



**November
2013**

Decorate your home for the holiday's with LED lights. LED lights use up to 75% less electricity and can save you up to \$21 per month. Austin Utilities offers rebates on LED holiday lights. Purchase LED holiday plug-in (not battery operated) lights and decorations in 2013, complete the coupon found on Austin Utilities website and submit it by March 31, 2014 with your original sales receipt and the LED packaging showing the LED logo and number of lights per string. You can find information on LED holiday lights and other Austin Utilities rebates and incentives on our website www.austinutilities.com.

**Austin Utilities
Office**
will be closed
Mon., Nov. 11th
in observance of
Veterans Day
Thurs. Nov. 28th
Friday, Nov. 29th
in observance
of
Thanksgiving

Connections

Strengthening our Community...

one customer at a time!



Be Bright this fall! Through December 31, while supplies last, our residential customers are eligible for reduced pricing on ENERGY STAR® qualified compact fluorescent light bulbs (CFLs). We've partnered with D & G Ace Hardware and Walmart, and other participating retailers to offer CFLs for as little as 99 cents each!

ENERGY STAR-labeled CFLs use 75% less energy and last up to 10 times longer than incandescent light bulbs, but less watts doesn't mean less light! Today's CFLs produce bright light at less cost to

consumers and businesses because they use less electricity and last longer than incandescent bulbs - saving time and money on replacements.

By replacing the five most used bulbs in your home with energy-efficient CFLs, you can save about \$35 in energy costs during the first year alone. CFLs also produce about 75% less heat than incan-

descent - improving safety.

With the wide range of CFL shapes, sizes and styles now on the market, consumers can find an energy-efficient bulb for every situation and enjoy reduced energy costs all year long.

While these financial savings are a big draw for consumers, CFLs also offer environmental benefits to help make our community a little greener.

Remember, supplies are limited so get your discounted CFLs before they sell out! (Discounted CFLs purchased during this promotion are not eligible for our CFL rebate program.)

Meter Readers & Dogs

Sit! Heel! Stay!

While your dog probably understands and obeys these commands when you deliver them, the same words coming from one of our employees do not always have the same effect.

Our meter readers, gas/water service, and field personnel require safe access to your utility meters to read meters, to exchange meters, and occasionally to complete maintenance on the meters. Dogs are protective animals, and we are always concerned about dogs not allowing strangers in their yards.

In an effort to reduce the incidence of dog bite injuries to our staff, we request that customers contact our Customer Service Center at 433-8886

any time there is a new canine addition to the family. If you no longer have a dog, this information is also helpful.

If you have a dog, we encourage you to check your utilities bill for the next "read" date - and secure your dog away from the meters on that day so our employees have safe access.

At Austin Utilities, we care about the well-being of your canine friends, as well as the safety of our employees and subcontractors. Thank you for your continued cooperation.

Please note that meter readers will continue to need access to your meters until your meters are automated and automated meter reading has been deployed in your area.

Notice to Austin Utilities' Customers

As an Austin Utilities' customer, you can help promote Natural Gas Safety by being aware of potential hazards. Natural gas is not dangerous when it is sealed up tight inside pipes and used properly. The natural gas pipes underground and inside your house are designed to keep the gas safely inside. Recognizing leaks, following rules for digging and being aware of carbon monoxide are all ways to make sure accidents don't happen.

How Do I Recognize a Natural Gas Leak

Leaks are unusual, but we want you to be able to recognize a leak should it occur. Your sense of sight, hearing and smell are all ways to identify a leak.

- ♦ Dead or brown vegetation spots in lawns or boulevards.
- ♦ Dirt being blown into the air.
- ♦ Water bubbling at a creek, pond, river, or wet flooded area.
- ♦ Fire or explosion near a natural gas line.
- ♦ Hissing, blowing or roaring sound.
- ♦ Sulphur or rotten egg smell (may not always be present).

If You Suspect a Leak

- ♦ Leave the area immediately.
- ♦ Do not operate any type of electrical device or source of ignition. This includes phones, cell phones and light switches (anything that could cause a spark).
- ♦ Do not attempt to make any repairs or extinguish a fire.
- ♦ From a remote and safe location immediately call Austin Utilities at 433-8886.

Austin Utilities will dispatch a trained Gas Service Technician who will take the appropriate steps to monitor the leak and shut down any equipment or valves to minimize the impact of the leak. This service is available 24 hours a day, 7 day a week.

Carbon Monoxide: What You Need to Know

Carbon Monoxide (CO) is a colorless, odorless, tasteless gas produced by incomplete burning of natural gas. CO is a dangerous gas that can be harmful in large amounts over a long exposure period. Signs of CO in your home could include water or soot collecting near a burner or vent, or excessive indoor humidity with heavy condensation on walls and windows. The initial symptoms of CO poisoning are similar to the flu but **without a fever**. They include headache, dizziness or disorientation, nausea or vomiting, fatigue and difficulty waking, and shortness of breath. If these symptoms are present, everyone in the home feels ill, or symptoms seem to disappear when you leave the house, you may have a CO problem and should call Austin Utilities.

A Gas Service Technician will immediately be dispatched. We have the tools to test and inspect various natural gas appliances in your home for carbon monoxide. This service is available to our customers 24 hours a day, 7 day a week. Austin Utilities suggest all customers have a working CO detector installed in their home.

Homeowners Can Help

Prevent Natural Gas Leaks—Call Before You Dig

Buried utilities could exist just about anywhere you dig. Homeowners can prevent damage to underground utilities and service interruptions by calling Gopher State One Call (GSOC). GSOC is the underground utility notification center for the state of Minnesota. Calling GSOC is **free**, so please call before you dig.

Austin Utilities participates and complies with the GSOC requirements by locating all natural gas pipelines within proposed excavation areas.

**UNIFORM COLOR CODE
FOR MARKING
UNDERGROUND UTILITY LINES**

	PROPOSED EXCAVATION
	TEMPORARY SURVEY MARKINGS
	ELECTRIC POWER LINES, CABLES, CONDUIT AND LIGHTING CABLES
	GAS, OIL, STEAM, PETROLEUM OR GASEOUS MATERIALS
	COMMUNICATION, ALARM OR SIGNAL LINES, CABLES OR CONDUIT
	POTABLE WATER
	RECLAIMED WATER, IRRIGATION AND SLURRY LINES
	SEWERS AND DRAIN LINES

**CALL
BEFORE YOU DIG!**

Dig Safely.

1-800-252-1166
GOPHER STATE ONE CALL

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