

# AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



May 2020

## Looking out for our community and customers during COVID-19

As we continue to adjust our daily lives in response to COVID-19, the City of Austin continues to put the community's health and safety as its top priority. Part of that effort is ensuring essential services continue to reach area residents. City of Austin Utilities is finding ways to help customers through this unprecedented situation. Here are just a few of the actions taken to help customers and the community.

- » COA Utilities has stopped all disconnects for non-payment for both Austin Energy and Austin Water customers.
  - » COA Utilities has been able to contact many disconnected customers to reestablish service.
  - » With the walk-in centers closed in support of public safety, visit [austinenrg.com/go/paymentoptions](https://austinenrg.com/go/paymentoptions) or call **512-494-9400** to see what payment options are available.
  - » For residential electric customers, Austin Energy has the Energy Management tool with email alerts.
- With the Weekly Electricity Update and High Bill Alert emails, these customers get electric-usage details and energy-efficiency tips to help manage use.
- » The City of Austin's Customer Assistance Program is looking at additional ways it can help those affected by this unprecedented situation, including expanding the eligibility requirements for Austin Energy's Plus 1 emergency financial aid program.
  - » Austin Resource Recovery is waiving its extra bag fees.

As of publication, these are some of the measures meant to help customers. Reach out if you have questions about your City of Austin Utilities by visiting [coautilities.com](https://coautilities.com) or calling **512-494-9400**. For the latest information on the City of Austin's response to the COVID-19 situation, visit [austintexas.gov/COVID19](https://austintexas.gov/COVID19) or call **3-1-1**.



### Be summer ready

Are you ready for a Texas summer? Summer should be about running barefoot in your yard and enjoying the outdoors, not bug bites or uncomfortable rashes! Summer heat and standing water are ideal conditions for mosquitoes and other critters to thrive. As the summer heats up, learn how to protect your home from some of this season's most common code violations including illegal dumping, stagnant water and weeds/grass more than 12 inches tall. You can find more information at [austintexas.gov/code](https://austintexas.gov/code).

### SAFETY TIP!



### Spring rains could bring flooding

Austin is in the heart of Flash Flood Alley, and some of our biggest floods have been in the spring. Stay safe during a flood by keeping off roads and flood-prone trails. If you must drive, remember to watch for water over the road and Turn Around, Don't Drown. But driving isn't the only risk. There are thousands of homes in Austin that are prone to flooding. If your home is at risk, make a plan for responding to a flood and consider purchasing flood insurance. To find out more about flood safety, visit [atxfloodsafety.com](https://atxfloodsafety.com).

# What is the Census?

Every 10 years, the Census counts all people living within the United States. Young or old, renter or homeowner, citizen or not, every resident in central Texas needs to get counted. For every person counted, our neighborhoods get \$1,500 more per year to support our community needs.

## How does the census affect us?

- » Schools — Every child not counted means less funding for schools.
- » Health care — Critical services for seniors, children and families are funded based on the Census.
- » Transportation — From highways to buses to neighborhood streets, your response is critical to funding.

## Safe and Confidential

- » By law, your responses cannot be shared with any other government agency or used against you in any way. Most important, the Census will not ask about citizenship status.



## Nine questions in nine minutes

Your home can fill out the Census in three ways:

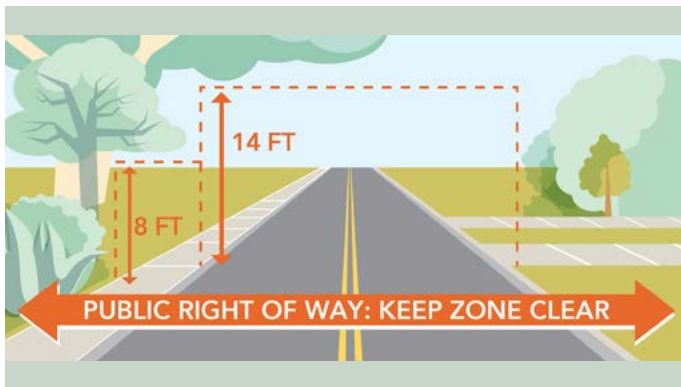
- » Online — [my2020Census.gov](https://my2020census.gov)
- » By Phone — **844-330-2020**
- » By Mail

## Questions?

- » Call **2-1-1**

Visit [ATXCensus2020.com](https://ATXCensus2020.com) or call 2-1-1 to learn how the Census affects our school funding, free school lunches, repair of our local roads, bus transportation, health care and more.

This advertisement has a yellow background with black and white diagonal stripes at the top. It features the City of Austin logo and the Austin Energy logo. The main text reads 'STOP UTILITY SCAMMERS! Don't FALL for the CALL! Report Suspicious Calls to 3-1-1.' Below the text is an image of a hand holding a smartphone. The phone screen shows an incoming call from an 'UNKNOWN NUMBER' with a large red question mark over a person icon and the word 'SCAMMER' in bold letters. A vertical copyright notice on the right edge reads '©2020 Austin Energy'.



## Clear the Way!

We've all seen it — overgrown trees and shrubs blocking our sidewalks and making it harder to navigate around town. But, did you know that property owners are responsible for maintaining areas of the right of way adjacent to their property? It's true! Remember to trim any private tree limbs, plants and other vegetation 8 feet above the sidewalk and 14 feet above the street. This helps make sure you and your neighbors have a clear and safe path to get around town. For more information, call **3-1-1** or visit [austintexas.gov/cleartherow](https://austintexas.gov/cleartherow).

## Austin Energy is turning 125: Anniversary celebration cancelled

Since starting service in 1895, Austin Energy has consistently found ways to serve the community, including providing the power and help residents need during times of crisis.

Although the anniversary celebration was cancelled in response to COVID-19, Austin Energy is going to be here for the next 125 years, providing essential and exceptional service. You can find more about Austin Energy's history at [austinenergy.com/wcm/connect/ae/history](https://austinenergy.com/wcm/connect/ae/history).

## Lighting a Brighter Future



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



© 2020 City of Austin. All rights reserved.

The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. TDD 512-974-3256, Relay Texas 711.

MAY-45382