

Thank you for being a customer of a public utility

As a community-owned, not-for-profit electric, natural gas and water provider, Austin Public Utilities exists to deliver you safe, reliable, and affordable energy. Through storms, natural disasters, and pandemics, we are here with you and for you – neighbors serving neighbors.

There are many benefits of public utilities:

- High reliability
- Customer Focused
- Access to your local elected Commissioners
- Local service and repair access
- Long-term focus on community growth
- Non-profit
- Local employment
- Greater awareness of local energy needs

Austin Utilities is one of more than 120 public power communities in Minnesota. AU currently has 76 employees.

- ⇒ Our electric service includes six substations to provide the system reliability we are known for. We have over 200 miles of distribution line and serve over 12,000 customers. About 1/3 of our system is currently underground and we continue to work to put more of our system underground while trying to maintain costs. We've been recognized in our industry as a RP3, Reliable Public Power Provider for demonstrating leading practices in reliability, safety, work force development and system improvement.
- ⇒ Our natural gas distribution system includes 22 district regulator stations, over 178 miles of main and over 10,300 service lines that we maintain. We have earned the System Operational Achievement Recognition for excellence in operations of our natural gas utility.
- ⇒ Our water distribution system includes over 138 miles of main pipeline, over 9000 active service lines and 1155 fire hydrants.

We appreciate our customers and the community we serve. We look forward to serving you into the future with safe, reliable and affordable public services. Don't forget to stop in our office during the month of October to receive a free customer gift.

Customer Service Week

Oct 2-8

We pride ourselves on excellent service. Customer Service Week is the perfect time to recognize the staff that greets every customer that walks through our door 52 weeks a year. We salute our customer service staff and encourage you to do the same next time you stop in our office.

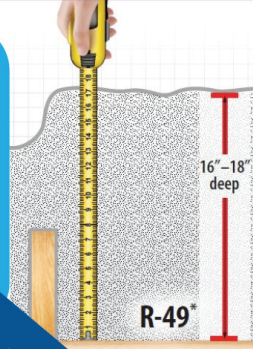


RULE YOUR ATTIC



Did you know that **9 out of 10** homes in the U.S. are under-insulated?

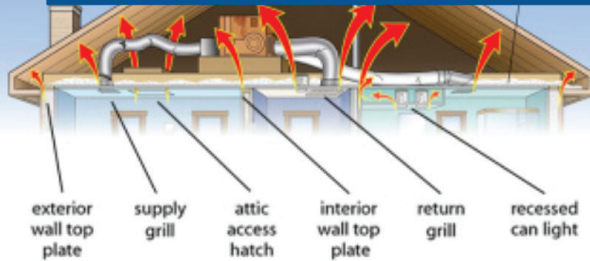
More than any other time of year, you notice your home's "drafts" in the winter. You may feel these drafts around windows and doors and think these leaks are your major source of wasted energy. In most homes, however, the most significant air leaks are hidden in the attic and basement. These leaks significantly raise your energy bill and make your house uncomfortable. In cold weather, warm air rises in your house, just like it does in a chimney. This air, which you have paid to heat, is just wasted as it rises up into your attic and sucks cold air in all around your home - around windows, doors and basement holes.



R-49*

Recommended For Northern Climates

Insulation levels are specified by R-Value. R-Value is a measure of insulation's ability to resist heat flow. The higher the R-Value, the better the thermal performance of the insulation. The US EPA recommends R-49 for Northern Climates.



Even if you have enough insulation in your attic, sealing attic air leaks will enhance the performance of your insulation and make for a much more comfortable home. A Home Energy Audit, which includes a blower door test, can help identify leaks in your home and is available to AU customers for only \$50. To sign up call our office at 433-8886. A Do-It-Yourself Guide to Sealing and Insulating with ENERGY STAR is available at energystar.gov



LED Light Bulbs

ON SALE NOW

Be Bright this fall!

Through December 31, while supplies last, our residential electric customers are eligible for reduced pricing on ENERGY STAR® qualified LED light bulbs from the local retailer listed below.

ENERGY STAR-labeled LEDs use 80% less energy and last up to 25 times longer than incandescent light bulbs. But less watts doesn't mean less light. By replacing the five most-used bulbs in your home with LEDs, you can save up to \$40 in energy costs during the first year alone.

Remember, supplies are limited so get your discounted LEDs before they sell out!



Walmart

BeBright

WHAT ARE COST ADJUSTMENTS?

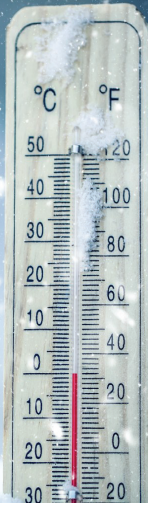
Almost 70% of the budgeted cost of energy is the commodity cost. AU balances fluctuations in these costs using the



Purchased Cost Adjustment (PCA) and Purchased Gas Adjustment (PGA). These adjustments reflect changes in wholesale energy costs without having to frequently change retail rate schedules. Due to increased costs we expect a charge on the cost adjustment until wholesale cost pressures subside. These charges can be seen in the Service Detail section of your utility bill.

