



**AUSTIN
UTILITIES**

Connections for Better Living™



**Austin Utilities
Board of Commissioners**

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**AUSTIN UTILITIES
WILL BE CLOSED
MONDAY, SEP. 6TH**



HAPPY

LABOR DAY



Connections

September 2021
Customer Newsletter

Celebrate with us!

Public Power and Public Natural Gas Week - Oct 3-9

Austin Utilities is proud to be your public, community-owned, not-for-profit electric, natural gas, and water utility. We invite you to celebrate with us!

ACTIVITIES

We hope you will have fun engaging in the live and virtual activities. Follow all events at www.austinutilities.com.

You must be a customer of Austin Utilities to earn prizes.

Electric Vehicle Expo & Touch-A-Truck Event Wednesday, October 6th, 3-6 pm

There is something for everyone at our Electric Vehicle Expo and Touch-A-Truck event. AU will be showing our 2021 Nissan Leaf and sharing information about electric vehicles. Our local car dealers will have new models to display, and members of our EVO Club (electric vehicle owners) will bring their vehicles and personal experiences about being an EV owner. Participants will also have the opportunity to see up close some of the biggest equipment we use to provide public service to you including a line truck, skid loader and tractor backhoe.



White Truck Treasure Hunt

We're hiding a model sized replica of an AU service truck. Find it using our daily clues and win a new EnergyStar dehumidifier. Clues posted daily at 9 a.m. on our Facebook page and website beginning on Monday, October 4th.



White Truck Website Challenge

We're hiding 10 utility truck icons on our website. Send an email to talk2au@austinutilities.com letting us know where you find them for a chance to win one of ten AU gift kits.

ALL CUSTOMERS - Stop in the office during the month of October and receive a free gift to show our appreciation for our public utility customers.

Interview with an EV Owner

Rick (and Eileen) Bremner have been driving electric vehicles since 2013. We asked Rick a few questions about his experience as an EV Owner. To hear more from Rick stop and see him at our October 6th EV Expo and Touch-A-Truck event.



EV Owner Rick Bremner, poses with his Tesla S.

When did you purchase your electric vehicle? My first electric vehicle (EV) was a plug in hybrid 2013 Ford Fusion Energi. Then in 2019 I bought a Tesla Model 3 standard range plus. While I loved the car, my wife Eileen did not like the range so in June 2020 I traded it for a Tesla Model S. Both cars are great but the S has almost twice the range so Eileen is very happy with it too.

What make/model of car do you own? Currently a Tesla Model S Long Range Plus.

Why did you decide to purchase an electric vehicle? I have been concerned about our environment even though I am not sold global warming is the result of cars. We have solar panels on our house and an EV is a natural extension. We started with the Hybrid/Plug-in which was a great car. We never had to buy gas for in town driving. The move to Tesla was a natural progression to fully electric.

Based on your experience so far, what do you like best about your EV? Wow that question is a hard one as there are so many great features but I can start with not having to buy gas.

Any favorite feature? From there the list includes Quiet, Fast, Comfortable Ride, Self Driving Features, Fun to Drive.

Anything you don't like? Cold weather reduces the range significantly so you have to prepare for it for long trips.

Where do you do most of your charging? What type of charger do you have at home? We have a level 2 charger at home but do most charging at Tesla Superchargers which are a great feature of the Tesla world.

Any experience or recommendations for going on long-distance trips? Long distance trips take longer with EV's unless you take long breaks when filling up your gas car. Talking with lots of other Tesla owners, you just have to accept it and plan for things while charging like reading, napping, working or playing games. We have started using the time to do more short charging sessions and walk around a bit and often plan longer charging stops around meal time as there are places to eat at Superchargers.

Anything you want to say to others who may be considering an EV purchase? Make sure you know how you plan to use the car. If mainly for in town driving, then most any EV will probably be a good choice. If traveling consider how far you will be willing to travel each day and the time you are willing to spend charging. Range and charging speeds are improving all the time but too little range or slow charging speeds will make a long trip not good. We drove to Arizona in the Model 3 and it was just a little too long of a trip. We just completed a 4500+ mile trip to the Oregon Coast and while it took a little longer than a gas vehicle, we enjoyed our trip.



Austin Utilities has installed three Level 2 EV Charging Stations in Austin on public property. We are finalizing plans to install a DC Fast Charge this year for public access in Austin.

 **Public Parking Lot #1**
403 1st St NW-First EV Charger
Installed 2013, offset with solar panels

 **Public Parking Lot #2**
329 1st St NE
Installed in 2020

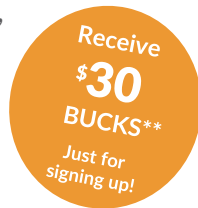
 **AU Parking Lot**
1908 14th St NE
Installed in 2020



National Drive Electric Week, Sep 25-Oct 3, 2021, is a nationwide celebration to raise awareness of the many benefits of all-electric and plug-in hybrid vehicles. Are you considering going electric? Austin Utilities has been doing their part to educate and support customers who have an interest in electric vehicles.

