

# AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



May 2019



## For GreenChoice® customers, the solution is wind-wind

For nearly 20 years, GreenChoice subscribers have chosen 100 percent Texas wind energy to power their homes and businesses, and 2018 was the breeziest year yet! With 20,000 GreenChoice subscribers investing in more than 755 million kWh of Texas wind energy, it is the fourth-largest utility green pricing program in the country.

Together, GreenChoice subscribers have made a big impact, equal to:



Removing the same amount of carbon from the air as **6 million trees**



Removing carbon emissions equal to **74,000+ cars**



Powering **72,000 homes** for a year with wind energy instead of fossil fuels (based on 880 kWh/mo)



Avoiding more than **350,310 metric tons of carbon emissions**

As part of Austin Energy's commitment to transparency and impact in our green power programs, GreenChoice is Green-e® Energy certified, ensuring that the program meets the environmental and consumer protection standards established by the nonprofit Center for Resource Solutions. In accordance with Green-e compliance, Austin Energy publishes the Product Content Label each year, verifying GreenChoice clean energy sources. You can view the label at [austinenrg.com/go/greenchoice](http://austinenrg.com/go/greenchoice).

Join your neighbors in being part of the wind-wind solution and make the green choice today by calling **512-494-9400** or visiting [austinenrg.com/go/greenchoice](http://austinenrg.com/go/greenchoice).



## Take the Cool House Tour on June 9

Tour some of Austin's coolest homes from 10 a.m. to 6 p.m. Sunday, June 9, featuring energy efficient and environmentally friendly design, construction and landscaping. The 23rd annual Cool House Tour showcases three remodels, three new homes, an Accessory Dwelling Unit and a wildlife sanctuary residence. Project teams will be on-site to answer questions.

Purchase \$25 guidebook tickets online now or stop by Austin Habitat for Humanity ReStore after May 15. Tickets purchased at the homes on tour day are \$30. The tour is co-produced by the Texas Solar Energy Society (TXSES) and Austin Energy Green Building. Visit [coolhousetour.com](http://coolhousetour.com) for more information. All proceeds benefit TXSES.

### SAFETY TIP!



## Stay away from downed power lines

When high winds and storms roll through the area, it's good to be aware of potential hazards from downed power lines. Here are some important tips for staying safe:

- » **Never touch a fallen power line.**
- » **Stay at least 35 feet away from a downed power line.**
- » **Never touch anything or anyone in contact with a power line, including tree limbs.**
- » **If you are driving and come across a downed line, keep your distance.**
- » **If your vehicle comes in contact with a downed power line, do not leave the vehicle. As long as it is safe to do so, wait for utility professionals to de-energize the line.**

If you see a fallen power line or a tree limb touching a power line, call Austin Energy at **512-322-9100** to report the location. If you see a fallen power line on a vehicle or see someone touching a power line, call **911**.

# Weigh in on the City's budget

It's budget engagement time again! Bring your valued voice to the table and participate in an online survey now until June 15 at [austintexas.gov/budget](http://austintexas.gov/budget).

This survey is designed to gauge the priorities of Austin residents prior to the development of next year's budget. The City's

current budget is \$4.1 billion and funds critical services for Austin residents including public safety, mobility, animal services, parks and more. For more information about the City budget and the 2019 engagement process, visit [austintexas.gov/budget](http://austintexas.gov/budget).



## Spring rains could bring flooding



Austin is in the heart of Flash Flood Alley, and some of our biggest floods have been in the spring. Stay safe during a flood by keeping off roads and flood-prone trails. If you must drive, remember to watch for water over the road and Turn Around, Don't Drown.

But driving isn't the only risk. There are also thousands of homes in Austin that are prone to flooding. Flooding can bring financial hardship. If your home is at risk, make a plan for responding to a flood, and consider purchasing flood insurance. To find out more about flood safety, visit [atxfloodsafety.com](http://atxfloodsafety.com).

## Don't FALL for the CALL!

Learn to spot and report utility scam calls. Visit the website: [austinenergy.com/go/stopscams](http://austinenergy.com/go/stopscams).



If you receive a scam call, report it to **3-1-1**.



## Clear the Way!

We've all seen it — overgrown trees and shrubs blocking our sidewalks and making it harder to navigate around town — but, did you know that property owners are responsible for maintaining areas of the right-of-way adjacent to their property? It's true! Remember to trim any private tree limbs, plants and other vegetation to 8 feet above the sidewalk and 14 feet above the street. This helps make sure you and your neighbors have a clear and safe path to get around town. For more information, call **3-1-1** or visit [austintexas.gov/cleartherow](http://austintexas.gov/cleartherow).

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

Rosewood-Zaragosa Neighborhood Center (Walk-in Center): 2800 Webberville Road, Ste. 110



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