

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



OCT-45382

October 2023

Untangling trees from power lines



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 cycles throughout the city consider the health of your trees while supporting public safety and reliable electricity.

Here's your quick tree checklist:

» Are your trees near power lines?

Electricity from a power line can flow through items that get too close, like ladders, tools, tree branches and even body parts. Never work near power lines or trim tree branches within 10 feet of a power line yourself. For this situation, submit a tree trimming request at austinenergy.com/trees.

» Do you see tree trimming experts working on trees in or near your neighborhood? Show appreciation from a distance. Never approach a crew working near power lines.

Fall is the time to plant trees, but did you know Austin Energy's team of 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.

If you have an issue with a tree near a power line, call **512-494-9400** or request tree trimming services at austinenergy.com/trees. Want to learn more about planting trees and finding free trees? Visit treefolks.org/get-a-tree/neighborhoods for details.

Let's hear it for National Code Compliance Month

This October, Austin Development Services Department Code Compliance is celebrating all the ways we get to serve you for National Code Compliance Month. We have a new name these days, but our mission to protect you by ensuring the integrity of buildings and the environment remains unchanged. In Fiscal Year 2022, Code Compliance investigated 28,449 complaints, confirmed 8,317 violations and achieved a whopping 86% residential voluntary compliance rate. We are honored to get to collaborate with our community to address concerns through education.

Keep the party going. We invite you to engage with us at:

- » facebook.com/austincodeatx.
- » twitter.com/austin_code.
- » instagram.com/austincode.
- » austintexas.gov/page/request-code-speaker to request a speaker for your next community meeting.



Emergencies happen. Are you prepared?

If an emergency strikes in your area, you want to know as soon as possible! Visit warncentraltexas.org today, and sign up to receive alerts and actions for severe weather and more by text, email or phone call. The service is FREE for all Central Texas residents and will help you protect yourself, your family and your property. To receive emergency alerts in American Sign Language, sign up on the Accessible Hazard Alert System at tinyurl.com/AccessibleAlerts.



Has your jack-o'-lantern gone from spooky to goopy? Compost it!

Are you wondering what to do with your rotted jack-o'-lantern? Instead of dumping your spooky creation into the trash, remember that if it grows, it goes into your green composting cart!

Remember to set out your green cart with the lid closed every week by 5:30 a.m. on your collection day, even if it isn't full. Learn more about what goes in your green cart at austintexas.gov/composting.

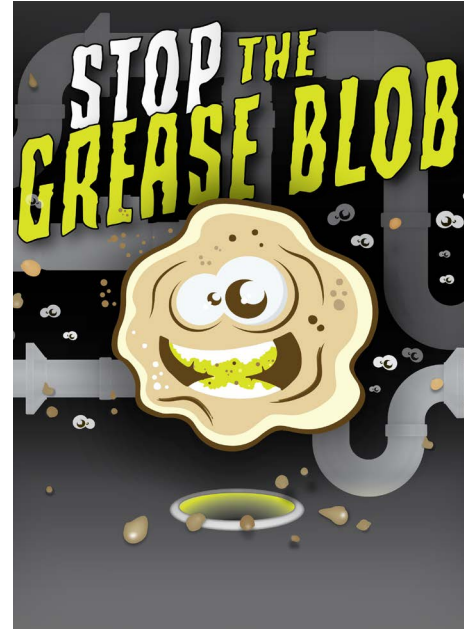
Help Austin Water stop the grease blob!

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. Examples of FOG include:

- » **Meat fats.**
- » **Sauces and gravy.**
- » **Cooking oils (canola, corn, etc.).**
- » **Yogurt.**
- » **Butter/margarine/nut butter.**
- » **Mayonnaise/salad dressing.**

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's Resource Recovery's Recycle & Reuse Drop-off Center.



Find out more at austintexas.gov/department/grease-blob.

Living Streets program — how streets can help build community

Streets are more than just ways to get to a destination. They can be destinations themselves. Streets are places that can build community, increase safety and improve the quality of life for Austinites.

That is the idea behind Austin's Living Streets program, which allows residents to apply for creative activations of their street. The Living Streets program includes three types of activations:

- » **Neighborhood Block Parties.** These one-time events allow community members to connect with their neighbors and celebrate events together on the street. Neighborhood Block Parties limit vehicular traffic on a residential street to local access only.



- » **Play Streets.** These complete street closures can re-occur for several hours, multiple times a week, allowing kids and adults to play in the street with no vehicle traffic and the community to gather together.
- » **Healthy Streets.** These "soft closures" to all vehicular traffic other than local access create more inviting places for physical activity, such as walking, biking, rolling and gathering. To find out more about the program, including how to apply, visit austintexas.gov/livingstreets.

Fall Shred Day is around the corner

The annual Fall Shred Day from the Austin ARMA chapter is Saturday, Nov. 4, from 8 a.m.-1:30 p.m. Please check austinarma.com/shred-day for location and additional information.

Shredding requirements are:

- » **Dry paper only.**
- » **Must be packed in cardboard boxes** no larger than 24in x 24in x 36in with fitted lids or securely closed box flaps. Please do not tape boxes shut.
- » **Documents packed in hard plastic bins, plastic bags or any other form of storage container will not be accepted.**

For questions, please contact Austin ARMA via email at austinarmachapter@gmail.com or leave a message for a return call at **512-937-3347**.

Slow down, save a life: Reducing your speed can help create a safer environment for everyone, especially pedestrians. October is National Pedestrian Safety Month, and you can learn how Austin is improving safety at austintexas.gov/visionzero.

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

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

© 2023 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

