

THE IMPORTANCE OF HAVING YOUR FURNACE CLEANED AND TUNED

Just like a vehicle needs its recommended oil change - your furnace or boiler needs regular maintenance too. Furnaces and boilers provide comfort and heat to your home all winter long. Below are some benefits to having your furnace cleaned and tuned.



- Saves you money by keeping your furnace operating efficiently.
- Regular cleaning and maintenance reduces energy consumption and lowers heating bills.
- Prevents costly furnace repairs and breakdowns.
- Regular inspections can identify safety hazards before they become serious.
- Extends the life of your furnace.
- Improves the air quality of your home.

As we prepare for the winter ahead - don't forget to prepare your furnace. It is an investment that can pay off in terms of energy savings and peace of mind. We offer a \$25 Conserve & Save rebate for furnace clean and tunes. Visit our website at www.austinutilities.com/pages/rebate-programs/ for more information.

Drive Thru Trick or Treat
Tuesday, Oct. 31st
3 pm to 6 pm



Dress up the kids and drive out to our parking lot at 1908 14th St NE. AU's mascot, Buddy, will be there handing out bags of treats.

Bring a non-perishable food item for the Salvation Army Food Bank and receive a free LED bulb, while supplies last.

We Appreciate you!

Austin Utilities is proud to be your public, community-owned, not-for-profit electric, natural gas, and water utility.

Thank you for being our customer!

Stop in our lobby for a free gift this month.

Recently, a customer called Austin Utilities and asked why the water from her faucet was cloudy. Below are a few of the common circumstances that cause cloudy water.





- Air in the pipes of your home can cause bubbles
- Water softener cleanliness or malfunction
- Faucet aerators need to be cleaned
- Water can become cloudy when it is extremely cold outside.
- Water main construction or hydrant flushing

In most cases, simply running your faucet will clear up the water. That process could take up to 10 or 15 minutes. Running the water can be done from any faucet inside or outside your home. For water softener concerns, call a plumber or water softener contractor.

For questions related to your water, please call us at 507-433-8886

Fall into Energy Savings

 Save money and energy while staying comfortable during the cool fall months. 

- Caulk and weatherstrip windows and doors.
- Check insulation levels and air seal gaps in your basement and attic.
- Have your heating system inspected.
- Clean your gutters and make sure your roof is tightly sealed.
- Replace your furnace and heat pump filters once a month or as needed.
- Keep the fireplace damper closed unless a fire is burning.
- When you are asleep or out of the house, turn the thermostat back 2 degrees or more.



CONSERVE & \$AVE™

Keep warm this winter
and schedule a Furnace
Clean & Tune

[www.austinutilities.com/pages/
rebates-programs/](http://www.austinutilities.com/pages/rebates-programs/)

**\$25
Rebate!**

Looking ahead...Time of Use Electric Rate Option

Electric Time of Use (TOU) Rates are based on how much energy you use and when you use it. This rate structure has the potential to save you money by shifting your electric usage to times when electric costs are less. Using large appliances like your clothes washer and dryer during an off-peak time, which is typically nights and weekends, is a simple way to lower your bill.

We have implemented a TOU pilot program with 18 AU residential customers for the last year to gain data and prepare for the future electric rate option for our customers. TOU rates will be included in the next Austin Utilities rate study and could be an option for customers as early as next year.

If you are a residential or business customer who would like to participate in one of our pilot TOU programs, please email us at billing@austinutilities.com to sign up today!

Current Austin Utilities Service Detail		
For questions on these charges call 507-433-8886		
Electric Service		
Service Availability		14.00
Electric Usage On-Peak	205 KWH @ 0.1135	23.27
Electric Usage Off-Peak	595 KWH @ 0.1135	67.53
Sales Tax		8.26
Total Electric Charges		113.06



Welcome New Employee - Tyler Olson

Austin Utilities welcomes Tyler Olson, a new light equipment operator, to our team. "I am very excited to be here," said Tyler. His previous work experience includes water, sewer, and storm system maintenance.

Tyler likes working closer to home and is ready for new opportunities here at Austin Utilities. When he isn't working, he enjoys spending time with his girlfriend and friends. He also works as a bartender, plays golf, and likes to hunt and fish.

Employee Spotlight

Matias Martin

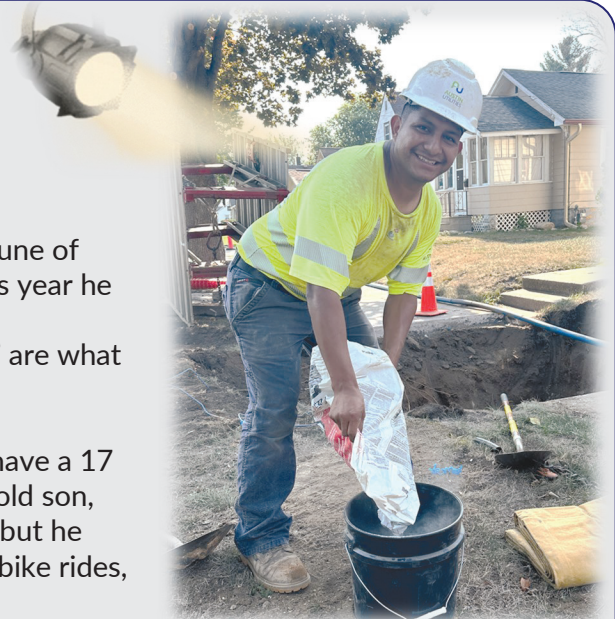
Heavy Equipment Operator

Matias has been on AU's Gas and Water Construction crew since June of 2017. He started as a Light Equipment Operator and in April of this year he was promoted to Heavy Equipment Operator.

Being able to work outside and with co-workers that 'aren't so bad' are what he says are the best parts of his job.

Matias has been married to his wife, Maribel, for 8 years and they have a 17 year old son, Brian, a 12 year old daughter, Ana Lyah, and a 3 year old son, Samuel. Being a Dad and a Pastor at a local church keeps him busy but he does find time to enjoy his hobbies like soccer, going on walks and bike rides, and taking a leisurely drive with his wife.

His future plan at AU is only to move out of his crew position at some point before retirement.



Join our Customer Advisory Panel and make a difference!

VOLUNTEERS NEEDED

We have a few openings available for customers to meet quarterly to give feedback and share ideas on a variety of utility related topics.

APPLY NOW

www.austinutilities.com



ROUND UP A LITTLE, HELP OUT A LOT!

IT'S EASY TO GIVE FROM THE HEART, BY SETTING UP A HEATSHARE AUTOMATIC MONTHLY ROUND UP. YOUR DONATION STAYS RIGHT HERE IN OUR COMMUNITY TO HELP NEIGHBORS IN NEED.



Scan QR Code to Sign Up

HeatShare is a voluntary program administered by The Salvation Army. It helps those in need survive our long winters by providing funds for heating bills and heating-related repairs.

Leaving for the Winter?

Email us at customerservice@austinutilities.com to update your mailing address, you can also call us at 507-433-8886.

COLD WEATHER RULE

Cold Weather Protection begins Oct. 1st. To protect your account from disconnection, please stop in our office or call us at 507-433-8886 to speak with a customer service representative to discuss payment plans and the resources that may be available to you.

Austin Utilities Board of Commissioners

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

ONLINE NEWSLETTER & MORE INFO ON OUR WEBSITE



To contact or find more information on AU's elected Commissioners visit www.austinutilities.com/pages/board



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

&

Nov. 23rd & Nov. 24th for Thanksgiving



Austin Utilities

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