

# AUSTIN

## UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



JUN-45382

## Tools and tips to help utility customers this summer

Hello summer! Save on utility bills and find resources from Austin Energy and Austin Water.

### Energy

- » Adjust your thermostat.
- » Replace air filters monthly.
- » Keep curtains and blinds closed on sunny windows.
- » Use energy-efficient lighting.



### Water

- » Water your lawn only at your assigned times.
- » Take shorter showers. If you take a bath, fill the tub half full.
- » Install water-saving showerheads and aerators on faucets. Austin Water customers can get free aerators and showerheads.
- » If you have a dishwasher, use it rather than washing dishes by hand.

### Free tools for you

- » For more savings ideas, visit [austinenergy.com/tips](http://austinenergy.com/tips) and [austinwater.org](http://austinwater.org).
- » Join the My ATX Water customer portal to view water use data and get alerts at [myatxwater.org](http://myatxwater.org).
- » Monitor your energy use and explore bill payment options at [coutilities.com](http://coutilities.com).
- » Visit [coutilities.com/go/cap](http://coutilities.com/go/cap) for help with utility bills.
- » Visit [outagemap.austinenergy.com](http://outagemap.austinenergy.com) to view outages in your area. Register for outage alerts: text **REG** to **28784**.



## Stay safe on the lake with boat dock registration

Summer is a perfect excuse to enjoy Austin's beautiful waterways, and the Development Services Department Environmental Inspections Team is doing their part to keep lake goers safe. Did you know that City ordinance requires registration and proper addressing of boat dock structures on Lake Austin, Lady Bird Lake and Lake Walter E. Long? Proper addressing means that the property's street address must be posted on the front of the dock 4 to 6 feet above water.

This regulation is intended to improve boat dock visibility for public safety personnel on the lake when responding to emergency calls for service. There are currently 969 boat docks registered with the City that serve as markers for first responders.

Boat docks include a wharf, pier, float, floating dock, island, boat dock, boat slip, boat lift, stationary platform or other similar structure. There is no cost to register, but failing to do so may result in a notice of violation. Learn more at [austintexas.gov/boatdocks](http://austintexas.gov/boatdocks).



## Is your street ready for rainy days? Adopt a Storm Drain!

Central Texas is located in Flash Flood Alley, and streets can flood in a flash! Austin's storm drain system is designed to quickly move stormwater from urban areas to our creeks and river. But grass growing inside the curb slows the draining process, and debris, like fallen leaves and trash, can clog storm drains and cause area flooding.

Field crews with the Watershed Protection Department work year-round to keep Austin's storm drains clear, but it takes a long time to maintain more than 30,000 drains around the city. Sign up to Adopt a Storm Drain and remove trash, dog waste, excess leaves and more to help keep the storm drains in your neighborhood free-flowing. Get information and sign up at [austintexas.gov/adoptastormdrain](http://austintexas.gov/adoptastormdrain).

# How to avoid solar scams in Austin

Solar is a great option for lots of people here in sunny Austin. Buyers do have to be careful, though. Austin Energy is warning customers about recent solar scams, especially false claims on social media.

Here are some things to look out for:

» **The scammer claims to be from Austin Energy and wants to sell you solar.**

Austin Energy does not call customers to sell them products.

» **The scammer may claim that solar users can cut the cord to the power company.** In reality, Austin Energy solar customers are connected to the grid and get a Value of Solar bill credit for their system's production.

» **The scammer pushes a contract.**

Installing a solar system is a big

decision. Anyone pushing you into a decision is suspicious.

» **Here are the facts Austin Energy customers should know.** Austin Energy pays qualifying residential customers a \$2,500 rebate and 9.91 cents/kWh in value of solar bill credits for their solar production.

To learn more about how to avoid solar scams, to earn solar rebates and to navigate the whole buying process, visit [austinenergy.com/solar](http://austinenergy.com/solar).

If you suspect a scam, you can also file a complaint online with the Consumer Protection Division of the Texas Attorney General's office or give them a call at **512-463-2185**.



Don't Get  
**Solar Scammed!**  
**Get solar smart.**  
Get the facts before you buy.



City of Austin  
**2024-25 BUDGET**


[AustinTexas.gov/Budget](http://AustinTexas.gov/Budget)

## Help shape next year's City of Austin budget

Your city, your budget! We want to hear your priorities for the upcoming City of Austin budget. From improving infrastructure to enhancing community services, your input helps us put resources where they're needed most. Join us at an upcoming town hall, and learn more about how you can actively participate in decision-making by visiting [austintexas.gov/budget](http://austintexas.gov/budget). Together, let's build a brighter tomorrow, one budget decision at a time.

For more information, visit [austintexas.gov/budget](http://austintexas.gov/budget).



Make Emergency **PREPAREDNESS** Your Superpower!  
Get Ready.  Find out more at [ReadyCentralTexas.org](http://ReadyCentralTexas.org)

## Don't let the heat ruin your summer

Don't get caught unprepared for summer heat. Take routine breaks in the shade to cool off and drink water. Learn the signs and symptoms of dehydration and heat-related illnesses like heat exhaustion and heat stroke. Learn more about heat safety and make emergency preparedness your superpower at [readycentraltexas.org](http://readycentraltexas.org).

## Austin Water releases 2023 water quality report

For more than 100 years, Austin Water has been committed to providing safe, reliable, high-quality drinking water with a focus on sustainable and affordable services to our customers. State and federal regulations require Austin Water to provide an annual water quality report to customers. The 2023 report provides information about your drinking water including sources, water quality and treatment processes, as well as summarizes the data collected in the preceding year. You can find the report online at [austinwater.org/waterquality](http://austinwater.org/waterquality) or call **512-972-0155** to receive a copy by email or mail.



Para obtener una copia en español de esta publicación, visite [coutilities.com/go/utilitynews](http://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

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