

Cold Weather Protection ends April 30

The protection for residential utility customers from having their electric or natural gas shut off during the winter months ends on April 30.

If you or someone you know is past due with their utility bill, to prevent disconnection, contact Austin Utilities and speak with a Customer Service Representative. They can guide you into payment arrangements and recommend any resources that may be available to you and your situation. Call 507-433-8886 or email customerservice@austinutilities.com.

Budget billing is an option for customers. It is a great for budgeting.

Communication is crucial. Do not hesitate to address any concerns regarding your utility bill by contacting AU Customer Service right away.



Important!



HEATING ASSISTANCE
PROGRAMS

IMPORTANT NOTICE: Cold Weather Protection expires April 30th.

Customers who have past due balances should make arrangements to bring their account in good standing to avoid disconnection.

SEMCAAC

507-433-5889 or
800-944-3281

- Call to receive further instructions regarding assistance

Apply Online



Mower Co Health & Human Svcs

507.437.9701

201 1st St NE
Austin . MN . 55912

- Applications for assistance and drop-off available at entrance doors and online
www.mowercountyhhs.com

Salvation Army

507-437-4566

- Call to receive further instructions regarding assistance

**To discuss programs available from AU or to make payment arrangements please contact us at
or email us at customerservice@austinutilities.com**



CAREER OPPORTUNITIES

Austin Utilities is hiring! We are seeking motivated individuals for the following positions: Electric Distribution Engineer, IT Data & Applications Specialist, & Light Equipment Operator. For more information, visit our website for job listings and how to apply.





Please help our crews by slowing down and steering clear of our vehicles and workers when we are doing our jobs. We want to keep you and our fellow co-workers safe.

Upcoming Street Projects

8th St NE- 16th Ave to 18th Ave NE
Water main and service replacement
Electric overhead to underground conversion

9th St SW- 17th Ave to 22nd Ave SW
Water main and service replacement
Gas main and service replacement
Electric overhead to underground conversion

4th Ave NE- 17th St to 19th St NE
Water main and service replacement
Electric overhead to underground conversion

1st Ave NE- 8th St to 10th St NE
Water main and service replacement
Electric overhead to underground conversion

2nd Ave NW, 16th St NW, 17th St NW
Water main and service replacement
Electric overhead to underground conversion



ALERTS

CREDIT CARD EXPIRATION DATES

➤ Take the guesswork out of remembering when your credit card expires for autopay by signing up for AU alerts. Get an alert by email or text message to update your expiration date. Signing up is easy, visit your Smarthub account to register.

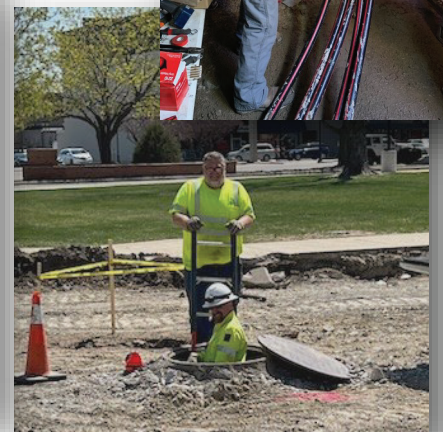


Line Worker Appreciation

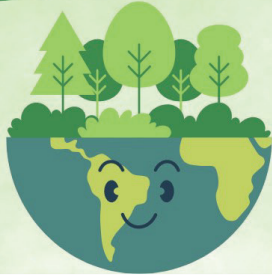
Line Worker Appreciation Day is April 18 every year. This day honors the hard work that men and women put in to keep the power on. Throughout 2023, our line workers responded to 67 outages, 301 emergency calls, and installed over 1,307 upgraded electric meters.

Our line workers strive for excellent reliability – doing most of the construction work within the department. Every year, our line workers make improvements to reduce or eliminate outages. Last year alone, they converted 14,350 feet of overhead lines to underground.

We recognize the efforts of our Austin Utilities line workers and thank them for their hard work and dedication to keep the lights on for our customers.



APRIL ENERGY-SAVING TIP



GO GREEN AND SAVE GREEN

Seal leaks around your home. Use caulk, foam spray, or weather-stripping to fix air leaks around doors and windows. Sealing cracks and openings in your home keeps warm/cold air out and cash in your wallet.

