



Prepare your home for winter weather

Austin Water urges customers to take steps to prepare for freezing temperatures. Here's what you can do help prevent property damage this winter:

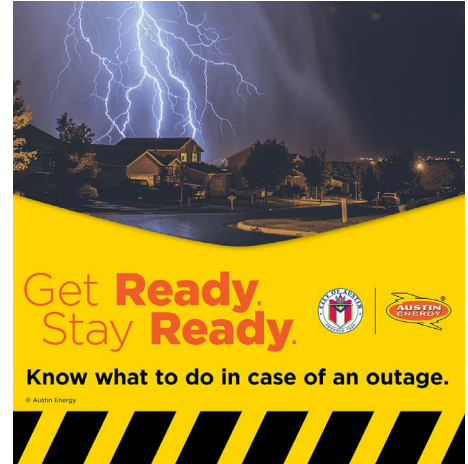
- » **Locate your water shutoff.** Make sure everyone in your residence knows the location of the main water shutoff valve. Always keep it clear of debris and obstacles. For most homes, the shutoff valve is on your side of the water meter at the meter box.
- » **Keep out cold air.** Tightly close doors and windows to the outside and repair any that are broken or drafty. Seal all leaks in crawl spaces and basements.
- » **Take care of exposed pipes and water heaters.** Insulate pipes in unheated areas, such as an attic or garage.



Check manufacturer recommendations for your tanked and tankless water heaters.

- » **Check outside faucets.** Turn off outside faucets, remove all hoses and wrap faucets with towels or a Styrofoam insulator. Turn off and drain automatic sprinkler systems.

For more information and instructional videos on how to prepare for winter, visit austinwater.org.



Get Ready. Stay Ready.



Know what to do in case of an outage.

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Get ready, stay ready this winter

Cooler temperatures are usually welcome in Central Texas, but winter weather can be unpredictable. Austin Energy works constantly to improve resiliency and prepare for power outage emergencies. Here's how you can be ready for whatever comes our way:

- » **Know what information you need and where to get it.** Learn how to report an outage, sign up for outage alerts and stay safe during an outage.
- » **Make sure Austin Energy has your current cell phone number and email address,** so we can reach you in an emergency. Log into your account at coutilities.com or call **512-494-9400** to update your contact info.
- » **Learn how Austin Energy handles outages.** Understand how Austin Energy crews prepare for and recover from outages. Know how Austin Energy communicates during an outage. And, get info about tree trimming.

Visit austinenergy.com/outage so you can get ready, stay ready and know what to do in case of a power outage.

Give the Gift of Comfort



Help someone in need pay their City of Austin utility bill

If you are looking for a thoughtful and practical holiday gift for a loved one, friend or neighbor, consider giving a Gift of Comfort. This program allows you to pay a City of Austin Utilities bill for someone in need. It's a great way to help someone on your holiday list, whether it is a struggling college student, an elderly family member on a fixed income or a friend or neighbor facing financial hardship due to illness or unemployment.

You can pay all or part of any customer's bill. All you need is their name and address. They will receive a letter from City of Austin Utilities, letting them know that a gift payment has been received. You can also print a customized Gift of Comfort card to give to the recipient personally.

For complete details visit coutilities.com/go/giftofcomfort.

Get home safe for the holidays

Just because you drove to the big event doesn't mean you should drive back home. Make the responsible choice, whether you are going to cheer for your favorite team, listen to your favorite band or take that special someone on a date. Austin has plenty of great options for returning home safely:

» **Responsible Ride Home — Parking Ticket Waiver Program.** You don't have to worry about getting a parking ticket when you make the responsible

decision of taking a taxicab, bus or rideshare service home.

- » **Ride with the Night Owls.** CapMetro's Night Owl bus routes run from midnight to 3 a.m. with service every 20 to 35 minutes.
- » **Hail a rideshare/taxi.** Many taxicab and ridesharing options are available for Austinites and visitors alike.

Find the parking ticket waiver forms and other resources at austintexas.gov/gethomesafe.



Recycle your holiday tree

Starting Dec. 26, City of Austin curbside customers can recycle holiday trees at the curb. Just set out your tree by 5:30 a.m. on your scheduled composting collection day. Please cut trees six feet or taller in half. Contactless drop-off is also available for all Austin residents to recycle their trees at Zilker Park on Dec. 30 or Jan. 6 and 7 from 10 a.m. to 2 p.m.

When recycling, remember:

- » **Only natural trees** are accepted for recycling.
- » **Trees sprayed with flocking — artificial snow —** are not accepted.
- » **Remove all lights,** tree stands, ornaments and decorations, including tinsel.
- » **Do not place trees in bags.**
- » **All-natural holiday wreaths and garlands accepted.** Please remove them from wire frames.

For more information, visit austintexas.gov/treerecycling.



Find Instant Savings in stores

Shopping for energy-efficient products this season? Look for the green INSTANT SAVINGS tag at local stores, and receive instant savings from Austin Energy on products like:

- » **LED light bulbs.**
- » **Air filters.**
- » **Air purifiers.**
- » **Bath fans.**
- » **Electric lawn equipment.**
- » **Smart power strips.**
- » **Door seals and sweeps.**
- » **Insulating foam gap filler.**

Find more details at austinenergy.com/instantsavings.

HSEM

Austin winters aren't the same, but I am prepared.

The climate is changing.
So are my emergency plans.

Get Ready Central Texas Start your preparedness journey at ReadyCentralTexas.org

Save big with Austin Energy's seasonal offer on smart thermostats

Through Jan. 31, 2024, Austin Energy customers can earn up to \$130 in smart thermostat rebates and incentives!

- » **Earn a \$30 rebate** when you purchase and install a new, eligible smart thermostat.
- » **Earn a \$75 bill credit** for each smart thermostat you enroll in Austin Energy's voluntary Power PartnerSM program. Plus, earn an additional \$25 annually for each thermostat that remains enrolled in the program.

Learn more about becoming a Power Partner at austinenergy.com/powerpartner.

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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