

# AUSTIN UTILITIES NOW

INFORMATION ABOUT YOUR CITY SERVICES



MAY-45382

May 2025

## Celebrating 130 years of lighting a brighter future with Austin Energy

Austin Energy proudly marks its 130th anniversary on May 6, celebrating a legacy of innovation, resilience and community service. Our journey began in 1895 with the lighting of Austin's moonlight towers – beacons that symbolized the promise of a brighter future. Since then, as a community-owned electric utility, we have remained dedicated to safely delivering clean, affordable, reliable energy and providing excellent service to our customers.

Being a public power utility means we support our community, reinvesting in the people and neighborhoods we serve. We

are governed by local elected officials who work to keep rates affordable and ensure decisions are made with the best interests of the community in mind. Every year the utility provides vital funding back to the City of Austin, which benefits our local police, fire, parks, pools and libraries.

Austin Energy continues to evolve to meet the dynamic needs of our growing region. As we look ahead, we remain committed to pioneering technologies that shape the future of energy generation and consumption while maintaining our focus on environmental stewardship and customer satisfaction.



Join us in celebrating 130 years of powering progress, empowering lives, and lighting a brighter future here in Central Texas. For more info, visit [austinenergy.com/history](https://austinenergy.com/history).

## 2024 Water Quality Report now available

Austin Water has an unwavering commitment to the safety and quality of the water flowing from your taps. We strictly adhere to the standards set by the Environmental Protection Agency, which establish limits for various contaminants to safeguard public health.

This year's water quality report confirms that, after a comprehensive multi-year inspection, the City's public water system is free of lead pipes. This milestone caps a decades-long effort to inventory and eliminate any lead infrastructure discovered in the system.

A year-long testing effort also revealed little to no detectable traces of per- and polyfluoroalkyl (PFAS) in the City's drinking water.

We all can be proud of living in a city that banned lead pipes long before it was required and in an area with strong environmental protections in place to protect the source of our drinking water from PFAS.

Find the full report, which provides additional information on sources, water quality and treatment processes, at [austinwater.org/waterquality](https://austinwater.org/waterquality).



## Celebrate Building Safety Month

This May, the Development Services Department is celebrating Building Safety Month. We want everyone in our community to know how important building safety is for our homes, schools and workplaces. Whether you're making home renovations or regular maintenance, we are here throughout the month to provide you with information and tips to help maintain and enhance building safety. We are also available to answer any questions about building codes, helping you stay in compliance. Join us in creating a safer community. Learn more at [publicinput.com/bsm-2025](https://publicinput.com/bsm-2025).



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Join Today!

[austinenergy.com/powerpartner](https://austinenergy.com/powerpartner)



# Celebrate National Bicycle Safety Month

May is National Bicycle Safety Month. Celebrate by enjoying a ride on Austin's All Ages and Abilities (AAA) bike network. Due to investments over the past decade, an AAA bikeway is within reach of more than 70% of Austinites. More than 70% of all bus stops are served by the AAA network also.

AAA bikeways provide additional safety and comfort for people on bicycles, either by keeping motor vehicle speeds

low when space is shared or separating and protecting people on bikes from the general travel lanes when speed and volume of motor vehicles is high.

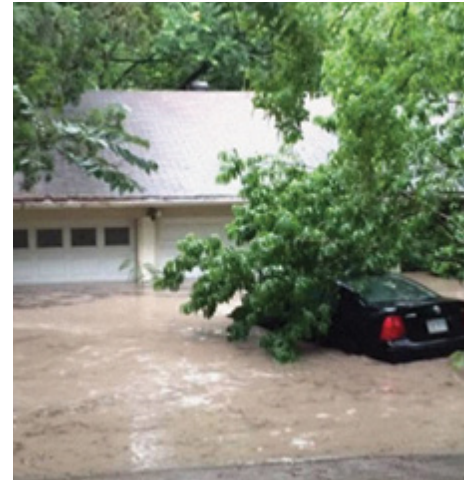
Motor vehicle drivers can be bicycle-friendly year-round by watching for people on bikes, giving them at least three feet of space when passing and never driving distracted or impaired. Learn more about the AAA network at [austintexas.gov/aaabikenetwork](http://austintexas.gov/aaabikenetwork).



## Spring cleaning made easy

Austin Resource Recovery has made spring cleaning easier than ever with their new on-demand household hazardous waste (HHW) collection program. Customers can now get rid of toxic or hazardous materials from their homes without traveling to the Recycle and Reuse Drop-off Center. Get rid of HHW items such as unwanted paint, cleaning chemicals, pesticides, automotive fluids, batteries and more by making an appointment.

Collections staff will pick up the HHW from your home and transport it to the Recycle and Reuse Drop-off Center for proper disposal or recycling. By using this service, you are not only helping to protect your neighborhood but also contributing to the City's efforts to keep the environment safe for everyone. Learn more or schedule your on-demand HHW collection today at [austintexas.gov/ondemand](http://austintexas.gov/ondemand).



## When it rains, sometimes it pours

Did you know that floods can cause expensive losses, even outside of mapped floodplains? Standard property insurance does not cover flood damage, and the risk of flooding in Austin is high due to our location in "Flash Flood Alley."

Because of the City's flood-related work to protect lives and reduce property damage, some flood insurance policies in Austin are now available for up to a 25% discount. All local homeowners, renters and businesses should talk to their insurance agent about different coverage options. Learn more at [atxfloodsafety.com](http://atxfloodsafety.com).

## Your housing needs inform our decisions

The City of Austin Housing Department works year-round to implement programs, build housing and shape policies that will enable more households in Austin to stay in the neighborhoods they love. We rely on your needs and your voice to help guide our investment of housing and community development dollars.

Participate in our 2025-2026 Action Plan — which details federal funding for some programs and sets goals for the number of low-to-mid income

residents served — by attending a public hearing:

- » **May 8 at 10 a.m.**
- » **June 5 at 10 a.m.**
- » **June 10 at 6:30 p.m.**
- » **July 8 at 6:30 p.m.**
- » **July 24 at 10 a.m.**

All public hearings take place at **Austin City Hall, 301 W. 2nd St., Austin, TX 78701.**

Learn more and share your voice at [speakupaustin.org/mycommunityneeds](http://speakupaustin.org/mycommunityneeds).

Para obtener una copia en español de esta publicación, visite [coutilities.com/go/utilitynews](http://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

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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