



**AUSTIN  
UTILITIES**  
Connections for Better Living™

**Austin Utilities Board  
of Commissioners**

**Geoff Baker  
434-9474**

**Thomas C. Baudler  
437-7744**

**Tyler Hulsebus  
434-3562**

**Jeanne Sheehan  
433-1269**

**Tom Sherman  
433-4424**

**UPDATE & WIN**

Congratulations Kent Osboe August's Update Your Account Winner. He will receive a \$10 bill credit and our grand prize winner of \$25 in Chamber bucks is Janet Marsden.

**Austin Utilities Office  
will be closed Friday,  
November 10th in  
observance of**



# Connections

October 2017  
Customer Newsletter

## Aid for Hurricane Irma Victims

The world watched as Hurricane Irma, a massive storm more than 400 miles wide, made its way towards Florida. Austin Utilities dispatched a crew on Saturday



AU Lineworkers Tyler Underdahl, Jeff Martinson and Steve Tiegs

September 9<sup>th</sup> and they joined about 15 other municipal utilities from across Minnesota to provide mutual aid for anticipated power restoration efforts. After meeting up with Wisconsin crews they left on a convoy south towards Florida with plans to work in the Kissimmee area. Crews could be away for up to three weeks depending on hurricane damage and crew response for restoration efforts.

This is not the first time AU crews have provided mutual aid during a hurricane. In 2012, we responded to Hurricane Sandy, the second costliest hurricane in US history affecting 24 states. Electric Distribution Supervisor Bill Bumgarner was a part of an AU crew that dispatched to New York and had this to say about the experience, "It's something I'll never forget. The days are long, the working conditions are a mess and the people are very distraught. They just want their power back on so they can start getting back to a normal life. There is a great satisfaction from hearing an entire neighborhood cheer when the power comes back on."

The Austin Utilities Board of Commissioners Monthly Meeting was held on Sep. 12th 2017. Agenda items included:

- Customer Satisfaction Survey
- Downtown plant demolition contract
- 2018 Employee Healthcare program changes
- Fox Pointe Townhomes developer's agreement

Meeting minutes are available online at [www.austinutilities.com](http://www.austinutilities.com)

## SNOW BIRD ALERT

Are you a snow bird? Snow birds leave cold weather in the winter and head south to warmer weather. Call our Customer Service team at 507.433.8886 to update us with your winter address. Or better yet, use our SmartHub tool and make sure your bills are received and paid on time while you are away. SmartHub customers can elect to receive their bills online and are able to make online payments. They can also set up automatic payments from a bank account or credit card on SmartHub and have usage and billing history right at their fingertips. You don't have to be a snow bird to use SmartHub. Just click on the My Account button at [www.austinutilities.com](http://www.austinutilities.com) and get started today.

## AU COMMISSIONER THOMAS C. BAUDLER



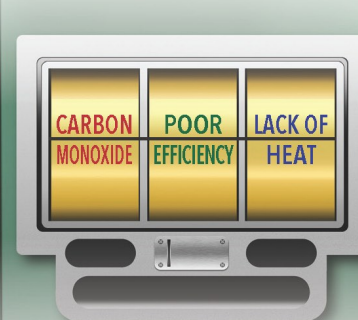
Austin Utilities Commissioner, Thomas C. Baudler, has been a member of the Board since he was appointed to fill the position left open after his father died in 1999. He has been re-elected each term since then. Baudler says he has fond memories of tagging along with his father to Utility conferences when he was just a little kid. Baudler says community service is in his blood. "I believe everyone should give back to their community and find ways to be a public servant." Baudler finds the Utility industry to be unique and highly technical which can be challenging but also filled with opportunities to learn. As an attorney in Austin, he brings experience in many areas especially legal and personnel issues.

Baudler's current term on the Board of Commissioners runs through 2020.

## Monthly Safety Tip

Daylights Savings time is the perfect time to check the batteries in your smoke detectors and carbon monoxide detectors. Hundreds of people die accidentally every year from CO poisoning caused by malfunctioning appliances. Don't let this odorless, colorless gas invade your home.

### DON'T GAMBLE ON YOUR FURNACE OR BOILER!



October is HVAC System Awareness Month. Make sure your heating system is working properly and efficiently. Complete a Clean & Tune and apply for a **\$25 REBATE!**

Download an application at [www.austinutilities.com](http://www.austinutilities.com).



### NOTICE

In compliance with the Code of Federal regulation #49, Part 192.16, Austin Utilities must notify each customer who owns buried natural gas piping after the meter.

1. Austin Utilities does not maintain the customer's buried piping.
2. If the customer's buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage.
3. Buried gas piping should be:
  - (a) periodically inspected for leaks.
  - (b) periodically inspected for corrosion if the piping is metallic.
  - (c) repaired if any unsafe condition is discovered.
4. When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand.
5. Austin Utilities and plumbing and heating contractors, can assist in locating, inspecting, and repairing the customer's buried piping.

Customers with buried natural gas piping should feel free to contact Austin Utilities at 433-8886. You can also find information at [www.austinutilities.com](http://www.austinutilities.com).



## 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. We've partnered with the local retailers below to offer energy-efficient bulbs for as little as 99¢ each!

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!



D&G Ace Hardware  
Walmart

