

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



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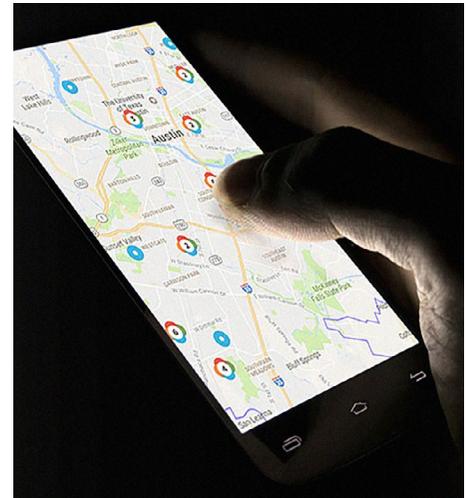
Don't wait for a storm, register for Outage Alerts

Although ice and snow are not common in Austin, they do occur. And when they do, they may affect power lines. Austin Energy offers Outage Alerts to improve communication with customers during power outages.

Outage Alerts is a text notification system that enables two-way communication via SMS messages during outages. Once registered, customers can report outages by simply texting the word "OUTAGE" or "OUT" to Austin Energy. Then Austin Energy will provide regular updates about estimated restoration

times and crew status until the power is back on. Outage Alerts are available in English and Spanish. Here's how to sign up for Outage Alerts:

1. Text **REGISTER** or just **REG** to **287846** (**AUSTIN** on a phone keypad).
2. Enter the phone number associated with your account OR your City of Austin utilities account number when prompted (If texting from the phone number associated with your account, skip this step).
3. Enter your ZIP code.
4. Enter **Y** to agree to Austin Energy Outage Alert Terms and Conditions.



It's time for wastewater averaging



Austin Water's annual wastewater averaging period spans three consecutive billing cycles beginning in mid-November and ending in mid-March. Check your utility bill or visit austinwater.org to find the dates for your wastewater averaging period.

About Wastewater Averaging

Wastewater averaging is a way for you to save money. It is calculated during the winter months when most residential water goes directly into the sanitary sewer system versus being used for outdoor watering. This measurement determines the cap on the volume

of wastewater you will be billed for each month for the next year. If there is outside watering during the wastewater averaging period, that water volume will also be included in the wastewater average. Avoid this by making sure your irrigation systems are turned off during your wastewater averaging period.

Lower Your Wastewater Costs

You can lower your wastewater costs the next year by conserving water during these billing periods. Here are some water-saving tips:

- » Check your irrigation system for leaks and turn them off during the fall and winter months.
- » Fix all leaky faucets and toilets.
- » Run your dishwasher and washing machine only with a full load.
- » Take shorter showers — place a timer in your bathroom.
- » When buying new water-using appliances, look for the WaterSense® label.

For more information visit austinwater.org.

SAFETY TIP!



How to avoid electric shocks around the house

If you're thinking about repairing part of your home's electrical system, be honest with yourself. If you don't know what you're doing every step of the way, it's best to call an experienced electrician. When you work with electricity, a misstep could cost you more than just money. If the repair is something you can handle, remember to avoid standing water, and never begin any repair without shutting off the power at the breaker box.

Energy efficiency can help you save

Is your house more than ten years old? Austin Energy's Home Performance with ENERGY STAR® program can help you make energy-saving upgrades.

Limited Time Offer

Through April 15, earn as much as \$2,400 from Austin Energy on qualifying home energy upgrades. Plus, enjoy 0 percent financing through Velocity Credit Union. These extra rebates and financing options can help you get started before the heat of summer arrives.

Home Performance with ENERGY STAR benefits:

- » Up to 20 percent savings on summer energy bills.
- » Increased efficiency and lifespan of AC unit.
- » Improved indoor air quality and fewer pollutants.
- » Equal temperatures in each room for greater comfort.
- » Reduced energy waste and improved carbon footprint.

Start at austinenergy.com/go/house. Explore more winter saving tips at austinenergy.com/go/winter.



Carbon monoxide alarms are there to keep you safe

Each year, carbon monoxide poisoning claims the lives of more than 400 people and causes more than 50,000 emergency room visits. Carbon monoxide alarms are one way to fight this trend. Austin Code wants you to know that carbon monoxide alarms:

- » **Must be installed in every residential and commercial structure with both sleeping areas and gas or fuel-burning appliances.**
- » **Must be installed outside of each separate sleeping area and in the immediate vicinity of each sleeping area. They are also required in any home with an attached garage.**



- » **A combination alarm for both smoke and carbon monoxide fulfills the requirement, and battery-operated alarms are acceptable for existing structures.**

The lack of a carbon monoxide alarm could not only lead to a code violation, it could lead to preventable deaths. You can learn more at austintexas.gov/article/carbon-monoxide-alarms.

Drainage Charge changes coming

Some customers may see changes to their drainage charge next month. The Watershed Protection Department is updating the impervious cover data used to calculate the charge. For most accounts, the update will result in no change to the drainage charge or a change of less than \$1 per month. Accounts with large changes will receive calls starting this month.

Impervious cover includes roof tops, driveways, parking lots and other surfaces that do not absorb rainwater. The drainage charge pays for programs and projects to help with flooding, erosion and water pollution.

To learn more, visit: austintexas.gov/drainagecharge.

Austin Resource Recovery has your New Year's cleaning resolution covered

Have you made a New Year's resolution to finally get rid of some of the things that have been hiding in your closet or attic for far too long? Austin Resource Recovery and Goodwill Central Texas are offering a free curbside collection service for unwanted clothing, shoes, accessories, toys, linens and housewares.

The program accepts eligible items in any condition, so long as they are not infested with bed bugs or other parasites. Collected items will be sorted and sold at Goodwill stores in the area. Whatever cannot be sold in their retail stores will be sent to the Goodwill outlet stores, then baled and sold on the commodities market.

All Austin Resource Recovery customers are eligible for the Clothing & Housewares Curbside Collection Program at no cost. Visit austintexas.gov/clothing or call **512-637-7196** to schedule a collection.

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

