

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



DEC-45382



Considering a new vehicle? Drive electric!

If you are considering a new-to-you vehicle in 2022, Austin Energy's EV Buyer's Guide can help. Visit ev.austinenergy.com to see what's available to buy or lease at local dealerships from the comfort of home. The guide can help you find out which vehicle is right for you while learning about available incentives. EVs are easy to use, easy to maintain and easy to charge. They are also fun to drive and can save you money while helping the environment.

Prepare Your Home for Winter Weather

Austin Water urges customers to take steps now to prepare for freezing temperatures. Winter Storm Uri of February 2021 demonstrated that we must prepare for more severe and prolonged freezing weather. Follow these steps now to prevent property damage this winter.

Locate your water shutoff: Make sure everyone in your residence knows the location of the main water shutoff valve. Always keep it clear of debris and obstacles. For most homes, the shutoff valve is on your side of the water meter at the meter box.

Keep out cold air: Tightly close doors and windows to the outside and repair any that are broken or drafty. Seal all leaks in crawl spaces and basements.

Exposed pipes and water heaters: Insulate pipes in unheated areas, such as an attic or garage. Check manufacturer recommendations for your tanked and tankless water heaters.



Outside faucets: Turn off outside faucets, remove all hoses and wrap faucets with towels or a Styrofoam insulator. Turn off and drain automatic sprinkler systems.

For more information and instructional videos on how to prepare for winter, visit austinwater.org.



Carbon Monoxide Alarms Save Lives

Austin Code wants to remind you that carbon monoxide alarms save lives. Each year carbon monoxide poisoning claims hundreds of lives and causes more than 50,000 emergency room visits. Here is what is required by City of Austin codes:

- » 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 and 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.

To learn more visit: austintexas.gov/article/carbon-monoxide-alarms.

Plan Safe Holiday Transportation



GETTING HOME SAFE
IS THE BEST GIFT



Driving while under the influence of alcohol is one of the four primary causes of crashes with fatalities and serious injuries in the City of Austin. Planning a night out for the holidays? Be sure to plan ahead with Austin Transportation's Get Home Safe resources:

- » **Tap the app - Taxicabs and Ridesharing**
Make sure you have a taxi company or ride-sharing app saved on your phone.
- » **Try transit - CapMetroApp**
Familiarize yourself with local routes and schedules before the party.

- » **Ride the Entertainment Bus (E-Bus)**
A late-night service that picks up from UT Austin and Riverside areas and provides a safe way to and from the Sixth Street district.
- » **Visit GetThereATX.com**
The ultimate online one-stop shop for getting around Austin.

Learn more about safe ways to get home after a fun night at austintexas.gov/GetHomeSafe.



For A Limited Time Only

INSTANT SAVINGS

on select energy efficient products brought to you by Austin Energy



Get Instant Savings in Stores

Shopping for energy-efficient products this season? Look for the green INSTANT SAVINGS tag at local stores and receive instant savings from Austin Energy on products like these:

- » **LED light bulbs**
- » **Air purifiers**
- » **Window air conditioners**
- » **Electric lawn equipment**
- » **Smart power strips**
- » **Door seals and sweeps**
- » **Insulating foam gap filler**

Find participating stores and available products at austinenergy.com/go/instantsavings.

Get Alerts in American Sign Language

The City of Austin Office of Homeland Security and Emergency Management and the Travis County Office of Emergency Management have partnered with Deaf Link to provide accessible alerts and emergency information to registered residents who are deaf, blind or hard of hearing.



Register for emergency alerts and information in ASL through the Accessible Hazard Alert System by texting **AHAS** to **737-241-3710** or visit austintexas.gov/prepared

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

South Austin Utility Customer Service Center (Walk-in Center): 1901 W. William Cannon Drive, Ste. 100



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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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