

AUSTIN

UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



i love you
so much

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February 2020

Stay warm and save this winter

Winter weather in Central Texas may be unpredictable, but you don't have to expect the unexpected with your winter utility bills. Easy tools and tips can help you take steps to manage your utility bills and know what's coming.

For your electric bill:

- » Set your thermostat at 68 degrees or lower in the winter. Each degree higher uses 3 percent more energy.
- » Lower your thermostat when you leave home. You'll use much less energy to heat the house while you are away.
- » Access the Austin Energy web app, austinenergyapp.com, to view your home electric usage and receive important alerts to help you save on electric bills.
- » Let the sun shine in. Open curtains and shades on eastern and southern windows during the day to let in more heat, then close them in the evening.
- » Add insulation to water heaters and hot water pipes to save energy and money.
- » Caulk and weatherstrip windows and doors.

Find more winter savings tips at austinenergy.com/go/winter.



For your water bill:

- » Don't water outside in fall and winter months. Turn off automatic irrigation.
- » Wash only full loads in your dishwasher and washing machine.
- » Access Austin Water's Dropcountr app for a home water use report.
- » Take shorter showers. Place a timer in the bathroom.
- » Look for the WaterSense® label when buying new water-using appliances and fixtures.
- » Fix leaky faucets. A slow drip can waste several gallons a day.

You can find more water-saving tips at austintexas.gov/departments/simple-ways-save-water.

Spring cleaning is just around the corner

As the days get longer and the grass gets greener this spring, many of us take this as an opportunity to clean and declutter. While you tackle those projects to get everything in order, be careful to avoid these potential code violations:

- » Overgrown trees blocking right of way.
- » Garbage cart placement.
- » Junk and accumulation of rubbish.
- » Having more than four garage sales per calendar year.

For more information including helpful tips and resources, visit austintexas.gov/departments/spring-cleaning.



SAFETY TIP!



What to do if your car hits a pole

Austin Energy crews are regularly called to restore power after vehicles crash into poles. Hopefully, you never find yourself in a crash involving a pole, but if you do, here are some things to remember:

- » Assume all downed wires are energized, even if you think they are cable or phone wires. The entire crash site could be energized.
 - » Call 911.
 - » Do not get out of your car.
 - » Tell anyone who approaches your car to stay away — at least 35 feet.
- The only time you should leave your car is if it's on fire. This rarely happens, but if it does, there is a safe way to exit the vehicle:
- » Never touch the vehicle and the ground at the same time.
 - » Instead, open the door, rotate your body until you are facing out, put both feet on the running board, hop out and land both feet on the ground at the same time.
 - » Do not touch the car when you jump — keep your arms down by your side.
 - » After you exit the vehicle, hop or shuffle to get away. Separating your feet can create two contact points with the ground and can result in a shock.



Primary Election:
Tuesday, March 3



Meet your new voting system

You may see something a little different when you go to cast your ballot in March. Travis County has a new voting system that combines touch screen technology with a paper ballot backup. It's modern, secure and allows you to verify your selections before casting your vote. Here's how it works:



1

Select

At check-in, you will receive your ballot card that will have a notch in the top right corner. Insert your ballot card in the ballot-marking device and make your selections on the touch screen.

Verify

Review your selections on the summary screen. If satisfied, touch PRINT. Then verify your selections on the printed ballot card.



2



3

Vote

Insert your ballot card into the scanner. It will be safely stored as a hard copy backup.

Collect Sticker
It's that easy!



4

To see the four-step process in action, visit go.votetravis.com.



Get charged up about battery recycling

Did you know household batteries can be recycled? Batteries made from elements like steel, zinc, manganese and potassium can be reused if recycled properly. If not recycled correctly, these elements can be dangerous to both Austin Resource Recovery staff and the environment. Batteries can catch fire when exposed to high temperatures and pressure from the compactors in ARR vehicles. They also contain hazardous materials that can make our soil and groundwater toxic if sent to the landfill.

Instead of throwing away your batteries, save them in a box or bag and take them to the Recycle & Reuse Drop-Off Center, any Austin Public Library or another designated drop-off location for recycling. You can also replace traditional batteries with rechargeable ones and use them up to 1,000 times before recycling. Replacing your single-use batteries with rechargeable ones is the friendlier choice for both your wallet and the environment.

For a full list of battery drop-off locations, visit austintexas.gov/page/battery-drop-locations.

Flood Safety Poster Contest open for entries

The City of Austin's 15th Annual Flood Safety Poster Contest has officially begun! Students in first through eighth grades are invited to create a colorful poster to help spread awareness about the importance of making safe decisions when floods occur.

The following message should be incorporated into the poster:
"Turn Around - Don't Drown!" or "¡Es mejor regresar que ahogarse!"

Entries will be judged by Central Texas meteorologists. Prizes will be awarded to first, second, third and fourth place winners and include:

- » Gift cards in the amounts of \$100, \$75, \$50 and \$25.
- » A ride with Austin's emergency responders on a swift water rescue boat on Lady Bird Lake.

Posters must be received by Thursday, March 12. Get creative, have fun and help raise awareness about flood safety. Visit austintexas.gov/FloodPosters for poster guidelines.



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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