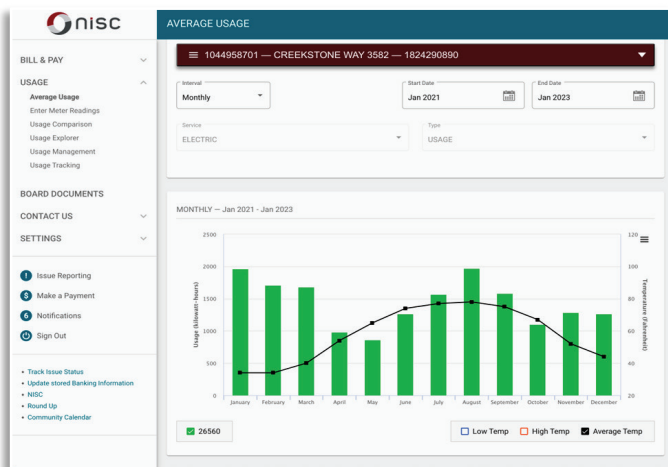
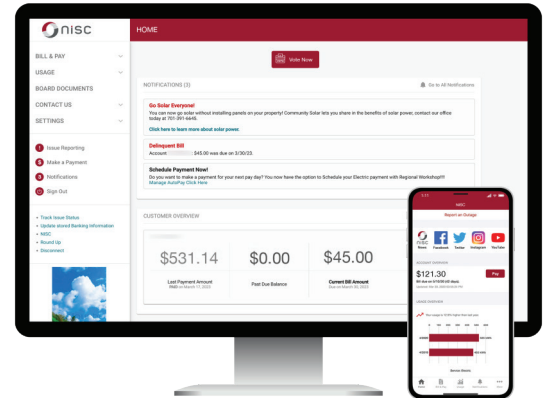


## SMARTHUB IS ENHANCED!

New Experience – Same Smarthub.  
Going live for AU customers on December 1.

Smarthub allows you to manage your account quickly and easily. If you currently utilize our Smarthub mobile app, you will experience many of the same enhancements featured now in Smarthub web. The navigation menu is now located on the left side of the screen. It includes functions, frequently used features, and quick links to additional information. Whichever screen you are visiting in Smarthub, the left navigation menu is available for you to use.



Reviewing and paying your bills is even easier! Clicking the bill and pay button allows you to:

- Sign up for autopay
- Review your recent payment history
- Make a payment

Managing your usage on Smarthub is easy. The usage explorer allows you to view your usage and weather trends by month, or if available by the day or the hour. Compare your usage between this month last year, or other combinations to see how your bill varies each month.

Do you prefer an email or a text message? Use the Notifications quick link to sign up for AU alerts. Enter your email address and phone number to receive notifications when your bill is available to view, your credit card is expiring, or a set reminder that your due date is approaching. Want multiple people in your house to receive notifications? No problem Smarthub can do that too!

Protect your Smarthub account by adding two factor authentication. Adding an extra layer of security blocks unauthorized access to your account. Go to settings and click on Two-Factor Authentication to enable your account today.

Don't have Smarthub? No problem, it is easy to sign up. Visit [www.austinutilities.com](http://www.austinutilities.com) to register and start managing your account when it is convenient for you.



# Don't miss out!

Sign up for paperless billing before **December 31, 2023** to save \$5 on your next bill.

Instead of waiting for a paper bill in the mail, access your bill from your email inbox. Paperless billing fits into your busy schedule and it is good for the environment.

It is easy to sign up, log into Smarthub and say yes to paperless bills. That's it. Your \$5 bill credit will be on its way. If you are not a member of Smarthub, it is easy to sign up.

Go to [www.austinutilities.com](http://www.austinutilities.com) and register right from our home page.



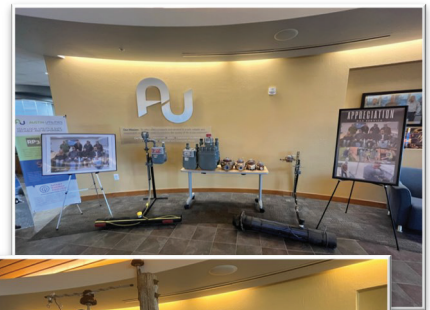
## We celebrated Public Power – Public Natural Gas Week last month

We are proud to be your public, community-owned, not for profit electric, natural gas, and water utility. To show our appreciation, during the week of October 2-6, we held the following customer events:



- **Kid's Scavenger Hunt**
- **White Truck Website Challenge**
- **White Truck Treasure Hunt** – which was found by the Arett Family
- **LED light bulb giveaway** – Customer Service gave over 250 bulbs in that first week!

We also celebrated and gave thanks to the AU departments that provide the reliable services that you have come to expect from us.



Thanks again to our customers for a great week!

*Celebrate the Holidays with LED Lights*

Purchase new LED holiday lighting and get a rebate up to \$12 per string

LEDs use up to 90% less energy than incandescent lighting, and they are much cooler to the touch and can be connected end to end without overloading your wall socket.

Recycle old holiday lights at AU!

The banner features a teal background with white snowflakes and a string of warm white lights at the top. The text is in a mix of white and teal colors. On the left, there is a circular graphic with a recycling symbol and the text "Recycle old holiday lights at AU!". The bottom of the banner is decorated with stylized green and white snow-covered evergreen trees.

