

## Don't wait for a storm, register for Outage Alerts

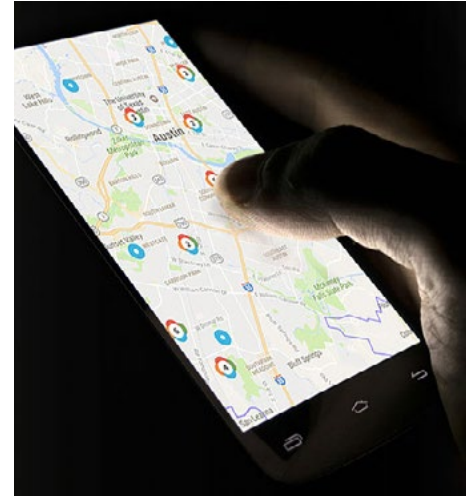
Although ice and snow are not common in Austin, they do occur. And when they do, they may affect power lines. Austin Energy offers Outage Alerts to improve communication with customers during power outages.

Outage Alerts is a text notification system that enables two-way communication via SMS messages during outages. Once registered, customers can report outages by simply texting the word "OUTAGE" or "OUT" to Austin Energy. Then Austin Energy will provide regular updates about estimated restoration

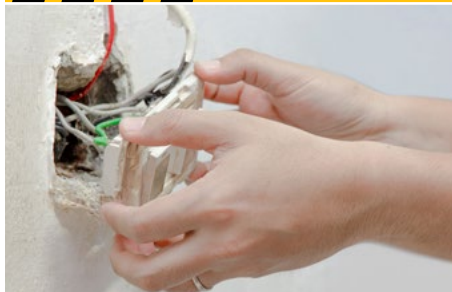
times and crew status until the power is back on. Outage Alerts are available in English and Spanish.

Here's how to sign up for Outage Alerts:

1. Text **REGISTER** or just **REG** to **287846** ("**AUSTIN**" on a phone keypad).
2. Enter the phone number associated with your account OR your City of Austin utilities account number when prompted (If texting from phone number associated with your account, skip this step).
3. Enter your ZIP code.
4. Enter Y to agree to Austin Energy Outage Alert Terms and Conditions.



### **SAFETY TIP!**



### How to avoid electric shocks around the home

If you're thinking about repairing part of your home's electrical system, be honest with yourself. If you don't know what you're doing every step of the way, it's best to call an experienced electrician. When you work with electricity, a misstep could cost you more than just money. If the repair is something you can handle, remember to avoid standing water and never begin any repair without shutting off the power at the breaker box.

## It is time for wastewater averaging

Austin Water's annual wastewater averaging period spans three consecutive billing periods beginning in mid-November and ending in mid-March. Check your utility bill or visit [austinwater.org](http://austinwater.org) to find the dates for your wastewater averaging period.

### About Wastewater Averaging

Wastewater averaging is a way for you to save money. It is calculated during the winter months when most residential water goes directly into the sanitary sewer system versus being used for outdoor watering. This measurement determines the cap on the volume of wastewater you will be billed for each month for the next year. If there is outside watering during the wastewater averaging period, that water volume will also be included in the wastewater average. Avoid this by making sure your irrigation systems are turned off during your wastewater averaging period.

### Lower Your Wastewater Costs

You can lower your wastewater costs for the next year by conserving water during these billing periods. To help you conserve water in the winter months and lower your wastewater average, follow these basic water-saving tips:

- » Check your irrigation system for leaks and turn it off during the fall and winter months.
- » Fix all leaky faucets and toilets.
- » Sign up for the free Dropcountr app and get home water use reports.
- » Run your dishwasher and washing machine only with a full load.
- » Take shorter showers — place a timer in your bathroom.
- » When buying new water-using appliances, look for the WaterSense® label.

Visit [waterwiseaustin.org](http://waterwiseaustin.org) for water conservation tips and to find out about rebate programs.

# Take advantage of Home Performance with ENERGY STAR®

Austin Energy's Home Performance with ENERGY STAR program helps Austin Energy customers reduce energy use and save on energy costs while improving the indoor air quality and comfort of their homes.

Here's a limited time offer! Through April 15, earn an average of \$2,400 in rebates from Austin Energy on qualifying home energy improvements. Plus, enjoy Velocity Credit Union loans with interest rates as low as 1.99 percent.

## Get started today:

- » Visit [austinenenergy.com/go/house](http://austinenenergy.com/go/house) to learn about Home Performance with ENERGY STAR.
- » Contact at least three participating contractors for estimates on home energy improvements.
- » Prioritize and schedule home energy improvements with your contractor.
- » Enjoy a more comfortable, energy-efficient home and save an average of 20 percent on summer energy bills.



## Complete Spanish bill option now available

City of Austin Utilities is introducing a complete Spanish-language bill option for customers. The new feature ensures that every section is clear, understandable and culturally relevant to Spanish-speaking customers. City of Austin Utilities wants customers to feel comfortable in all facets of their relationship with their City services. If you would like to sign up for a complete Spanish bill, please call **512-494-9400** and let our customer service representatives know you are interested in this new feature.

## Don't fall for the call

### Scammers will:

- » Pose as utility or City of Austin staff and mimic phone numbers.
- » Threaten to immediately disconnect your utilities.
- » Demand payment with cash, gift cards or other untraceable methods.

You can safely and securely check your account balance or pay your bill at [coautilities.com](http://coautilities.com) or by calling **512-494-9400**.

Report suspicious calls to **3-1-1**.



## Enhanced energy use info now available on Online Customer Care Portal

City of Austin residential electric customers now have more information about their energy use at their fingertips. A new self-serve tool recently launched, offering customized views of insights to personal energy use, energy comparisons to similar homes, personalized tips on how to save and electric bill forecasts and comparisons. The best part? There's no need to remember a new URL. Check out the Energy Management feature on [coautilities.com](http://coautilities.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

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

