



### Pay Your Utility Bill Online

More than 23,000 City of Austin utility customers pay their utility bill online each month through the City's Electronic Fund Transfer (EFT) program.

Sign-up is easy and once enrolled, a draft on your bank account occurs automatically to pay your utility bill each



month on its payment due date. This gives you ample

time to receive and review your utility bill first. In addition, this means a customer no longer has to write or mail checks nor be concerned about ever being late with their payment.

The program is now three years old and works well. In fact, about one-third of the 400,000 City of Austin utility customers pay their utility bill online either through the City's EFT program, by using their bank's online payment services or by making payments at Customer Service counters at grocery stores accepting City of Austin utility bill payments. Those payments are delivered to the City electronically.

To sign up for EFT, visit [www.austinenergy.com](http://www.austinenergy.com) or call the City of Austin utility Customer Service Center at 494-9400.

## Energy Audits Find 86 Percent Of Homes For Sale With Excessive Duct Leakage



A majority of homes receiving energy audits to comply with a new City ordinance are leaking excessive levels of cooling and heating into their attics from leaky duct systems, and on average, need an additional 6 inches of attic insulation.

Of the first 400 energy audits received by Austin Energy, 86 percent of the homes have ducts leaking in excess of the 10 percent considered acceptable for energy efficiency. The

homes average a 22 percent leak rate — though there were homes with double or triple the average. One audited home was leaking 81 percent of air conditioning and heating into the attic. The duct system in another was leaking so badly the testing equipment could not produce a reading.

Effective June 1, 2009, energy audits are required for homes for sale located within the City of Austin that are 10 years old or older and receive electricity from Austin Energy. There are several exemptions from the ordinance — for instance, homes that have undergone energy-efficiency improvements during the last 10 years or those in various legal proceedings that involve transfer of the property, such as foreclosure or a divorce settlement. Potential home sellers can use an online tool at [www.austinenergy.com/go/ECAD](http://www.austinenergy.com/go/ECAD) to determine whether the audit is required for their home, or to get additional information on the ordinance.

The 400 homes as a group are wasting 778,000 kilowatt-hours of electricity annually, or \$77,800 in energy costs due to leaking ducts and insufficient attic insulation. Meanwhile, Austin Energy, Texas Gas Service and federal tax credits are available to help pay for many energy efficiency improvements. Visit [www.austinenergy.com](http://www.austinenergy.com) for additional information on energy-efficiency programs and details on the Energy Conservation and Audit Disclosure (ECAD) ordinance.



### Automated Meters Accurate and Durable

Austin Energy is providing all of its 400,000 customers with new solid-state automated meters. The new meters have more computing power than PCs had 5-10 years ago and are very accurate. They replace meters that are 20-30 years old.

As the old meters come in from the field, Austin Energy is testing about one of every ten. A small number of old meters were found to be running slow. A customer with an old meter that was running slow

may notice an increase in electric usage once their new state-of-the-art meter is installed. This is because the new meter is correctly recording all power used.

Anytime an Austin Energy customer feels their meter, old or new, is not recording usage properly, they should call the utility Customer Service Center at 494-9400 or e-mail [custinfo@austinenergy.com](mailto:custinfo@austinenergy.com) to have their account reviewed. If needed, Austin Energy will send out a technician to test any meter, old or new, to assist the process.

## 70 Percent Discounts For Small Businesses



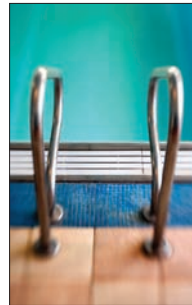
Austin Energy makes it easy for small businesses to receive up to 70 percent in discounts on new efficient lighting and installation. We will provide a free lighting analysis, handle all paperwork, provide a contractor and inspect all work for quality assurance upon completion. Energy efficient lighting can reduce lighting costs by one-third and enhance your business productivity. Payback on average is less than one year.

Since 2005, more than 1,100 businesses have lowered their energy use by 32 million kilowatt-hours (kWh), reducing their annual energy costs collectively by almost \$3 million. Get started by calling Austin Energy at 482-5346 or send an e-mail to [conservation@austinenergy.com](mailto:conservation@austinenergy.com).

## Save With a More Efficient Pool Pump

The average swimming pool in Austin one-third as much energy as the average home. That's why a new energy-efficient pump and motor system can save an average of \$300 a year on energy costs. Austin Energy now offers a \$200 rebate on the purchase of new variable-speed pool pumps, when installed by a pool professional. The initial cost of the pump and motor system is higher than a single-speed pool pump, but it lasts twice as long and **saves so much energy** that savings pay for the pump in about 2 to 3 years.

Over the life of the system, energy savings can average about \$2,200. Call 974-7827 or visit [www.austinenergy.com](http://www.austinenergy.com) for details.



## Need Some Extra Cash?

You might have some waiting for you in the form of unclaimed property. The Texas Comptroller of Public Accounts is holding more than \$62 million in unclaimed property from the Austin area.

In fiscal 2008, Austin Energy alone reported 71 abandoned utility deposits worth almost \$13,000. It is important to let your utility company know when you move, since a large portion of unclaimed property comes from abandoned utility deposits and bill overpayment.

Unclaimed property is any financial asset that has been abandoned for one or more years. Companies are required to report the abandoned asset to the state, where it becomes unclaimed property.

The Comptroller's office makes it easy to find out if you have unclaimed property. Visit [www.ClaimItTexas.org](http://www.ClaimItTexas.org) and perform the simple search steps. In seconds, you may be on your way to reclaiming your cash.

## 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 Efficiency
- ✓ Energy Conservation Ordinance
- ✓ Green Building

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



## \$50 For Your Old Refrigerator

Austin Energy will pay you \$50 for each old working refrigerator or freezer (limit two per customer). Just call 1-800-452-8685 to arrange for a pick up. To date, we have collected nearly 14,000 of these old energy guzzlers.

Next to heating, cooling and hot water, **refrigerators and freezers use more electricity than any other home appliance.** Refrigerators that are at least 15 years old use about twice the electricity of today's new energy-efficient models.



## National Night Out

National Night Out will occur this year on October 6 instead of the traditional first Tuesday in August.

Contact your local law enforcement agency for more information.



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

