



August 2015

# Connections

Strengthening our Community...

one customer at a time.

## How to Report a Power Outage:

### Step 1

Call Austin Utilities at 507-433-8886.  
\*Available 24 hrs. a day, 7 days a week

### Step 2

Select Option #2 for outages.

### Step 3

The dispatcher will take down all necessary information and dispatch Utilities personnel accordingly.

## Power Outage Restoration

### HOW WE RESTORE POWER

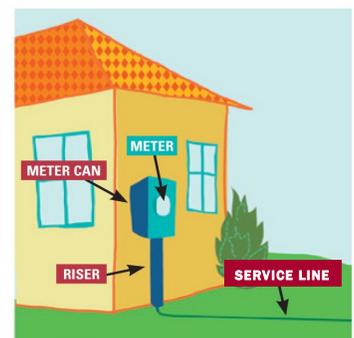
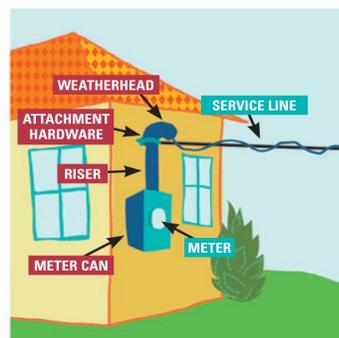
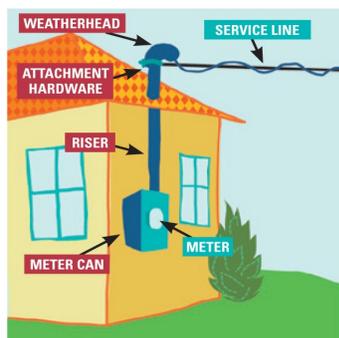
This diagram illustrates the major components of the electrical system used to deliver electricity to Austin homes and businesses. It also provides the order of restoration priority after major storms. In general, Austin Utilities focuses on the largest facilities first, in an effort to restore service to as many people as quickly as possible.



- |   |                                     |
|---|-------------------------------------|
| 1 Power plant                             | 6 Fuse                              |
| 2 Transmission lines                      | 7 Tap line                          |
| 3 Transmission-to-distribution substation | 8 Pole-top or pad-mount transformer |
| 4 Distribution feeder                     | 9 Service lines                     |
| 5 Power pole                              |                                     |

### WHO IS RESPONSIBLE FOR FIXING WHAT?

If your electrical components are damaged, you may be responsible for repairs. Identify your type of service connection below to learn what your responsibilities are.



■ Customer Responsibility    ■ Austin Utilities Responsibility

Austin Utilities Office will be closed on Monday, Sept. 7th for Labor Day

## **PEAK ALERTS**

As energy use and energy prices continue to rise, our voluntary Peak Alert program has become more important than ever to temper energy use on high-demand days. These alerts are only issued when absolutely necessary (typically around five times per year) but the number of alerts can vary as much as our Minnesota weather.

During a peak alert, Austin Utilities asks that you conserve energy and keep your electrical usage to a minimum by using major appliances before 11:00 a.m. or after 8:00 p.m. and set your thermostat to 80°.

When a Peak Alert is issued, we announce it on KAUS AM/FM Radio. In addition, Austin Utilities will also email peak alert information to residents and businesses.

To subscribe to this email service, send an email to [peakalert@austinutilities.com](mailto:peakalert@austinutilities.com) and type "Add me to your list" in the subject line. You can also receive energy text alerts from KAAL TV 6 - go to [www.kaaltv.com](http://www.kaaltv.com) to sign up.



*All customers who recently updated their account information were entered in a monthly drawing to receive a \$10 bill credit.*

*A grand prize drawing will also be held on July 31st with the winner receiving \$25 in Chamber bucks.*

*\*Our May \$10 bill credit winner was Edward Smith.*

*\*Our June \$10 bill credit winner was Linda Hoag.*

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, 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 or at our website at [www.austinutilities.com](http://www.austinutilities.com) for further assistance.

## **Humidity Problem? Solve It With Energy Star®**

### **Dehumidifier Rebates up to \$40**



Visit [www.austinutilities.com](http://www.austinutilities.com) to download an Electric Rebate Application with complete terms and conditions.



## **CONSERVE & \$AVE®**

## **Austin Utilities**

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Website: [www.austinutilities.com](http://www.austinutilities.com)

*Connections is printed on recycled paper*

## **Austin Utilities Office Hours**

**Mon. 8:30 a.m.- 5:00 p.m.**

**Tue.-Fri. 8:00 a.m.-5:00 p.m.**

**Saturday & Sunday Closed**