

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



February 2025

Resource Recovery launches on-demand collection of brush, bulk and household hazardous waste

To provide more convenient services to customers, Austin Resource Recovery has changed how it offers collections for bulk, brush and household hazardous waste (HHW). Residential customers, which include single-family homes up to fourplexes, can now schedule collection dates that align with when they have materials for disposal, up to three collections per service each calendar year. The new, on-demand services replace the previous semiannual bulk and brush collection schedules. HHW collection is a new citywide service.

Scheduling is easy. Customers can make appointments by downloading the [Austin Recycles app](#), visiting austintexas.gov/myschedule, or calling **Austin 3-1-1**.

The scheduling system will list the items eligible for collection and ask what items will be set out. An email confirmation is sent when the appointment is made. A follow-up email will be sent before the appointment as a reminder to set out items properly by 5:30 a.m. on the scheduled day. Collections will not be made without an appointment.



You can learn more about the changes by visiting austintexas.gov/ondemand.



Spring into action with these essential maintenance tips

Spring is right around the corner, making this the perfect time to spruce up your home and yard. With these essential tips from the Development Services Department, you can ensure your space is safe, compliant and ready for the season.

Start with proper waste management by hiring licensed haulers. Use the Recycle & Reuse Drop-Off Center to discard items responsibly. Declutter by donating or selling items through the Austin Reuse Directory, or schedule curbside pickups for clothing and household items you no longer need.

In your yard, ensure tree branches are trimmed to maintain a 14-foot

clearance over streets to enhance visibility and safety. If you encounter issues with fallen trees or hazardous situations caused by trees, contact **Austin 3-1-1** for assistance.

Check your roof and gutters for winter damage and clear debris to prevent leaks. Seal cracks, remove standing water to deter pests and service your HVAC system before summer arrives.

Spring cleaning is a chance to “spark joy,” not just for your home but for the entire community. By following these tips, you help create a healthier, safer environment and prevent code violations. Learn more at austintexas.gov/springcleaning.



Home energy upgrades can help you save

Want a more comfortable and energy efficient home? With Austin Energy's Home Energy Savings program, you can earn rebates averaging \$2,600 to make whole-home energy upgrades.

Home upgrades may include:

- » Installing a new HVAC system.
- » Replacing leaky air ducts.
- » Adding attic insulation.
- » Sealing doors and windows.
- » Adding solar screens.

Learn more at austinenenergy.com/homeenergysavings.

Scoot safely: key tips for a safe ride

Scooters have become an important part of our transportation mix in Austin, but as usage has gone up, so have injuries. Riders are encouraged to follow these tips to scoot safely:

- » **Dress appropriately:** Wear a helmet and proper footwear.
- » **Follow all traffic laws:** Yield to pedestrians, don't drive intoxicated and stay off mobile devices.
- » **Use good sense:** Single rider only, don't carry items that might disturb balance and don't hitch a ride on another vehicle.
- » **Focus on safe operation:** Pay attention to the terrain (potholes, uneven surface, slick surface, etc.), know how to operate the scooter, avoid all distractions and use bike lanes where available.
- » **Park correctly:** Park the scooter upright and away from traffic and pedestrians so that it's not a tripping hazard.

For more information, visit bit.ly/3BdWG05.



ATX FLOOD SAFETY

6TH-12TH GRADES FLOOD SAFETY VIDEO CONTEST WIN CASH PRIZES



Student video contest - ready, set, action!

The City of Austin Watershed Protection Department is hosting their annual Flood Safety Video Contest to promote safe driving and saving lives! All Austin-area students in grades 6-12 are invited to create 30-second public service announcements educating drivers to "Turn Around - Don't Drown!" when they encounter water covering a road. Deadline is March 31, and winners will be celebrated at an awards ceremony in April. Encourage your young filmmakers to get creative and have fun! More details at austintexas.gov/watershed.



Get Ready. Stay Ready.

Know what to do in case of an outage.

Weather disasters keep coming, with bigger storms that last longer. As Austin Energy prepares for future power outage emergencies, you can get ready, too.

- » **Know how** to report an outage, use the Outage Map and get text alerts.
- » **Make sure** your contact info is current at COAUtilities.com or call **512-494-9400**.
- » **Learn how** Austin Energy handles outages.

Find more information at austinenergy.com/stayready.

Leave No Trace on parks and trails

As spring approaches and more people head out to parks and trails, remember to follow the Leave No Trace principles. Pack out trash and pick up dog waste, be considerate of other visitors, plan ahead and be prepared for the terrain and weather. Do your part to keep Austin's shared spaces green and clean for years to come. Learn more at austintexas.gov/leavenotrace.



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



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