Connections
August 2017
Customer Newsletter

Ways to Pay

The 11th Drive bridge/I-90 Exit 179 to our office may be closed but you can avoid construction traffic and detours by using one of our convenient payment methods.

- Use our 24/7 automated phone system to pay with your credit or debit card. Just dial 844.262.2442 and follow the prompts.

- Pay online – when you go to www.AustinUtilities.com you can choose to make a onetime payment or create an account to sign in and view your usage and billing history.

- You can also download the SmartHub App and pay using your smartphone.

Drive to one of our convenient dropbox locations in Austin
- Hy-Vee - 1307 18th Ave NW
- Jim’s MarketPlace Foods - 301 11th St NE
- Sterling Main Street - 1305 1st Ave SW
- City Hall Building - 500 4th Ave NE
- Austin Utilities - 1908 14th St NE

With so many convenient ways to pay, you can avoid delays and spend the time enjoying your summer!

Retirements & Promotions
Gas and Water Construction Supervisor, Mike Mentel, will be retiring from Austin Utilities in October 2017. Mentel has been employed at AU for 30 years. Jeff Majerus, employee for 17 years, has been promoted to fill the position effective August 1st, 2017. Congratulations Mike and Jeff.

ACCOUNT UPDATE FORM

Name:

Address:

Phone #:  Account #:

Email:

I want to go green! Sign me up for paperless billing. ☐
Commissioner Tom Sherman

Tom Sherman was elected to the Austin Utilities Board of Commissioners in 2012 and reelected in 2016. Sherman decided to run for Commissioner because he always has an interest in serving the public where he can have an impact. Sherman has enjoyed the challenge as well as the opportunity to learn about a different industry. One aspect of the utility industry that is different from his business experience, is the time horizon involved. "Most businesses look a few months or maybe a few years ahead when they plan. At Austin Utilities we are currently planning 5 to 50 years into the future". Commissioner Sherman comes from a small, family business background and understands that customer service and competitive pricing are critical to success. He believes his role as a Commissioner is to act in the best interest of the rate payer while at the same time, helping prepare for the future. Commissioner Sherman says he has enjoyed his experience on the Board and looks forward to continuing to serve until 2020.

Humidity Problem? Solve It With Energy Star®

Dehumidifier Rebates up to $40!

Visit www.austinutilities.com to download an Electric Rebate Application with complete terms and conditions.

MONTHLY SAFETY TIP

ROAD CONSTRUCTION SAFETY

Stay Alert and Minimize Distractions
- Dedicate your full attention to the roadway
- Avoid changing the radio station, using a mobile phone, eating, or other distractions that can remove your concentration from the road

Pay Attention to the Road
- "Listen to the signs"
- Watch brake lights on vehicles ahead
- Watch traffic around you and be prepared to react

Merge into the Proper Lane
- Merge well before you reach the lane closure
- Be aware that traffic patterns can change daily

Don't tailgate
- Follow other vehicles at a safe distance

Obey the Posted Speed Limit
- Workers may be present just feet away
- Fines may be doubled for moving traffic violations
- Be prepared to slow down further if conditions indicate the need

Change Lanes Safely
- Change lanes only where pavement markings indicate, and only when traffic conditions permit

Follow Instructions from Flaggers

Expect the Unexpected
- Workers, vehicles, or equipment may enter your lane without warning
- Other vehicles may slow, stop, or change lanes unexpectedly

Be Patient

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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.