

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



OCT-45382

October 2020

Call to find out more about available utility bill assistance

City of Austin Utilities understands that our community still needs help as standard collection activities are scheduled to resume. They are offering flexible payment arrangements options and financial assistance on utility bills for eligible

customers when you call to set up a payment arrangement. If you have a past-due bill, we encourage you to call City of Austin Utilities at **512-494-9400** to learn more about the help that is available.

Keep it clear to create safe spaces



Austin Public Works maintains public rights of way, like medians. But many residents don't know they're responsible for maintaining some right of ways too! This includes pruning plants that grow from private property and into sidewalks, streets and alleyways.

Unkept vegetation not only blocks paths, it can also obstruct a driver's view. When this happens, drivers may not see approaching vehicles, wildlife or pedestrians.

Following these guidelines will help keep everyone safe:

- » **Prune vegetation on sidewalks** back from the edge and to at least 8 feet high.
- » **Prune limbs and vegetation on streets and alleys** from the curb line and to at least 14 feet high.
- » **Never prune near power lines.**

Right of way spaces are for everyone's use. Learn how to keep Austin safe and moving at austintexas.gov/cleartherow.

Look out for new speed limits citywide



Austin City Council recently approved reducing speed limits to improve safety for all road users, including those riding bikes, walking and mobility impaired. Data collected by Austin Transportation Department's Vision Zero program

shows that speeding is the primary contributing factor in one quarter of traffic crashes resulting in death. The approved speed limit strategy is outlined in three parts:

- » **Neighborhood streets** — streets approximately 36 feet or less in width and have primarily front-facing residential land uses will be posted at 25 mph. Some neighborhood streets wider than 36 feet will also have reduced posted speed limits.
- » **Urban core arterials** — most arterial streets within the city urban core



Free trees for Austin-area residents!

Reduce your home's energy use, cool down your yard and grow something good to eat! The NeighborWoods program from TreeFolks' provides 4,500 free, 5-gallon trees for Austin residents. Tree adoptions are open starting in October and running through March. Shade trees, flowering trees and fruit trees are ready to join your family this planting season!

To apply for free home delivery, visit treefolks.org/nw or call **737-241-8733**. Once approved, TreeFolks staff will help you — online or over the phone — choose the best location and best available tree species for your yard.

The NeighborWoods program is a partnership between TreeFolks and the City of Austin to lower summer temperatures and reduce energy consumption by investing in Austin's urban forest. TreeFolks is a 501(c)(3) nonprofit.

bounded by U.S. 183, state Highway 71 and Loop 1, will be posted at 35 mph or less, with a few exceptions.

- » **Downtown streets** — most streets within the area bounded by N. Lamar Blvd., Martin Luther King, Jr. Blvd., I-35 and Lady Bird Lake will be posted at 25 mph. Guadalupe St., Lavaca St., Martin Luther King, Jr. Blvd., 15th St., Cesar Chavez St. and Lamar Blvd. will be posted at 30 mph.

The speed limit changes will continue to happen over the next few months. Learn more at getthereatx.com.

Pruning around power lines



Established pruning cycles allow for the health of customers' trees, ensure public safety and reliability and help reduce the significant expense of tree pruning. Austin Energy will review and prune all areas as necessary to prevent imminent outages, restore power and ensure public safety.

But if you find tree limbs within 10 feet of a power line, never prune them yourself.

Electricity from an energized power line can flow through conductive tools that get too close or contacts the line. This includes aluminum ladders, uninsulated tools, any part of your body and even tree limbs. Leave it to the professionals.

If you have an issue with trees near a power line, call **512-322-6771** or request tree pruning services at austinenergy.com/go/trees.

In Austin, about one out of three outages are caused by the combination of vegetation and weather. During windy and stormy conditions, swaying and broken tree limbs can rub, contact and burn down power lines. This can cause service fluctuations, widespread outages, hazardous conditions and fires.

Austin Energy's Forestry team oversees contractors pruning trees that pose a risk to energized infrastructure.



Know before you throw

You aren't alone if you find recycling confusing. Here are three easy things you can do to help you know before you throw:

1. Visit austinrecycles.com or download the Austin Recycles App to search for the item you are disposing of. The tool will tell you what cart to use or if there are other things you can do with it.

2. Learn the rules of the cart. Trash should be secured in plastic trash bags but recycling should be clean and loose in your carts — plastic bags cause machinery to jam at the recycling facility. Compost can be in BPI-certified compostable bags, paper bags or loose in the cart but never in plastic.

3. Reuse more. If there are single-use items you find yourself using a lot, see if there are easy reusable swaps you can make to reduce the amount of trash and recycling you are setting to the curb each week. For example, filling a water bottle instead of buying bottled water.

Get your flu shot by Oct. 31

If you've never had a flu shot before, this is the year to get one. Get your flu shot by the end of October, before flu activity begins to increase. If you are uninsured or on Medicaid, visit austintexas.gov/flu or call **512-972-5520** to schedule a flu shot with Austin Public Health. If you have insurance, visit vaccinefinder.org to find a location near you to get your flu shot.

Safe sleep is the best sleep for babies

Suffocation is a leading cause of sleep-related death for babies under one year of age. There are ways to reduce the risk of death during sleep by remembering the ABC's of safe sleep.

- » **Alone**
- » **On their backs**
- » **In a crib**

Visit austintexas.gov/safesleep for more information.



Did you know there is a complete Spanish bill option available?

City of Austin Utilities has a complete Spanish-language bill option for customers. City of Austin Utilities wants customers to feel comfortable in all facets of their relationship with their City services. If you would like to sign up for a complete Spanish bill, please call **512-494-9400** and let our customer service representatives know you are interested in this feature.

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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