

# AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



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## Save energy and water, especially now

Summer's here and so is the heat. Tools and tips can help you lower utility bills as outdoor temperatures rise.

First, consider what changes you might want to make in paying your bills. Have you tried budget billing or payment arrangements? Do you want to use autopay? Could you use more support in paying your bills? Now, you can get help with utility bills if you are facing financial difficulty related to this challenging time. 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 [austinenergy.com/go/cap](http://austinenergy.com/go/cap) or [austinbillhelp.com](http://austinbillhelp.com).

Next, lean into utility web resources. Get energy savings tips at [austinenergy.com/go/summer](http://austinenergy.com/go/summer). Access the free Austin Energy web app to monitor your daily energy use and forecast your energy costs when you visit [austinenergyapp.com](http://austinenergyapp.com) and enter your City of Austin Utilities username and password.



Explore Austin Water tips and rebates to help you conserve water and save on your utility bill. Visit [austinwater.org](http://austinwater.org) to find out about your watering schedule, rebates and more.

### Tips to lower your utility bills as 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 use 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.

# DROWNING IS FAST. SILENT. PREVENTABLE.

TAKE THE QUIZ. LEARN WATER SAFETY TIPS.

[www.colinshope.org/quiz](http://www.colinshope.org/quiz)

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# Austin's Healthy Streets

Austin Transportation's Healthy Streets initiative is here! The initiative started as a way to promote social distancing while walking, running, wheelchair rolling, scooting and biking. Healthy Streets helps transform neighborhoods into more accessible spaces where people can enjoy recreation in all methods of transportation. The first batch of Healthy Streets includes:

- » **Bouldin Avenue/South 3rd Street/ Garden Villa Lane from Banister Lane to Barton Springs Road**
- » **Comal Street from Manor Road to Lady Bird Lake**
- » **Country Club Creek Trail extension (Trail, Wickersham Lane, Oltorf Street, Pleasant Valley Road, Ventura Drive, Madera Drive) from Mabel Davis Park to Lakeshore Drive**

There are also temporary street modifications on the bridge over Longhorn Dam on Pleasant Valley Road and the closure of Riverside



Drive from South First Street to Lee Barton Drive.

With less and slower vehicle traffic, people living on or near these streets can more comfortably and safely get outside to exercise with enough space to maintain physical distance.

Community members can weigh in on future Healthy Streets options and tell Austin Transportation how the effort is working at [austintexas.gov/healthystreets](http://austintexas.gov/healthystreets).

## Transportation User Fee Exemption: do you qualify?

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 [www.austintexas.gov/faq/what-transportation-user-fee](http://www.austintexas.gov/faq/what-transportation-user-fee). Please email the completed form to [tufexemptions@austintexas.gov](mailto:tufexemptions@austintexas.gov).

## Green By Design Workshops — now online!

**Session 1:** Green Planning and Design

**Session 2:** Green Materials and Landscaping

**Session 3:** Green Home Systems

Green By Design is now online! Learn how to build, remodel or buy green homes that improve energy and water efficiency, increase comfort and reduce maintenance. Attend new live online sessions for free. Advance registration is required to receive webinar access instructions. Find other green building events and more information on the Green By Design workshops at [greenbuilding.austinenergy.com](http://greenbuilding.austinenergy.com).

Workshop Dates:

**Aug. 4, 11 and 18 from 7-9 p.m.**

**Make it count!** Fill out your 2020 census at [my2020Census.gov](http://my2020Census.gov).

## Have an idea for a project in your neighborhood?

From community gardens to playgrounds, sidewalks, public art, bike lanes and other creative projects, your neighborhood can team up with the Neighborhood Partnering Program to make an idea a reality.

The City of Austin's Neighborhood Partnering Program is an award-winning cost-share program that works with area neighborhoods as a resource to deliver community-initiated projects. This program has successfully partnered with communities across Austin on a range of projects. Here are some details about the program:

- » **NPP assists in developing, resourcing and executing small- to medium-sized improvement projects.**
- » **Projects take place in the City's right of way or on City-owned property.**
- » **Requires neighborhood cost-sharing percentage achieved through monetary contributions, in-kind contributions or volunteer hours (sweat-equity).**

Download the brochure and get more information at [austintexas.gov/neighborhoodpartnering](http://austintexas.gov/neighborhoodpartnering). For additional info, email us at [pwdneighborhoodpartnering@austintexas.gov](mailto:pwdneighborhoodpartnering@austintexas.gov) or call **512-974-6439**.

Every Austinite deserves the opportunity to build today for our communities of tomorrow.

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

