

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



DEC-45382

December 2022



Prepare your home for winter weather

Austin Water urges customers to take steps now to prepare for freezing temperatures. Follow these steps now to prevent property damage this winter.

Locate your water shutoff: Make sure everyone in your residence knows the location of the main water shutoff valve. Always keep it clear of debris and obstacles. For most homes, the shutoff valve is on your side of the water meter at the meter box.

Keep out cold air: Tightly close doors and windows to the outside and repair any that are broken or drafty. Seal all leaks in crawl spaces and basements.

Exposed pipes and water heaters: Insulate pipes in unheated areas, such as an attic or garage. Check manufacturer recommendations for your tanked and tankless water heaters.

Outside faucets: Turn off outside faucets, remove all hoses and wrap faucets with towels or a Styrofoam insulator. Turn off and drain automatic sprinkler systems.



For more information and instructional videos on how to prepare for winter, visit austinwater.org.

Save big with our seasonal offer on smart thermostats

Through Jan. 31, 2023, Austin Energy customers can earn up to \$160 in smart thermostat rebates and incentives!

- » Earn a \$30 rebate when you purchase and install a new, eligible smart thermostat.
- » Earn a \$130 bill credit when you enroll a smart thermostat in Austin Energy's voluntary Power PartnerSM program.

Learn more about becoming a Power Partner and available smart thermostat incentives at austinenergy.com/go/powerpartner.



Find Instant Savings in stores

Shopping for energy-efficient products this season? Look for the green INSTANT SAVINGS tag at local stores and receive instant savings from Austin Energy on products like:

- » LED light bulbs.
- » Air filters.
- » Air purifiers.
- » Bath fans.
- » Smart power strips.
- » Door seals and sweeps.
- » Insulating foam gap filler.

Find participating stores and available products at austinenergy.com/go/instantsavings.

BEFORE AN EMERGENCY



Make a Plan



Build a Kit



Know Your Neighbors



Stay Informed



Download the Ready Central Texas app.



Sign up To get emergency alerts.



Save austintexas.gov/alerts to your faves and get up-to-date local emergency info in 13 languages.

GET HOME SAFE FOR THE HOLIDAYS

Driving under the influence is 1 of the 4 primary causes of fatal crashes in Austin.



Plan your safe ride home before going out during the holidays.

FIND TIPS AT

[AUSTINTEXAS.GOV/GETHOMESAFE](https://austintexas.gov/gethomesafe)



Get home safe for the holidays

Driving under the influence is one of the four primary causes of fatal crashes in Austin. Be sure to plan your safe ride home before going out during the holidays. Find tips at austintexas.gov/gethomesafe.

- » **Tap the app.** Make sure you have a taxi company or ride-sharing app saved on your phone.
- » **Try transit.** Use the **CapMetro App** to familiarize yourself with local routes and schedules before the party.
- » **Ride the Night Owl.** This is a late-night bus service that runs between popular destinations on 6th Street and local neighborhoods every 20 to 30 minutes.
- » **Visit getthereatx.com.** The ultimate online one-stop shop for getting around Austin.

Recycle your holiday tree

Don't let the life of your tree stop with the holidays! Beginning Dec. 26, City of Austin Resource Recovery (ARR) curbside customers can recycle their holiday tree by placing it at the curb on regularly scheduled composting collection day by 5:30 a.m. Contactless drop-off is also available for ARR customers and other Austin residents to recycle their trees at Zilker Park on Dec. 31, Jan. 7 or 8 from 10 a.m. to 2 p.m.

When recycling, remember:

- » Trees sprayed with artificial snow will not be accepted.
- » Remove all ornaments, decorations (including tinsel), lights and tree stands.
- » Do not place trees in bags.
- » Only natural trees are accepted for recycling.
- » Trees six feet or taller should be cut in half.

For more information, visit austintexas.gov/treerecycling. Become a tree recycling event volunteer by visiting tinyurl.com/mr2h2nww and sign up!



Find out about free home energy improvements

Austin Energy's Weatherization Assistance program provides up to \$10,000 in free home energy improvements for income-eligible customers. Find out if you qualify!

These free home energy improvements can:

- » Reduce your overall energy use.
- » Improve your home's air quality.
- » Make your home safer and more comfortable.

Weatherization improvements may include:

- » Attic insulation.
- » Sealing cracks and gaps.
- » Solar screens.
- » Sealing and repair of duct work.
- » Carbon monoxide and smoke detectors.

Learn more and apply in minutes at austinenergy.com/go/weatherize, or call **512-482-5346**.



Give the Gift of Comfort to a loved one, friend or neighbor in need by making a payment toward their City of Austin utility bill. Go to coautilities.com/go/giftofcomfort to find out how.

Para obtener una copia en español de esta publicación, visite 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

© 2022 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. DEC-45382

