

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



June 2022

How to save energy and water as temperatures rise

Summer is here, and Austin Energy and Austin Water want to help you save money with simple conservation tips. Read on for easy ways to lower your energy and water use so you can save on summer utility bills.



Tips to save on summer utility bills:

Energy

- » Set your thermostat at 78 degrees or higher.
- » Unplug electronics and turn off power strips when not in use.
- » Set your refrigerator temperature between 35 and 38 degrees and your freezer to 0 degrees.
- » Avoid turning on the oven during the hottest time of the day.
- » Wash full loads of laundry.
- » Keep curtains and blinds drawn on windows hit by direct sunlight.
- » Use energy efficient lighting.

Water

- » Water your lawn only on your assigned day and times.
- » Take shorter showers (five minutes). If you take a bath, fill the tub half full.
- » Install water-saving aerators on your bathroom faucets and water-saving showerheads that use 1.5 gallons per minute or less. Free aerators and showerheads are available for Austin Water customers.
- » Join the My ATX Water customer portal to view water use data and get alerts from Austin Water. Find out how at myatxwater.org.
- » If you have a dishwasher, use it rather than washing dishes by hand. Efficient dishwashers use as little as four gallons per cycle.

You can monitor your energy and water usage and explore bill payment options by visiting coutilities.com. For more energy savings tips and rebates from Austin Energy, visit austinenenergy.com/go/summer. To explore water conservation tips and rebates from Austin Water, visit austinwater.org.



Put a spring in your step!

Did you know that Austin is home to hundreds of natural springs? Some of them flow year-round, and others only flow sometimes. We have two different kinds of springs, depending on which side of the Balcones Fault Zone (parallel to I-35) they lie. On the west side of town, spring water flows quickly in the earth's surface through cracks and holes in the Edwards Aquifer's karst limestone. On the east side of town, water flows more slowly through shallow aquifers made of silt, sand and gravel. Both spring types support local ecosystems by providing water to wildlife, plants and creeks.

What better way to appreciate these natural phenomena than to visit them! Check out our guide to some local springs at tinyurl.com/VisitAustinSprings. Our list includes several springs you can visit on foot, plus Cold Spring (seen in the photo) that requires some paddling. Enjoy exploring the springs!

Provide feedback in Austin Energy's 2022 base rate review

Based on FY 2021 financial data, Austin Energy needs a \$48 million increase in base revenues. The utility is proposing an overall system-wide 7.6% base rate increase that, if approved, will help Austin Energy better recover its costs while continuing to provide value to the community. If you would like to provide feedback, electronic and paper forms are available through July 1. Visit www.speakupaustin.org/rates for an electronic feedback form or head to your local Austin Public Library or Utility Customer Service Center for a paper feedback form.

All feedback forms will be submitted to the Impartial Hearing Examiner. The Impartial Hearing Examiner reviews Austin Energy's proposal as well as information from community stakeholders and customer groups participating in the formal process. Austin City Council will consider the Hearing Examiner's recommendation and is expected to make a final decision in November 2022. You can find more information on Austin Energy's base rate proposal and the review process at austinenenergy.com/go/rates.

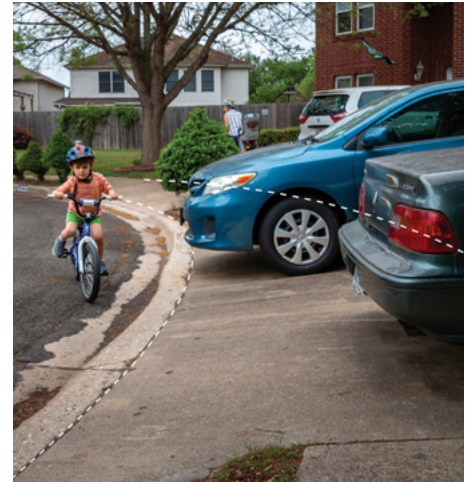
Sidewalks are for everyone

Sidewalks are a huge component of the mobility network in Austin. They help people get to where they need to go safely. However, when there are obstacles blocking the sidewalks, people may be forced to enter the street or turn around. These blocked paths can create unsafe situations or mobility issues.

Be a good neighbor and make sure these public spaces can be used by everyone! Common obstacles to remove include:

- » **Vehicles (parked in the driveway but also over the sidewalk).**
- » **Scooters.**
- » **Waste carts.**
- » **Lawn and leaf bags.**
- » **Vegetation (overgrown bushes and trees, downed limbs).**

Everyone plays a role in keeping our sidewalks clear to help create a safe and mobile city for all abilities. For more information, see austintexas.gov/cleartherow.



Missed cart? Let us know

Do you know what to do if we miss your cart? While we try to get everything, we may miss something on occasion. Call Austin Resource Recovery at 3-1-1 or send us an email through [austintexas.gov/emailarr](mailto:info@cityofaustin.org) within two days of the missed collection. We will come by to pick up the missed material as soon as possible.

Learn more about what is accepted in each cart by downloading the Austin Recycles app from your Apple or Android store or visiting austintexas.gov/residentialservices.

Austin Water releases 2021 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 a water quality report annually to customers. The 2021 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 or call **512-972-0155** to receive a copy by email or mail.



Getting around with Get There ATX

Having trouble understanding transit in Austin and how it relates to you? The Get There ATX Instagram page is here to make transit fun and easy. As the newest platform of the Austin Transportation Department, Get There ATX has a relatable, light-hearted approach to the question “how can I get around Austin?” Follow for frequent, easygoing content about biking, scootering, riding public transit and more at [instagram.com/getthereatx](https://www.instagram.com/getthereatx).

Not on Instagram? Sign up for the Get There ATX Newsletter for monthly updates on the latest mobility news in Austin at [getthereatx.com](https://www.getthereatx.com).

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

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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