# Thanksgiving Buddy Crossword

COMPLETE THE CROSSWORD BELOW

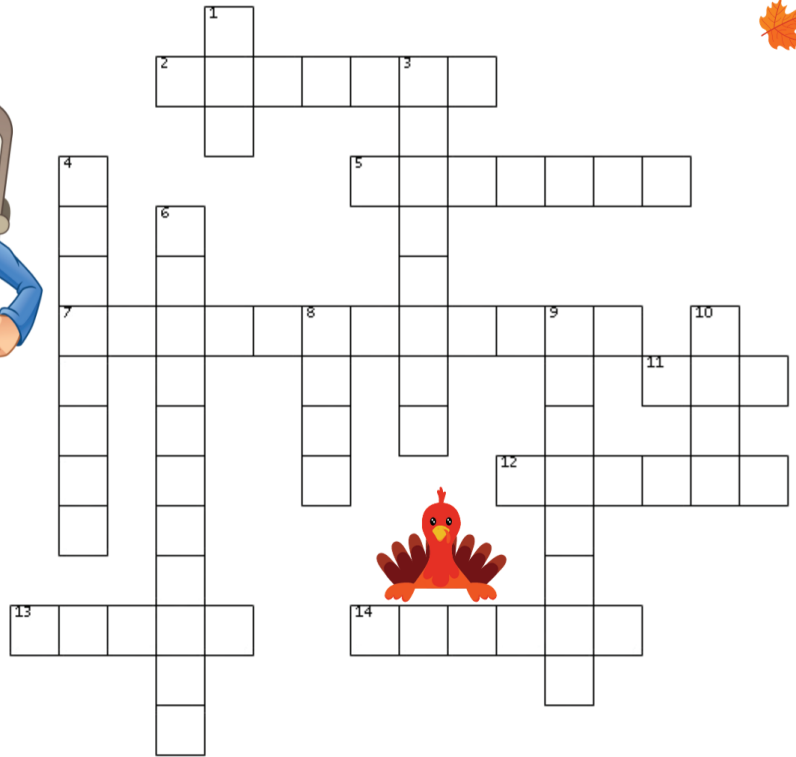
Use the clues to fill in the words below  
 Words can go across or down  
 Letters are shared when the words intersect

## ACROSS

2. Gathering crops
5. Jack-o-lantern gourd
7. The fourth Thursday in November
11. You might need this after a big meal
12. They fall from trees
13. Our favorite meter mascot!
14. Says "Gobble Gobble"

## DOWN

1. What we do during Thanksgiving
3. What goes inside a turkey
4. We will watch the \_\_\_\_\_ game on Thanksgiving Day
6. Christmas shopping the day after Thanksgiving
8. Mayflower was the name of the Pilgrims' \_\_\_\_\_
9. The 11th month of the year
10. You can go through one of these in a cornfield



## Employee Spotlight

**Ashley Stadheim**

Customer Support Representative

Ashley was a banker and loan officer before joining AU in July of 2018. She started as a part-time Customer Service Representative before recently moving into the full-time Customer Support Representative position. She says the best part about her job is being able to help customers and working with supportive colleagues who make her smile.

Ashley and her husband of 10 years, Tyler, have 3 kids, Aiden is 9, Ellie is 6, and Gavin is 1 ½. She says she spends her free time, "Driving my children around to sports and activities. I enjoy driving our Honda pioneer, outside movies, playing outside with my kids, musical theatre, roller blading, and dance." Ashley was also a Miss Austin contestant several years ago. She didn't win but she did get a scholarship.

Her goals for the future are simple... to finally get out of the diaper stage and eventually travel more.



# Lighting Rebates for Most Bulbs End on December 31, 2023

## Why?

Federal Lighting Standard changes took full effect in 2023 eliminating almost all older lighting technologies, such as incandescent, CFL, and halogen Edison screw-based bulbs. With this standard implementation, LED technology has become essentially the only lighting that can be sold with an Edison screw-base. This has eliminated our ability to offer rebates on any screw-in base bulbs, including LED.

## What lighting is impacted?

All Edison screw-based, including LED bulbs, which are standard in residential applications, will no longer qualify after 2023. This includes E26 (medium base), candelabra, and all other screw-base sizes designed to replace incandescent or halogen bulbs. Take advantage of the Conserve and Save™ LED rebates before they are gone. Stop into our office to pick up a rebate form or visit [www.austinutilities.com](http://www.austinutilities.com) to download a rebate application with complete terms and conditions.



## TEAMING UP TO SAVE YOU MONEY

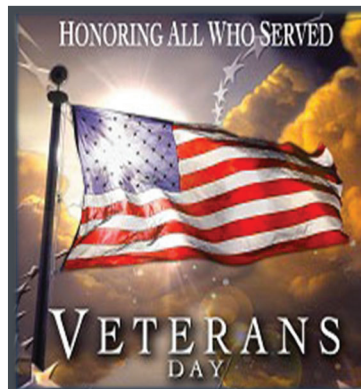


# CONSERVE & \$SAVE™



Help families in need this Holiday Season by purchasing gifts from a local child's wish list and donating them to the Salvation Army.

AU will have an Angel Tree in our lobby again this year.



We are eternally grateful to all of the men and women who have fought and served for our country especially our AU Veterans: Dave Thompson, Steve Bissett, Jeff Martinson, and Curtis Webb. Wishing you and your family a happy, safe and peaceful Veterans Day.

## THANK YOU!

## Austin Utilities Board of Commissioners

Thomas C. Baudler      Jeanne Sheehan  
Steve Greenman      Jay Lutz  
Kristin Johnson, 2023 President

To contact or find more information on AU's elected Commissioners visit [www.austinutilities.com/pages/board](http://www.austinutilities.com/pages/board)

ONLINE  
NEWSLETTER  
& MORE  
INFO  
ON OUR  
WEBSITE



**AU will be closed Nov. 10th  
in honor of Veteran's Day**

&

**Nov. 23rd & Nov. 24th for  
Thanksgiving**



## Austin Utilities

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