

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



December 2018

Conserve water in the winter and save all year long

Did you know you can lower your wastewater costs for the next year by conserving water now?

Your water meter measures your monthly water use, but there is no meter on your wastewater line. To calculate your wastewater fee, Austin Water monitors your water usage during three consecutive winter billing periods and bases the fee on the daily average use during these months. The monitoring periods occur between mid-November and mid-March. Since water usage during these months is generally only inside household use, it's a good measure of the volume flowing through

your wastewater system. You can lower your wastewater costs for the next year by conserving water use during these billing periods.

Here's how to conserve water during these periods:

- » Fix leaky toilets and faucets
- » Don't water outside in fall and winter months; turn off automatic irrigation systems
- » Wash only full loads in your dishwasher and washing machine
- » Take shorter showers – place a timer in the bathroom.
- » Look for the WaterSense® label when buying new water-using appliances and fixtures



Check your bill or go to austinwater.org to find the specific dates for your wastewater averaging period.



Celebrate with music, food, art and fun!

Ring in 2019 with plenty of hot beats and cool eats at Austin's New Year celebration.

The annual alcohol-free, family-friendly party will showcase a variety of art, food trucks and live music on multiple stages. This year's band line-up includes:

- » **Superfónicos**
- » **Mélat**
- » **Nakia and the Blues Grifters**
- » **Jeff Plankenhorn**
- » **Los Coast**

The fun starts at 5 p.m. Dec. 31 at Vic Mathias Shores (formerly Auditorium Shores), at South 1st Street and Riverside Drive, with a fireworks finale at 10 p.m. Learn more at austinsnewyear.com.



Be careful with holiday lights and extension cords

Incandescent holiday lights release 90 percent of their energy as heat, which can cause fires. LED lights don't release heat – but hooking up LEDs doesn't mean you're off the hook. Make sure your lights have been inspected by an independent lab, and remember to check your outlets and plugs for damage or frayed wires.

One final rule: Don't connect extension cords to other extension cords. Use an approved power strip instead.

Weatherize for winter to lower bills



Austin Energy helps income-eligible homeowners and renters save energy and improve indoor comfort through no-cost home weatherization

assistance. These improvements can help lower utility bills for qualifying customers. They may include:

- » Attic insulation
- » Weatherstripping on doors
- » Minor duct repair or replacement

- » Carbon monoxide and smoke detectors
- » Solar screens
- » High-efficiency lighting
- » Water-saving improvements

The weatherization process includes a home energy assessment as well as testing for natural gas leaks and carbon monoxide to reduce health and safety hazards. Recommendations are based on assessment results and available funding.

To find out if your house qualifies, call **512-482-5346** or visit austinenergy.com/go/weatherize.

Shop zero waste this holiday season

Searching for that perfect holiday gift? It may not fit in a box. Instead of the latest gadget or toy, consider:

- » Giving the gift of a great story
- » Taking a cooking class together
- » Repairing that beloved broken piece of jewelry
- » Finding a one-of-a-kind item at an antique store
- » Grabbing that out-of-print vinyl record for your parents
- » Purchasing a museum membership for a friend



About 25 percent more waste is created over the holidays. By choosing these alternatives, you can help move Austin toward its zero-waste goal. To learn more, visit austintexas.gov/shopzero.

Click, pay and get on with your day

City of Austin Utilities is always looking for better ways to serve customers. As of Dec. 5, Paymentus is the new company handling payments made over the phone and through the online “quick pay” option.

COA Utilities made the switch to Paymentus because you get:

- » Reduced payment transaction fees for residential customers
- » More payment options
- » The ability to set up recurring credit card payments

For questions, contact City of Austin Utilities at customercare@COAutilities.com or **512-494-9400**.



Give your Christmas tree another life

City of Austin curbside customers may recycle their Christmas tree curbside beginning Dec. 26, on regularly scheduled collection days. Trees 6 feet or taller must be cut in half and set at the curb by 6:30 a.m. Or, drop off your tree at the Zilker Park Polo Fields between 10 a.m. and 2 p.m. on Dec. 29 and 30, and Jan. 5 and 6.

When recycling, remember:

- » No trees sprayed with artificial snow
- » Remove all ornaments, decorations, lights and tree stand
- » Do not place tree in a tree bag
- » Only natural Christmas trees may be recycled.

End of the year car shopping? Remember Electric>Gas

Car shopping? Test drive an electric vehicle. Easy to use, easy to maintain and easy to charge, electric vehicles can save you money and are fun to drive. You can charge your vehicle for only \$4.17 a month with more than 700 Austin Energy Plug-In EVerywhereSM charging ports in the area powered by 100 percent renewable GreenChoice[®] Texas wind energy. If you take ownership before Dec. 31, you may be eligible for federal tax incentives and state grants. Visit pluginaustin.com today to learn more.

Si gusta recibir este folleto en español, llame al Ciudad de Austin utilidades 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

