

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



January 2024

Lower your bill with wastewater averaging



Wastewater averaging takes place from mid-November through March, and it's a great opportunity for customers to lock-in the best

wastewater rate possible for the next year. It's simple — all you have to do is reduce your water use as much as possible during your wastewater averaging period.

Austin Water calculates your wastewater average based on meter readings for the clean water you use. The meter readings are taken over the course of three consecutive months in the fall and winter known as the wastewater averaging period. This coincides with seasonal low water use, when

many households naturally cut back on irrigation, filling pools, washing cars and other outside water uses.

As the yearly wastewater averaging process begins, remember to do your part and conserve water. For information about how Austin Water is saving you money through wastewater averaging, a list of conservation tips or to find out when your wastewater averaging period begins, visit austintexas.gov/content/austin-water.

Get Ready
Central Texas



When you are prepared, you help us save the people who need it most.

Start your preparedness journey at ReadyCentralTexas.org



Do your medical needs require electricity?

If you are a City of Austin Utilities customer, you may qualify for the Medically Vulnerable Registry. Customers with critical medical conditions may need extra support during a power outage. The Medically Vulnerable Registry provides eligible customers with a personalized emergency backup plan and case management from the City of Austin and partnering agencies.

To qualify for the registry, a licensed physician must verify that you or someone in your household has a critical illness or medical condition or is on life support. Get started today by calling **512-494-9400** or by visiting coautilities.com/go/mvr.



Ready, set, action — enter this student video contest

The Watershed Protection Department's annual Flood Safety Video Contest is now open! 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. Encourage your young filmmakers to get creative and have fun! For contest details, visit austintexas.gov/flood-safety-contest.

Save big when you become a Power Partner

Through January 31, 2024, homeowners and renters can get up to \$130 in smart thermostat rebates and incentives!

- » **Earn a \$75 bill credit** for each eligible smart thermostat you enroll in Austin Energy's voluntary Power PartnerSM program.
- » **Earn a \$25 annual bill credit** for each smart thermostat that remains enrolled in Power Partner.
- » **Earn a \$30 rebate** when you purchase and install a new, eligible smart thermostat.



Learn more about becoming a Power Partner at austinenenergy.com/powerpartner.

Don't start the new year in the dumps

There is nothing like starting the new year with a clean, tidy, well-organized space. Whether it's your home, yard, garage, shed, car or storage unit, the key is to dispose of unwanted items responsibly. Luckily, there are plenty of great options to help you do that:

- » **Ensure you use a licensed private hauler** to collect, remove or transport waste, recycling and/or organic compost. Visit austintexas.gov/page/licensed-haulers for more information.
- » **Austin Resource Recovery also offers multiple ways to get rid of unwanted items** including the Recycle & Reuse Drop-Off Center, Austin Reuse Directory and curbside pickup of clothing and housewares. Find more details at austintexas.gov/department/austin-resource-recovery.

Illegal dumping is a serious code violation in our community. It puts



people, pets and the environment at risk and can be an expensive decision. If caught, a violator may be required to clean up the site and pay a fine. Ultimately, city code places the responsibility of cleaning up a site on the property owner, even if they are not the offender.

Report suspected illegal dumping to **Austin 3-1-1**.



Get ready, stay ready this winter

Cooler temperatures are usually welcome in Central Texas, but winter weather can be unpredictable. Austin Energy works constantly to improve resiliency and prepare for power outage emergencies. Here's how you can be ready for whatever comes our way:

- » **Know what information you need and where to get it.** Learn how to report an outage, sign up for outage alerts and stay safe during an outage.
- » **Make sure Austin Energy has your current cell phone number and email address** so we can reach you in an emergency. Log into your account at coautilities.com or call **512-494-9400** to update your contact info.
- » **Learn how Austin Energy handles outages.** Understand how Austin Energy crews prepare for and recover from outages. Know how Austin Energy communicates during an outage. And, get info about tree trimming.

Visit austinenenergy.com/outage so you can get ready, stay ready and know what to do in case of a power outage.

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

East Austin Utility Customer Service Center (Walk-in Center): 2800 Webberville Rd.

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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