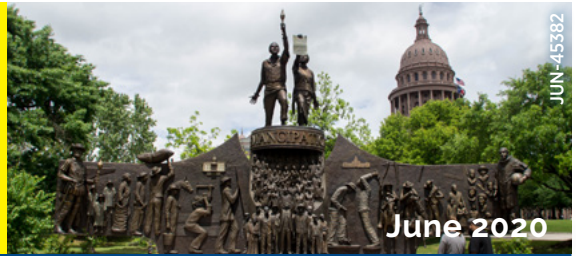


AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



June 2020



Save energy, especially now

Summer is here, which means warmer weather and more opportunities to conserve energy. As a publicly owned utility, Austin Energy wants to help you save energy and money with simple conservation tips. Keep reading for easy ways to lower your energy usage and save on your summer utility bills, all while staying cool and comfortable in your home.

Tips to lower your summer energy costs:

- » **Set your thermostat at 78 degrees or higher when possible. Every degree higher can decrease your summer bill by 3 percent.**
- » **Unplug chargers. Turn off power strips when not in use. Electronics plugged in while “off” can account for up to 10 percent of home energy use.**
- » **Use fans when you are in the room to make you feel about 2-4 degrees cooler. Turn them off when you leave the room.**
- » **Avoid turning on the oven during the hottest time of the day.**
- » **Check your refrigerator and freezer temperatures. You can save up to 25 percent by setting your refrigerator temperature between 35 and 38 degrees and your freezer to 0 degrees.**
- » **Wash full loads of laundry.**
- » **Keep curtains and blinds drawn on windows hit by direct sunlight.**
- » **Try the Austin Energy web app to monitor your energy usage.**
- » **Use efficient lighting. ENERGY STAR-qualified LEDs use at least 75 percent less energy than incandescent lights and last about 50 times longer, saving both money and energy.**



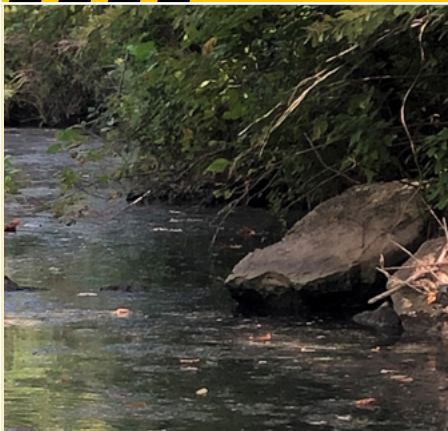
Get help with utility bills

If you are facing financial hardship, City of Austin Utilities is here to help. From utility bill discounts to budget billing, 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.

For more tips on conserving energy, visit austinenergy.com/go/tips.

Make it count! With nine questions in nine minutes, fill out your 2020 census at my2020Census.gov.

SAFETY TIP!



With warming weather, harmful algae may pose danger for dogs

Last summer, Lady Bird Lake experienced a harmful algae bloom. This occurs when cyanobacteria, also called blue-green algae, produces toxins. With the warm weather of summer settling in, Austin has an increased risk for another harmful bloom occurring.

While not all algae is harmful, you should keep your dog away from floating clumps of algae on Lady Bird Lake. If toxins are present, they can be fatal to dogs. Watershed Protection will monitor Lady Bird Lake weekly during the summer to check on these conditions.

Visit austintexas.gov/algae or call **3-1-1** for the latest information. Please remember, letting your dog swim in Lady Bird Lake is a “swim at your own risk” scenario.

Read all about it: Austin Water's water quality report

For more than 100 years, Austin Water has been committed to providing safe, reliable, high-quality drinking water with a focus on sustainable and affordable services to customers. State and federal regulations require Austin Water to provide a water quality report annually to customers. This report provides information about your drinking water including sources,

water quality, treatment processes and summarizes the data collected in the preceding year. Also in this report is information about fluoride in the drinking water and annual system water loss results. You can find the report online at austinwater.org/waterquality or you can call **512-972-0155** to receive a copy by email or mail.



Know before you throw

You aren't alone if you find recycling confusing. Here are three easy things you can do to help you know before you throw:

1. Visit austinrecycles.com or download the Austin Recycles App to search for the item you are disposing of. The tool will tell you what cart to use or if there are other things you can do with it.
2. Learn the rules of the cart. Trash should be secured in plastic trash bags but recycling should be clean and loose in your carts — plastic bags cause machinery to jam at the recycling facility. Compost can be in BPI certified compostable bags, paper bags or loose in the cart but never in plastic.
3. Reuse more. If there are single-use items you find yourself using a lot, see if there are easy reusable swaps you can make to reduce the amount of trash and recycling you are setting to the curb each week. For example, filling a water bottle instead of buying bottled water.



We're on the roads again

Following all necessary health and safety precautions, Austin Public Works is improving hundreds of roads this year during the City's annual street preventative maintenance season.

Be on the lookout for signs and door hangers for more specific timing. Crews ask that vehicles parked on scheduled streets be temporarily removed for two days. This gives them time to finish the work and tidy up your street.

Loose gravel is common for streets having recently received maintenance, and avoiding sharp turns is encouraged in these areas.

To see if your street is scheduled for maintenance this year, visit austintexas.gov/streetmaintenance

Being patient and careful around work zones can help keep everyone safe.

Work zone safety awareness



Now that summertime is here, outdoor improvements to our city are in full swing. For the public, that means lots of construction zones and traffic cones. However, don't

forget that this is how we're making Austin a better place to live!

For the safety of our field crews who are hard at work every day improving our great city, please remember:

- » **No texting while driving.**
- » **Keep your eyes on the road.**
- » **Respect flaggers, traffic signs and construction zone speed limits.**

Remember, being patient and careful around work zones can help keep everyone safe.

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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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 7-1-1.

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