

Celebrate with us!

Public Power and Public Natural Gas Week- Oct. 1-7

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!

Follow all events at www.austinutilities.com

STARTING MONDAY- October 2



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 am on our Facebook page and website beginning on Monday, October 2nd.



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. Entries due by Friday, October 6th.



AU Lobby

Every day of the week, we will showcase different department displays in our lobby.

Other Events

ALL CUSTOMERS- Stop in the office during the month of October and receive a free customer appreciation gift.

Share the Heat 5k or 1 mile Walk/Run
For more information go to Pg. 2. Scan QR Code for event details and to sign up.



KIDS SCAVENGER HUNT- Take pictures with everything on the Scavenger Hunt List and submit a photo collage either in person, by mail, or by email to talk2au@austinutilities.com. Participants can stop in to pick up a prize at AU. Find the Scavenger list on our website. Entries must be submitted by October 6th.

Customer ADVISORY PANEL

Interested in making a difference in the community?

We need your help!



WHAT IS THE CUSTOMER ADVISORY PANEL (CAP)?

The goal of the CAP Program is to gather ideas and feedback from a group of customers on a variety of utility related topics during quarterly meetings held at AU. Complete an application online or pick one up in our office.

Being on the AU Customer Advisory Panel (CAP) has been an extremely positive experience. They have proven they take the customer experience seriously, which is clearly demonstrated by listening and implementing some suggestions even if it may be viewed as a small significance or in more important strategic decisions. At the end of the day it matters as customers. So thank you!

Taggart Medgaarden - panel member

CLICK HERE
TO APPLY!



SHARE the HEAT

A local run for a local cause

Join us on September 30th for the Share the Heat 5K or 1 mile walk/run event.

Proceeds raised support the HeatShare heating assistance program administered by the Salvation Army. When you give to HeatShare, you are helping warm the lives of the elderly, disabled and others in the Austin community who have nowhere else to turn. As a public utility we're proud supporters of local community needs.

REGISTER
NOW!



<https://runsignup.com/Race/MN/Austin/SharetheHeatRun>

AU CELEBRATES CUSTOMER SERVICE WEEK OCT 2-6!

We thank our customer service and dispatch departments for the dedicated service they provide to our customers throughout the year.



Dispatch Staff - Kevin, Corey, Dave, Duane & Steve



Customer Service Staff
Dave, Dar, Audra, Ashley, Kara,
Michelle & Wendy

New Customer Service Supervisor

Austin Utilities announced in August the advancement of Michelle Orozco to Customer Service Supervisor.

“Congratulations to Michelle on her advancement,” Mark Nibaur, General Manager said. “We look forward to her leadership.”

Orozco began her Austin Utilities’ career in August 2016 as a Customer Service Representative. She was promoted to Customer Account Representative in May 2021. During her career at Austin Utilities, Michelle has been involved with enhancing digital customer communications, participating in current advanced meter infrastructure projects, and electric and natural gas rate analyses. She is also a member of the marketing committee at Austin Utilities.



Coloring Contest Winners

Our winners of the Austin Utilities Summer "Buddy" Coloring Contest are:

Ages 0-6:

- Simon
- Ellianna
- Juli

Ages 7-12:

- Caitlin
- Susu
- August

Grand Prize Winner:

Dagito

To see their artwork visit our website at austinutilities.com

Employee Spotlight

Craig Weis

Engineering Service Technician

Craig Weis started his AU career in October of 2016 as a Light Equipment Operator. He was promoted to Heavy Equipment Operator and then to his current position in the Engineering department in April of 2021. Craig says he loves the daily challenges that come with being a locator and the variety of projects he works on everyday.

Craig is a retired City of Austin firefighter and a volunteer firefighter in Rose Creek, MN where he also happens to be the Mayor. He and his wife Maggie have two daughters. Reagan is 7 yrs. old and McKenzie is 4 yrs. old. If he can get away from his many responsibilities, he enjoys watching his girls figure skate, farming, hunting and fishing.

His only long term plan is to retire some day in the distant future.





BLOOD DRIVE

Monday, Sept. 25
Austin Utilities
1908 14th St NE
9:00 am - 3:00 pm

redcrossblood.org 1-800-REDCROSS

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.

Austin Utilities Board of Commissioners

Thomas C. Baudler **Jeanne Sheehan**
Steve Greenman **Kristin Johnson**
Jay Lutz

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

AMI INSTALLATIONS

Allegiant Utility Services has been chosen by Austin Utilities as their authorized contractor to perform electric and water meter replacements as part of AU's advanced meter infrastructure project.

These replacements will be completed at no cost to you and will take approximately 15-30 minutes. If you receive a letter or phone call from Allegiant Utility Services please work with them to make an appointment to replace your water or electric meter at a convenient time. Thank you.

Allegiant
UTILITY SERVICES

866-925-8048

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.

ONLINE
NEWSLETTER
& MORE
INFO
ON OUR
WEBSITE



AU will be closed
Mon. Sep. 4th - Labor Day
&
will close at 12:00 pm
Fri. Sep. 15th for an employee event.



Austin Utilities

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Email: talk2au@austinutilities.com
Website: www.austinutilities.com