Electric Vehicle Owners Club - EVO

When you join Austin Utilities' exclusive EVO club you will connect with other EVOs, help spread the word about the benefits of driving EVs, and be first to know about exclusive Austin Utilities EV offers and events.



Club qualifications

- Must be an Austin Utilities residential account household
- Own or lease a qualified electric vehicle*
- Complete an application (available online)
- Submit a copy of your Minnesota automobile registration

* Award Bucks will be paid in Chamber Bucks, usable at over 100 participating businesses.

** Only vehicles that are licensed EV (all electric) or PHEV (Plug-in Hybrid Electric Vehicle) that can travel on the freeway at highway speeds are eligible. Austin Utilities reserves the right to determine eligibility.

Employee Spotlight

Dave White

Dispatch and System Operations Controller

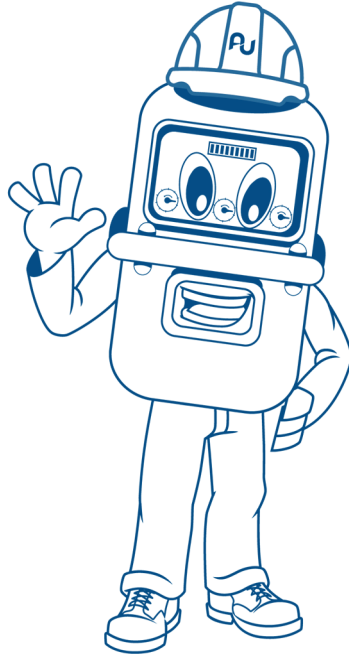
In November of 2002 Dave White joined the staff at Austin Utilities. Since then he's worked in plant operations as a Helper, Fireman and Plant Operator, a few years as an Apprentice Lineman, and now in Dispatch where he plans to stay. He enjoys his interactions with customers when they call with questions or to report issues. According to Dave the best part of his job is providing information and dispatching service staff to help AU's customers.

Dave has five adult children, four grandchildren, and a longtime significant other, Dawn. Fixing and tending to all of their vehicles and toys is his second full-time job. Even though his free time is limited he manages to shoot a mean game of pool and shoot a little trap from time to time. Dave says retirement is 'roughly' ten years away so his plans aren't definite but it will likely include a lot of traveling.



Buddy's Back to School Word Find

D	R	P	N	L	S	C	R	X	C	A	A	P	R
Y	N	L	S	E	B	E	E	A	S	P	A	T	A
E	L	A	E	T	R	I	I	D	R	O	B	L	N
T	N	Y	R	G	E	O	M	H	U	A	U	E	S
A	P	G	Y	A	R	A	R	R	T	N	S	D	O
M	R	R	R	C	P	U	C	E	C	T	I	A	C
S	I	O	E	A	C	L	S	H	X	I	I	R	L
S	N	U	N	A	S	A	B	C	E	D	A	G	I
A	C	N	C	O	D	O	P	N	S	R	C	U	C
L	I	D	X	P	X	A	N	P	O	U	D	A	N
C	P	G	C	X	H	E	E	E	A	A	B	L	E
S	A	B	L	E	A	R	N	I	N	G	L	M	P
L	L	S	D	R	N	H	C	E	U	E	R	U	H
S	S	E	C	E	R	A	S	B	E	P	C	E	B



Find these words:

PENCIL
BUS
PLAYGROUND
GRADE
PRINCIPAL
LEARNING

LUNCHBOX
TEACHER
CLASSMATE
RECESS

CONSERVE & \$AVE

COLD WEATHER RULE

The Minnesota Cold Weather Rule protects a residential utility customer from disconnection due to non-payment from October 1 - April 30 when the disconnection would affect the primary heat source for the residence and the following conditions are met:

- ♦ The household income is at or less than 50 percent of the state median income;
- ♦ Verification of income by the local energy assistance provider or the utility, unless the customer is automatically eligible for protection against disconnection as a recipient of any form of public assistance, including energy assistance, that uses income eligibility in an amount at or below the income eligibility.
- ♦ A requirement that the customer receive referrals to energy assistance, weatherization, conservation, or other programs likely to reduce the customer's energy bills; and
- ♦ A requirement that customers who have demonstrated an inability to pay on forms provided for that purpose by the utility, and who make reasonably timely payments to the utility under a payment plan that considers the financial resources of the household, cannot be disconnected from utility service from October 1 - April 30. A customer who is receiving energy assistance is deemed to have demonstrated an inability to pay.



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.

The Austin Utilities Board of Commissioners Monthly Meeting was held on July 20th, 2021.

Agenda items included:

- 2nd Quarter Charge-offs
- AU's Diversity Policy
- Update on Smarthub Features

Meeting minutes are available at www.austinutilities.com



Austin Utilities



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