

# AUSTIN

## UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



September 2023

SEP-45382

## Easy ways to save energy and water

Austin Energy and Austin Water want to help you save energy and water. Check out these tips for utility bill savings.

### Save on electric bills

- » Monitor your energy use at [coautilities.com](https://coautilities.com).
- » Change your AC filter monthly in the summer to improve airflow and air quality.
- » Raise your thermostat by a few degrees.
- » When raising your thermostat by a few degrees, using fans can help you feel about 4 degrees cooler.
- » Keep curtains and blinds closed on windows hit by direct sunlight.

### Save on water bills

- » Find water savings ideas at [austinwater.org](https://austinwater.org).
- » Take shorter showers when you can — five minutes, tops.
- » Visit [myatxwater.org](https://myatxwater.org) to sign up for customized alerts and monitor water use.
- » Water your lawn on your assigned days and times.
- » Use drip irrigation for bedded plants, shrubs and trees to water the roots directly.

Visit [austinenenergy.com/go/summer](https://austinenenergy.com/go/summer) and [austinwater.org](https://austinwater.org) to find more ways to save. If you need help paying your utility bill, the City of Austin's Customer Assistance Program offers resources and support for qualifying customers. Learn more at [austinbillhelp.com](https://austinbillhelp.com).



## Fall planting with Grow Green

This is Bud. Bud knows that as the temperatures cool down, it's the perfect time to embark on a gardening journey with Grow Green. Fall planting offers an excellent opportunity to enhance your outdoor spaces. Check out the Plant Guide, featuring a diverse selection of native and adapted plants carefully chosen for their ability to thrive in Austin's unique climate.

Explore the Grow Green website — [growgreen.org](https://growgreen.org) — for other resources, tips and inspiration for sustainable gardening practices. Learn about efficient irrigation techniques, soil preparation and eco-friendly pest control methods that promote a healthy and resilient garden. Be like Bud this fall and Grow Green to keep our water clean!



## Get the Austin Recycles App

The Austin Recycles App is the easiest way to get important alerts and reminders about your City of Austin trash, recycling and composting services. Use the calendar feature to see when your next large brush or bulk collection will happen. You can also find out what to do with hundreds of items on the "What Do I Do With..." tool. Schedule a drop-off at the Recycle & Reuse Drop-off Center for hard-to-recycle items like batteries, electronics and plastic bags.

Download the app on your Apple or Android devices today!


# Meet your local code inspector at National Night Out


Are you curious about local codes and ordinances? Want to learn more about code inspections or a day in the life of a Code inspector? Meet your local Code inspector during National Night Out on Tuesday, Oct. 3!

In the spirit of community safety, residents across the nation are invited to spend the evening outside with their neighbors, police officers, firefighters, EMS medics and Code

inspectors as part of National Night Out. Events such as cookouts, block parties and neighborhood walks will all occur simultaneously throughout Austin. For answers to your code questions, the Development Services Department Code Compliance staff can be reached by calling Code Connect at **512-974-2633**. Report potential code violations by calling Austin **3-1-1**.











## Make Emergency Preparedness Your **SUPERPOWER!**

Visit [ReadyCentralTexas.org](https://ReadyCentralTexas.org) to learn how to

**Make a Plan**

**Build a Kit**

**Know Your Neighbors**

**Stay Informed**


**JOIN US TO LEARN MORE AT THE**


**GET READY CENTRAL TEXAS EMERGENCY PREPAREDNESS FAIR**  
September 22, 2023 | 3-7 p.m.  
ACC Eastview  
3401 Webberville Rd

**EMERGENCY PREPAREDNESS POP-UP**  
October 18, 2023 | 4-7 p.m.  
Twin Oaks Branch Library  
1800 S. Fifth St.



**Check out our Neighborhood Preparedness Guide!**


Download The Ready Central Texas app.

Sign up for WarnCentralTexas.org to get emergency alerts to your phone or email.



**Go to [austintexas.gov/alerts](https://austintexas.gov/alerts) for up-to-date emergency information in 13 languages!**

**Follow Us On:**  Austin Emergency Management  @AustinHSEM





## Get Ready. Stay Ready.

**Know what to do in case of an outage.**  
Weather disasters keep coming, with bigger storms that last longer. As Austin Energy prepares for future power outage emergencies, you can get ready, too.

- Know what information you need and where to get it.
- Make sure Austin Energy has your **cell phone number** and **email address**.
- Learn how Austin Energy prepares for outages.

Visit [austinenenergy.com/go/outage](https://austinenenergy.com/go/outage) or learn more at a Utility Customer Service Center.





## Safe at Home — information for tenants

Many Austin residents live in rental properties including apartments or duplexes. If a rental home has unresolved maintenance issues, it could be a code violation but most importantly, pose a safety risk for tenants or neighbors.

The owner or landlord of a property is responsible for the upkeep and overall health of the structure as well as for maintaining compliance with property maintenance codes. Code Compliance staff work with tenants, property representatives and landlords to make sure rental homes are up to code.

Take action and speak to your property manager about potential code violations in your home.

If these issues are not addressed, share your concerns with 3-1-1 and a code inspector will assist you. Learn more at [austintexas.gov/code](https://austintexas.gov/code).

Para obtener una copia en español de esta publicación, visite [coautilities.com/go/utilitynews](https://coautilities.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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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. SEP-45382

