



Street Light Out: Call Austin 3-1-1

Austinites who see street lights out **should now call Austin 3-1-1**, the City's information line.

Customer service representatives are available 24/7 to take service requests for street lighting issues. Those reports are electronically forwarded to Austin Energy. Austin 3-1-1 issues service requests to 26



City of Austin Divisions. Each service request is issued a unique tracking number, which allows callers to

follow-up on the status of their report.

Austin Energy is responsible for maintaining the more than 75,000 street lights within the Greater City of Austin area.

Repair crews handle roughly 9,700 street light maintenance requests per year, completing 98% of work orders within three days. The utility also repairs or replaces some 200 street lights damaged each year in traffic accidents or stormy weather.

Power outages should be reported by calling 322-9100. Customers may also e-mail reports on street light outages to lightingrepair@austinenergy.com.

Air Conditioning Drives Summer Electric Bills



Almost **half of the energy we use in our homes each year in Austin is consumed during just four months** — June, July, August and September. The reason is air conditioning, which is responsible for 60 percent or more of summer electric bills. As a result, electric bills double or triple during summer versus other months of the year.

Record Rebate Assistance

In Austin, rebates and federal tax credits now pay more of the cost of energy efficiency improvements than ever before. Austin Energy customers who are also customers of Texas Gas Service can receive rebates from both utilities. Those rebates together **pay up to one-third of the cost of key energy efficiency improvements**, which include adding attic insulation, repair of leaking duct work and home weatherization, which includes weather stripping around entry doors, caulking around plumbing that extends from the wall under sinks and weather stripping around the attic entrance located in the home (rather than in the garage). **Federal tax credits of up to \$1,500** total are available on attic insulation, new energy efficient central air conditioners and energy efficient windows, among other improvements.

Levelized Billing

This program **lets you pay the same electric bill amount each month** throughout the year to avoid a large jump during summer months. It works like this: Your energy use over the previous 12 months is added up and divided by 12. Any projected increase in the fuel charge for the coming year is factored in, and you get a set electric bill amount to pay each month. If your energy usage exceeds your set payments, the overage is simply factored into the average for the next year, which means you get 12 months to pay it off. Customers can drop out of the program at any time. Call 494-9400 to enroll.

Power Saver Volunteers

Peak electric use in Austin occurs on summer afternoons between 3:00 p.m. and 7:00 p.m. Peak demand is what drives the need for additional power plants. All of us together can voluntarily reduce the peak by turning off unnecessary lights and equipment such as computers, and delay washing and drying clothes or running the dishwasher. **If all 338,000 Austin Energy residential customers turned off just two 40-watt bulbs on a summer afternoon, the energy saved would be sufficient to power 3,000 homes.**

On days when demand looks to be the greatest, Power Saver Volunteers will be notified by e-mail or text messaging to reduce energy use any way possible. Volunteers receive a free home weatherization kit that includes two compact fluorescent lights (CFLs), an energy-saving night-light, and more. Sign up at www.austinenergy.com/go/volunteers or call 482-5346.

Thanks For the Hard Work in This Hot Weather



Every day, City employees at Austin Energy, the Austin Water Utility, the Austin Fire Department, Public Works, Parks & Recreation, the Austin Police Department, Solid Waste Services and others are doing their jobs in these 100+ degree temperatures.

Thank you for your endurance and spirit of service to the Austin community.



Vehicle Idling: Big Polluter, Money Waster



With Austin facing a potential air quality non-attainment designation by the U.S. Environmental Protection Agency, now is the time to break age-old habits feeding a key energy waster: vehicle idling.

If every driver of a light-duty vehicle in Austin were to avoid idling for just 10 minutes a day, that would collectively save 26 million gallons of fuel, \$72 million in fuel costs and tons of smog-producing emissions. Ten minutes of daily idling wastes almost 20 gallons of gasoline annually for every big-city driver. Vehicles also emit a significant amount of carbon dioxide (CO₂). A motorist traveling 20,000 miles a year releases more than four tons of CO₂ into the air along the way. Tips for reducing idling:

- Park and go inside rather than using drive-through windows.
- Take an alternative route to avoid stop-and-go traffic.
- Travel earlier or later when congestion is less.
- Don't rev up an engine to warm it up. Modern engines don't need it.
- Turn off the engine when waiting for someone.

For more clean air ideas, visit www.cityofaustin.org/airquality.

Austin Energy Speakers Bureau

Austin Energy has excellent speakers on a variety of topics for your business or community group. Topics include:

- ✓ Free Thermostat Program
- ✓ Customer Assistance Program
- ✓ Energy Conservation Ordinance
- ✓ Energy Efficiency

To schedule a speaker or power plant tour for your group, call 322-6144.



Para una Traducción en Español:

Si gusta recibir este folleto en español, llame a Austin Energy al 972-9523.



Customer Service Center: 494-9400

Hours: Saturday 9:00 a.m. - 1:00 p.m.; Weekdays 7:00 a.m. - 9:00 p.m.

24-Hour Power Outage Reporting: 322-9100