Planting a Tree for Arbor Day?

1) Call 811 before you dig!

Make sure the “perfect spot” you picked out for the new tree is “perfectly safe!” Minnesota state law requires that before you begin any project that requires digging, you must first contact Gopher State One Call to locate any underground utilities.

Call 811 or visit www.gopherstateonecall.org.

2) Don't forget your Austin Utilities rebate!

Carefully positioned trees can save up to 25% of a home's energy use for heating and cooling. Customers of Austin Utilities are eligible for a **\$10 REBATE** when they purchase a tree that is on our qualifying list from one of our partnering nurseries:



Stivers Nursery
& Landscaping

To receive your rebate, complete and submit a Partners in Planting Rebate Form available from the nursery or www.AustinUtilities.com.



Employee Spotlight

Garitt Wytaske Line Worker

Garitt joined AU's Electric department in March of 2021. He received his line worker training at MN West Community and Technical College's Line Worker School in Jackson, MN after some time in the paint department at McNeilus. He chose linework because he enjoys working outside and learning new things, especially how Austin Utilities gets power out to all of its customers.

Garitt and his wife Abigail have a 6 year old daughter, Kinsley, and a 3 year old son, Ledger. He says his hobbies include doing things with his family, watching his kids grow up, and racing dirt cars.

His future plans are to continue his career at AU and maybe invent a time machine so he can keep his kids little forever and relive all those memorable firsts he's had with them.



Paint the Town Pink Donation



Austin Utilities employees joined the community-wide Paint the Town Pink fundraising event. Paint the Town Pink is an annual campaign to raise funds for breast cancer and other cancer research at the Hormel Institute. Together employees raised over \$2,000 in donations. These contributions were gathered through an annual raffle, featuring prizes donated by departments.

Notification to Customers

In compliance with Austin Utilities adopted rules relating to cogeneration and small power production, Austin Utilities is obligated to interconnect with and purchase electricity from cogenerators and small power producers that satisfy the conditions as a qualifying facility. Austin Utilities is obligated to provide information regarding rates and interconnection requirements free of charge to all interested customers upon request. All interconnections require an application and approval to become a qualifying facility. Any disputes over interconnection, sales, and purchases relative to qualifying facilities should be brought to Austin Utilities Board of Commissioners for resolution, per Austin Utilities Distributed Generation Rules adopted February 13, 2018. Interested customers should contact Austin Utilities at 1908 14th St. NE, Austin, MN 55912 or call 507-433-8886.

Austin Utilities Board of Commissioners

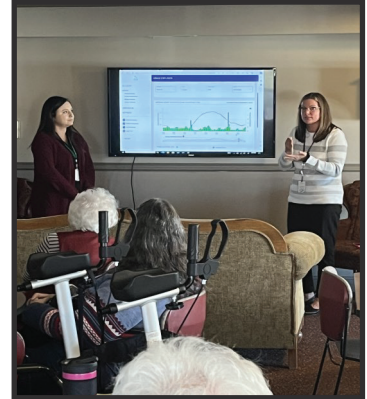
Tyler Hulsebus **Jeanne Sheehan**
Steve Greenman **Jay Lutz**
Kristin Johnson

To contact or find more information on AU's elected Commissioners visit www.austinutilities.com/pages/board




Taking Smarthub Training on the Road

AU customer service staff is taking Smarthub training on the road! First stop was the Courtyard and Chauncy Apartments. Staff visited with over 20 residents. Residents were shown how to check their usage, sign up for AU alerts, and setup or modify their autopay. They also had an opportunity to ask questions about their utility account and bill. Thank you to HRA staff for their partnership with the events.



Belong to a group or organization that wants to learn more about Smarthub - our online customer portal? Call us at 507-433-8886 or email us at talk2au@austinutilities.com for more information.

 **AMERICAN Red Cross**

BLOOD DRIVE

Tuesday, April 30th
Austin Utilities
1908 14th St NE
9:00 am - 3:00 pm

redcrossblood.org 1-800-REDCROSS

Austin Utilities
1908 14th St NE Austin, MN 55912
Office: 507-433-8886
Email: talk2au@austinutilities.com
Website: www.austinutilities.com