MN Cold Weather Rule

The Minnesota Cold Weather Rule is in effect Oct 1 to April 30 and provides disconnection protection to customers who have made a payment plan. Payment arrangements must be kept to avoid a disconnect. If you need to make a payment plan call our office at 507-433-8886 or email customerservice@austinutilities.com



Sunday, November 6th

Fall Back!

DAYLIGHT SAVING TIME

Set your clocks back one hour.



WATER METER REPLACEMENTS

Keystone Utility Systems has been chosen by Austin Utilities as their authorized contractor to perform water meter replacements as part of the advanced meter infrastructure project. This replacement will be completed at no cost to you and will take approximately 15-30 minutes. If you receive a letter or phone call from Keystone Utility Systems please work with them to make an appointment to replace your water meter at a convenient time. Thank you.

KUS
Keystone Utility Systems
877-587-2279
keystoneutilities.com

Employee Spotlight

DEREK BERNDT Engineering Technician

Derek Berndt worked in the construction industry before joining Austin Utilities in 2012. He started in AU's Gas and Water Construction department as a Light Equipment Operator and was promoted to Engineering Technician in 2017. Derek spends the majority of his day locating underground utilities, making sure any digging by contractors or AU's customers can be done safely. Derek says "There is a lot of independence. You are almost like your own boss. You know what needs to get done and you just do it. In the winter I like the CAD work, doing drawings of AU's infrastructure."

Derek has been married since 2008 and he has 3 kids. The oldest just finished college and lives in Anchorage, Alaska. The second one just finished high school last year and he has a 3rd grader at Neveln Elementary. His hobbies include working on cars or really anything with a motor. He loves racing of any kind but prefers dirt track. Derek is also a big fan of hockey and snowmobiling in Wyoming in the winter.

Derek's future plans include continuing his career here at AU and hoping someday to have a cabin out west in the mountains.



HALLOWEEN FUN & GAMES WITH BUDDY



HALLOWEEN

Complete the crossword below

TRICK
OR
TREAT



© TheTeachersCorner.net Crossword Maker

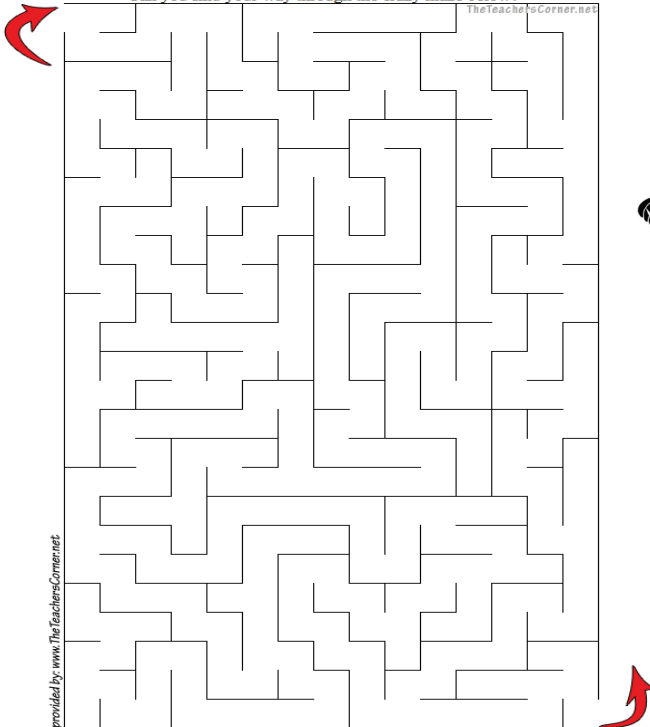
Across

- 4. Placed over your face
- 5. Human that transforms into a wolf
- 9. _____ or Treat!
- 10. Disguise
- 11. Night flying mammals
- 12. A house where ghosts live is considered _____

Down

- 1. Dracula is one of these
- 2. Scary creatures, or _____, Inc.
- 3. Carved pumpkin
- 6. Web creator
- 7. Halloween month
- 8. Stirs potions in a cauldron
- 11. Ghostly Talk

Can you find your way through the crazy maze below?



Drive Thru Trick or Treat
Thursday, Oct. 27th
3 pm to 6 pm



Dress up the kids and drive out to our parking lot at 1908 14th St NE. AU's mascot, Buddy, will be there handing out bags of treats.

Bring a non-perishable food item for the Salvation Army Food Bank and receive a free LED bulb, while supplies last.

Austin Utilities Board of Commissioners

Thomas C. Baudler Jeanne Sheehan
Steve Greenman Kristin Johnson
Jay Lutz

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



**AU will be Closed
on Friday,
November 11th**



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Office: 507-433-8886
Email: talk2au@austinutilities.com
Website: www.austinutilities.com

