

AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



January 2023

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 — all you have to do is 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. The meter readings are taken over the course of three consecutive months in the fall and winter known as the wastewater averaging period. This coincides with seasonal low water use, when many households naturally cut



back on irrigation, filling pools, washing cars, and other outside water uses.

As the yearly wastewater averaging process begins, remember to do your part and conserve water. 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.

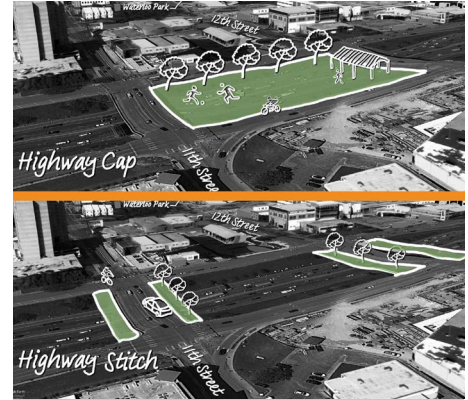


Photo credit: Downtown Austin Alliance

Get involved with Our Future 35 — Austin's Cap and Stitch Program

Want to be a part of the future of I-35? As the Texas Department of Transportation moves forward with the I-35 CapEx Central project, the City of Austin is proposing to create:

- » **Caps** — decks covering the highway that can reclaim the property as public space.
- » **Stitches** — widened bridges that would enhance east-west connections across I-35.

With this project, Austin can make important strides toward unifying and mending the divide created by the original construction of I-35 and adding amenities that celebrate and connect all Austinites. Community is more than a stakeholder in this effort; community is a partner.

To learn more about the project, get involved in upcoming community events, and sign up to receive updates visit our new website ourfuture35.com or reach out to ourfuture35@austintexas.gov.



Do your medical needs require electricity?

If you or someone in your household are an Austin Energy customer and have a medical condition that could become life-threatening during a power outage, you may qualify for Austin Energy's Medically Vulnerable Registry. Designed for customers who need critical care or have chronic conditions, this registry provides personal case management from the City of Austin. If the power goes out in your home, extra support is offered to help ensure your safety. Though customers on the registry are not guaranteed uninterrupted power or priority restoration during an emergency, they will work with a designated team member to establish a personalized emergency backup plan. To start the registry process, call **512-494-9400**. You will need the name and number of the physician who can certify the customer's medical need. You will be asked to provide information about the type of medical equipment and condition impacting the customer's household. Learn more about eligibility requirements at coautilities.com/go/mvr.

Out with the old, in with the new tech

Did you receive a new laptop, smartphone or stand mixer this holiday season? Have you resolved to finally sort through your miscellaneous cable drawer (we all have one)? Electronics and several other hard-to-recycle items can be recycled or appropriately disposed of at Austin Resource Recovery's Recycle & Reuse Drop-off Center by appointment.

Not only does recycling your old electronic devices at the center keep them from piling up at home, but it helps keep our workers safe. Many of your favorite tech items contain lithium-ion batteries, which can be dangerous and cause collection truck fires if thrown out in your curbside carts. Schedule a drop-off appointment at austintexas.gov/dropoff and help us celebrate a happy and safe new year.



ATX FLOOD SAFETY

FLOOD SAFETY

VIDEO CONTEST

Ready, set, action, for this student video contest!

The City's Watershed Protection Department is hosting its first Flood Safety Awareness Video Contest to promote safe driving and saving lives! All Austin-area students in grades 6-12 are invited to create 30-second public service announcements educating drivers to "Turn Around Don't Drown!" when they encounter water covering a road. Videos are due between Jan. 10 and March 31 and will be judged by local meteorologists. The Watershed Protection Department will announce the winners mid-April. All winners will be honored at a ceremony, and the first-place video from each category will air on local news stations. Take a look at austintexas.gov/watershed for more details on the contest.



Seasonal offer on smart thermostats ends soon

Austin Energy customers still have time to save on smart thermostats! Through Jan. 31, there are \$160 in rebates and incentives waiting for you:

- » Earn a \$30 rebate when you purchase and install a new, eligible smart thermostat.
- » Earn a \$130 bill credit when you enroll a smart thermostat in Austin Energy's voluntary Power PartnerSM program.

Don't miss out on these seasonal savings. Learn more today at austinenergy.com/go/powerpartner.

Extra rebates on energy improvements for older homes

Is your house more than ten years old? Austin Energy offers rebates to help customers make improvements for greater energy efficiency and indoor comfort. For a limited time, find rebates averaging \$2,600 on eligible home energy improvements or take advantage of 0% financing. This offer lasts through April 15.

Learn more about the benefits of Home Performance with ENERGY STAR[®] at austinenergy.com/go/house.

Share your thoughts on Austin's quality of life

Join the City of Austin Quality of Life commissions to share your interests and concerns about your quality of life in Austin. We want to hear from you!

- » **Wednesday, Jan. 11** — 6:30 p.m. Southeast Branch Library or via Zoom.
- » **Saturday, Jan. 14** — 10:30 a.m. Asian-American Resource Center or via Zoom.

For more information on the meetings and to provide feedback, visit austintexas.gov/budget. Request a language interpreter by calling 3-1-1 no later than five days before the meeting you wish to attend.

Para obtener una copia en español de esta publicación, visite coutilities.com/go/utilitynews.

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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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

