Connections

Winter Readiness Open House
Wed Oct 9 • 3:00-6:00pm
1908 14th ST NE

Get ready for winter... utility bills, that is!
Lower temperatures often bring higher energy costs. But don’t wait! Now is the time to plan and prepare! Come to Austin Utilities’ Winter Readiness Open House to learn about tools and services available to help you manage energy costs.

FREE LED BULB FOR ATTENDEES! (18 and older)

Payment Methods
Budgeting
Winter Energy Saving Tips and Products

Energy Audits
Winter Safety Tips
Fuel Assistance Programs

Weatherizing Demos
High Bill Advice
Conserve & Save® Rebates

Event Partners: Austin Utilities, Ace Hardware, GA Ernst & Associates, Salvation Army, SEMCAC

Learn more at: www.austinutilities.com

ENTER TO WIN PRIZES!
Sign up at the event for your chance to win:
• 1 of 2 – Home Energy Audits
• 1 of 4 – $50 Bill Credits
• 1 of 8 – Energy Kits with AU Blanket

Connections

September 2019
Customer Newsletter

Public Power and Public Natural Gas Week • Oct 6-12
Austin Utilities is proud to be a public, community-owned, not-for-profit electric, water, and natural gas utility. Stop out and celebrate with us!

AUSTIN UTILITIES
Connections for Better Living®

ACTIVITIES

Community Tour Day
Monday October 7 • 10:00am or 10:30pm
(TO sign up call: 507.433.8886 or email talk2AU@austinutilities.com)

Utility Expo
Family Fun! Stop in and interact with utility workers and their vehicles!
• Utility vehicle display
• Equipment demos
• Utility activities for kids
• Meet our staff
(Open House Event)

Winter Readiness
Winter can be tough in Minnesota, but we are here to help!!
• Bill pay tips
• High bill advice
• Winterizing demos
• Conservation info
• Fuel assistance programs
• Safety tips
(See back cover for details)

OPEN HOUSE EVENTS
Wednesday October 9 • 3:00-6:00pm

All Month in the AU Lobby
Thank you for being a public power and natural gas customer! Stop in during the month of October for a FREE GIFT.

Winter Readiness
Austin Utilities
will be closed
Monday, Sep. 2nd
for Labor Day
&
Friday, Sep. 13th
for an Employee Event

AUSTIN UTILITIES
Connections for Better Living®

Same Day! Same Time! Family Fun!

Utility Expo
Stop in and interact with utility workers and their vehicles!
• Utility vehicle display
• Equipment demos
• Utility activities
• Meet our staff

(Open House Event)

Thank you for being a public power and natural gas customer! Stop in during the month of October for a FREE GIFT.
HeatShare Car Wash

Pictured: Heavy Equipment Operator, Adam Heimer and AU summer staff.

AU raised $91 for HeatShare during a car wash cut short by the rain. