

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



January 2022

Lower your bill with wastewater averaging

Wastewater averaging takes place from mid-November through March and it's a great opportunity for customers to lock-in the best wastewater rate possible for the next year. It's simple, just reduce your water use as much as possible during your wastewater averaging period.

Austin Water calculates your wastewater average based on meter readings for the clean water you use. Meter readings are taken over the course of three consecutive months in fall and winter—the wastewater averaging

period. This coincides with seasonal low water use, when households naturally cut back on irrigation, filling pools, washing cars and other outside water uses.

Since your wastewater average is calculated when your water use is typically lowest, you'll receive the best possible fixed monthly wastewater fee. It won't go up regardless of how much water you use the rest of the year. For information about how Austin Water is saving you money through wastewater averaging, a list of conservation tips, or to find out



when your wastewater averaging period begins, visit austinwater.org.



Enjoy extra rebates on home energy efficiency upgrades

Is your house more than 10 years old? Austin Energy offers rebates to help you make whole-home energy upgrades through Home Performance with ENERGY STAR®. Home energy upgrades, like sealing leaky ducts and adding attic insulation, can make your home more comfortable and energy efficient—saving you money year-round!

Limited Time Offer!

Through April 15, enjoy rebates averaging \$2,550 from Austin Energy on Home Performance with ENERGY STAR® projects. Or, take advantage of 0% financing and enjoy rebates averaging \$1,950 to help you get started.

Home Performance with ENERGY STAR® benefits

» Up to 20% savings on summer energy bills

- » Increased efficiency and lifespan of HVAC unit
- » Improved indoor air quality and fewer pollutants
- » Equal temperatures in each room for greater comfort

Start today at austinenergy.com/go/hp. Explore more winter energy saving tips at austinenergy.com/go/winter.



See something “icky” in the environment? Call us!

Now is the most popular time to jumpstart personal health goals. Let's do the same for our community and environmental health, too.

If you see pollution in the water or on land, report it to the Watershed Protection Department's Pollution Hotline at **512-974-2550**. Examples are leaking automotive fluids, sewage overflows, improper storage and disposal of chemicals, paint spills and soapy water runoff. Program Investigators are available to respond 24 hours-a-day, including weekends and holidays.

austintexas.gov/PollutionPrevention

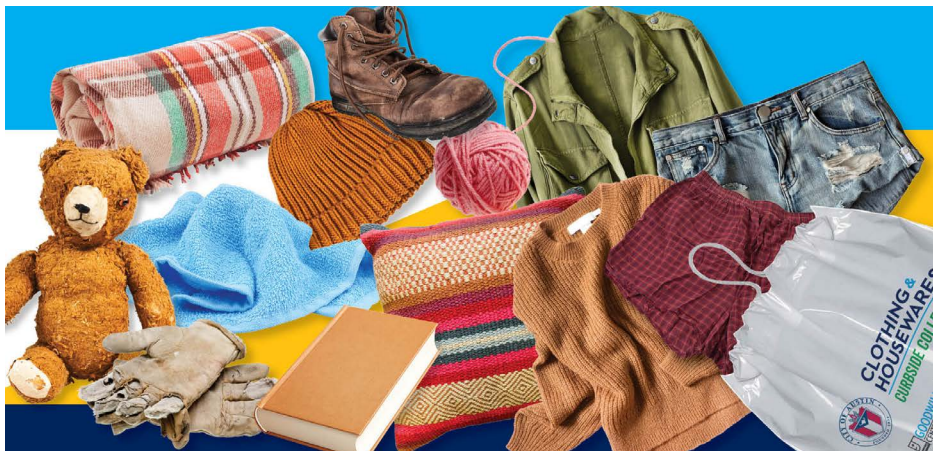
New Ready Central Texas app and emergency preparedness resources available!

Get Ready Central Texas

The City of Austin Office of Homeland Security and Emergency Management and the Travis County Office of Emergency Management have partnered to deploy an emergency preparedness mobile app. The app provides:

- » News updates and warnings
- » Preparedness resources
- » Emergency plan checklists to help make sure you have what you need
- » Informational videos
- » Document library with preparedness materials
- » COVID-19 resources from Austin, the State of Texas and the federal government

Preparing for emergencies or disasters begins at home with planning and preparing with your family. Start now by downloading the new Ready Central Texas app or visiting [readycentraltexas.org](https://www.readycentraltexas.org) today. You can also sign up for Austin Energy's Outage Alerts to send and receive text notifications about power outages. Get started by texting **REGISTER** to **287846**.

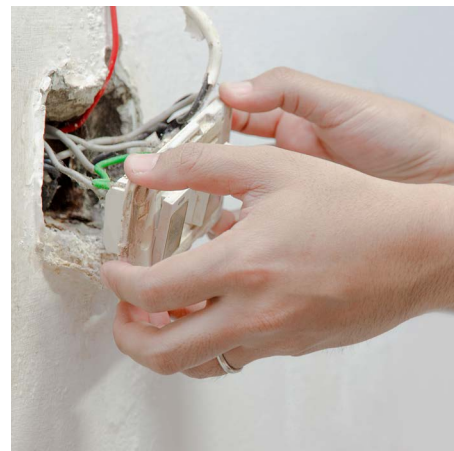


Cleaning house in the new year

Austin Resource Recovery (ARR) partners with Goodwill Central Texas to provide all ARR customers access to a Clothing & Housewares Curbside Collection Program. Customers can clean house in the new year by scheduling a free at-home pickup of unwanted clothing, shoes, accessories, toys, linens and housewares.

Visit [austintexas.gov/clothing](https://www.austintexas.gov/clothing) or call **512-637-7196** to schedule a clothing and housewares pickup. Goodwill will send a collection bag in the mail that can be filled with unwanted items. Just set the bag out for collection on the scheduled pickup date.

ARR encourages Austinites to consider donating to local organizations first. Learn more, including items accepted at [austintexas.gov/clothing](https://www.austintexas.gov/clothing). Use the **What Do I Do With** link to find out if your item can be collected as part of this free service.



Avoid electrical shocks at home

When you work with electricity, a misstep could cost you more than just money. That's why it's best to call an experienced electrician if you need electrical repairs at home. However, if you decide to do-it-yourself, make sure to avoid standing water and never begin any repair without shutting off the power at the breaker box.

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

South Austin Utility Customer Service Center (Walk-in Center): 1901 W. William Cannon Drive, Ste. 100



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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. JAN-45382