



The value of public power

Austin Energy is community-owned, which means we answer to you, our customers.

As a public utility, we power our community with service that is:

Customer driven and community focused

Customers are the driving force behind Austin Energy. That's why we give back to the community by supporting Austin's libraries, parks and public safety. We also provide financial support to customers in need through the Customer Assistance Program.

Affordable and reliable

Austin Energy's rates remain some of the lowest in Texas. Our average overall rate has not increased by more than 2% per year since 1995. Austin Energy customers also experience 45% fewer outages per year than the statewide average.

Sustainable and safe

We know our customers care about the environment and well-being of future generations. Austin Energy continues to lead in sustainability with programs focused on renewable energy,



energy efficiency and emerging technologies. We also remain laser focused on safety. Our crews update and maintain our systems year-round to keep them as safe and reliable as possible.

Discover more about the benefits of public power at austinenergy.com/publicpower.

Watch for pedestrians

October is Pedestrian Safety Month, and for good reasons: The last day of October is Halloween, when children will fill the streets; and the first Sunday after October marks the end of Daylight Saving Time, when we will suddenly lose an hour of evening daylight.

Austin saw pedestrian fatalities jump from 33 in 2020 to 47 in 2022, and serious injuries went from 48 to 86 in that same period. In 2023 the numbers trended back down to 38 fatalities and 70 serious injuries. Let's get those numbers even lower for 2024!

Drivers: please remember to yield to pedestrians, be cautious when passing stopped buses and other vehicles, put



down your phone and follow posted speed limits.

Pedestrians: cross the street only at intersections and crosswalks, make eye contact with drivers, don't look at your phone while walking and be visible with bright/reflective clothing and flashlights at night.

For more information, please visit austintexas.gov/department/vision-zero.

Celebrate Code Compliance Month: Stay informed and keep Austin safe

Code Compliance Month is a reminder of how essential it is to maintain safe and healthy living conditions in our community. Throughout the year, code compliance plays a crucial role in addressing common issues like overgrown tall grass and weeds, illegal dumping, and substandard housing conditions such as lack of hot water, helping to mitigate their impact and keep our community safe. This month, take a moment to learn how to keep your home safe. Whether you're a homeowner, renter, or prospective buyer, the City's interactive online code compliance tool makes it easy to search for code violations. Stay informed and proactive—visit austintexas.gov/department/citizen-connect today to learn more.

Fall Shred Day is around the corner

The annual Fall Shred Day from the Austin ARMA chapter is Saturday, Nov. 2, from 8 a.m.-1:30 p.m. Only dry paper is accepted. Documents to be shredded must be packed in cardboard boxes no larger than 24 inches x 24 inches x 36 inches with fitted lids or securely closed box flaps. Please do not tape the boxes shut. Documents packed in hard plastic bins, plastic bags or any other form of storage container will not be accepted.

Please check austinarma.com/shred-day for location and additional information. For questions, contact Austin ARMA via email at austinarmachapter@gmail.com.

Untangling trees from power lines

Fall is the time to plant trees, but did you know Austin Energy's team of utility tree experts trims trees all year to keep our community safer?

In Austin, issues with trees, vegetation and weather cause more than one out of every three power outages. During windy and stormy weather, swaying and broken tree limbs can rub, contact or damage power lines, causing outages, hazardous conditions and fires.

Thankfully, Austin Energy's Vegetation Management team works with crews on removing and trimming trees that pose a risk to power lines and equipment. Tree trimming schedules consider tree health and environmental concerns



while supporting public safety and reliable electricity.

If you have a tree that needs trimming and is within 10 feet of a power line, call **512-494-9400** or request tree trimming services at austinenenergy.com/trees. Want to learn more about planting trees and finding free trees? Visit treefolks.org/get-a-tree/neighborhoods for details.



Help Austin Water stop the grease blob!

Pouring cooking oil or grease down the drain sticks to the insides of pipes and creates a gooey-gross grease blob. The more you feed it the bigger it gets until it's a monster of a clog. Help stop the grease blob from causing the need for expensive repairs, foul odors and sanitary sewer overflows! Fats, oils and grease (FOG) come from a variety of animal fats and/or vegetable oils. Many solidify at lower temps and create an icky grease blob.

FOG should never go down the drain! Instead, properly dispose of FOG:

- » **Use a paper towel** to wipe grease from pots, pans, plates and utensils prior to washing.
 - » **Scrape food scraps** into the trash, not the sink or garbage disposal. Very greasy and oily food cannot be composted.
 - » **Use a sink strainer** to catch food particles.
 - » **Collect cooking oil or grease** in a coffee can, empty milk carton or similar container (preferably with a lid so it doesn't pour out). Toss the container of collected FOG in your trash bin, or even better, recycle it at Austin Resource Recovery's Recycle & Reuse Drop-off Center.
- Find out more at austintexas.gov/department/grease-blob.

Community Connections Resource Fair

Join us for a fun-filled day for the whole family!

- Enjoy free food, prizes and activities for the kids
- Connect with community agencies and local vendors
- Access health services and vaccinations
- Discover resources to help lower your utility bill

Saturday, October 26

11 a.m. - 4 p.m.

Akins High School

10701 S 1st St. | Austin, TX 78748



AustinEnergy.com/CommunityConnections

WarnCentralTexas.org



Emergencies happen. Are you prepared?

If an emergency strikes in your area, find out as soon as possible! Visit WarnCentralTexas.org and sign up to receive free alerts about severe weather and other emergencies. To receive emergency alerts in American Sign Language, sign up at tinyurl.com/accessiblealerts.

Para obtener una copia en español de esta publicación, visite coutilities.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

© 2024 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 7-1-1. OCT-45382

