlights its position among the most innovative and high-performing water utilities globally. This distinction reflects excellence across critical areas such as treatment advancements, water quality and system management — and underscores a forward-looking commitment to building the future of water.

That commitment is visible in major infrastructure and technology investments. In 2025, Austin Water completed the new 8-million-gallon North Austin Reservoir and Pump Station, replacing a 110-year-old facility and strengthening water reliability for decades ahead. The utility also finalized a systemwide upgrade from analog to advanced digital water meters, enabling hourly data transmission. This modernization improves billing accuracy, reduces operational costs and supports smarter, data-driven decision-making.

Austin Water has also taken significant steps to safeguard public health. After confirming the City's public system is free of lead pipes, the utility launched a program to replace galvanized pipes in private plumbing systems at no cost to customers — reducing potential exposure risks.

These efforts represent just a portion of Austin Water's ongoing work to enhance monitoring, testing and quality control.

More information is available in the 2025 Water Quality Report at austinwater.org.

Get your street ready for rainy days — Adopt a Storm Drain!

Central Texas is located in Flash Flood Alley, and streets can flood in a flash! Austin's storm drain system is designed to quickly move water from urban areas to our creeks and river, but grass growing inside the curb slows down the draining process. Debris, like fallen leaves and trash, can clog storm drains and cause area flooding. Though field crews with Austin Watershed Protection work year-round to keep storm drains clear, it takes a long time to maintain more than 30,000 drains around the city. That's where you come in! Sign up to Adopt a Storm Drain and remove trash, excess leaves and more to help keep the storm drains in your neighborhood free flowing. Find information and sign up at austintexas.gov/adoptastormdrain.



Look before you lock to prevent heat stroke

Summer should be a time of joy for children, but a hot car can be deadly. Remember these important safety tips:

- **Never leave a child (or a pet) in a vehicle unattended** for any length of time, not even with windows down or parked in the shade.
- **Make it a habit to check your entire vehicle**, especially the back seat, before locking the doors and walking away. You might think you'd never forget a child in the car, but it happens every year.
- **Ask your child's daycare provider to call** if your child doesn't show up for care as expected.
- **Place a personal item** like a purse or briefcase in the back seat, or place a note in the front seat, as a reminder of the child in the back seat.
- **Store car keys and fobs** out of a child's reach and teach children that a vehicle is not a play area.

East Austin historic survey underway — share your stories

The City of Austin is identifying potential historic properties in Central East Austin with an update to a 2016 historic resource survey. Longtime East Austin residents, newer residents and other community members are invited to share stories about people, groups, buildings and neighborhoods in the area between now and spring 2027.

The survey will make recommendations based on community information, archival research and fieldwork. It will not change the zoning of any property. Learn more about this project, find community events and provide your input by visiting speakupaustin.org/eastaustinsurvey.



Join Austin Emergency Management at a public library near you!

Austin Emergency Management (AEM) hosts monthly Emergency Preparedness pop-up events at branches of the Austin Public Library. Attend to get free emergency prep items and info from AEM and other City departments and community organizations! Upcoming dates include June 17, July 15 and Aug. 19. Find locations and full details at austintexas.gov/readycentraltexas/emergency-preparedness-pop-events.



Para obtener una copia en español de esta publicación, visite coautilities.com/go/utilitynews.

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