

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



July 2022

Save energy and water this summer

Explore these tools and tips to help you manage the summer heat.

1. Explore your bill payment options.

Budget billing and payment arrangements can help you stay in control of paying your monthly bill. If you want to pay your bill automatically, consider signing up for autopay.

2. Get support if you need it.

The City of Austin's Customer Assistance Programs offer resources and support to help qualifying customers pay and manage their utility bills. See if you qualify and explore your options at coautilities.com/go/cap.

3. Use online tools and resources.

Sign up for alerts, monitor your energy and water use and forecast your utility costs at coautilities.com. Get energy savings tips and rebates at austinenergy.com/go/summer. Find water conservation tips, rebate info and your watering schedule at austinwater.org.



Tips to save energy and water:

Energy

- » Set your thermostat at 78 degrees or higher.
- » Unplug electronics and turn off power strips when not in use.
- » Set your refrigerator temperature between 35 and 38 degrees and your freezer to 0 degrees.
- » Keep curtains and blinds drawn on windows hit by direct sunlight.
- » Use energy efficient lighting.

Water

- » Water your lawn only on your assigned day and times.
- » Take shorter showers (five minutes).
- » Install water-saving aerators on your bathroom faucets and water-saving showerheads that use 1.5 gallons per minute or less.
- » Turn off the water while shaving, brushing your teeth, lathering in the shower and shampooing or conditioning your hair.
- » Only run your dishwasher when full. Scrape food from plates instead of rinsing.

24^{HOUR}

POLLUTION HOTLINE

Call if you see **POLLUTION** in our community!

512.974.2550



WATERSHED PROTECTION

See pollution? Call it out!

Pollutants can contaminate Austin's creeks, lakes and springs and harm human health and wildlife. You can report leaks, spills or pollution concerns to the 24-Hour Pollution Hotline at **512-974-2550** anytime.

The City's Watershed Protection Department has a team of Spill Response investigators on call day and night. These staff identify pollutants, determine causes and sources, assess environmental impacts, and find the responsible parties. They direct actions for cleanup and recommend best practices to prevent future problems. Investigators work on approximately 1,000 cases each year, resulting in the removal of millions of gallons of sewage, petroleum, sediment, trash, paint, food grease, chemicals and other hazards from the environment.

Help keep our community clean! Call **512-974-2550** anytime you see or suspect pollution in Austin.



Avoid hold times!

Did you know that most common customer care transactions can be handled quickly and easily online? Avoid possible phone call hold times by visiting coautilities.com to:

- » Pay your bill.
- » Start, stop or transfer service.
- » Register for Autopay.
- » Sign up for budget billing.
- » And much more!

Plan a safe ride home

How are you getting home from your favorite summer celebrations? While July is a great time for lively hangouts with friends and family, it also clocks in as one of the deadliest months of the year for drinking and driving in Austin. Making poor choices when driving home can result in a DWI, which can cost as high as \$17,000 and put your life and the lives of others at risk.

When you're drinking, know your options for a safe ride home,



including rideshare, public transit and more. For more resources, visit austintexas.gov/gethomesafe.



Selected Austin streets get a summer facelift

Austin Public Works is improving hundreds of roads this season as part of an annual City street preventative maintenance program. This ongoing work extends the life of Austin streets.

Be on the lookout for signs and door hangers with more specific timing for affected residents.

Note that loose gravel is common after receiving maintenance, so avoid sharp turns and hard braking in these areas to prevent flying rock. Crews ask that vehicles parked on scheduled roads be temporarily removed for two days. This gives them space and time needed to finish and tidy up your street.

Visit austintexas.gov/streetmaintenance to see if your street is scheduled this year.

Transportation User Fee Exemption: Do you qualify?

The monthly Transportation User Fee (TUF) funds street maintenance, repair and other activities necessary for keeping Austin's roadways in good condition. Residential City of Austin utility customers may be eligible for an exemption if the person who is responsible for paying the utility bill meets the criteria of being age 65 or older OR does not own or regularly use a private motor vehicle.

For more information or to download and fill out the form, visit austintexas.gov/faq/what-transportation-user-fee. Email completed forms to TUFexemptions@austintexas.gov.



Austin Energy is in the middle of a base rate review. Based on FY 2021 financial data, the utility needs a \$48 million increase in base revenue. You can learn more about Austin Energy's proposal to make up that difference and the process of setting new base rates at austinenergy.com/go/rates.

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

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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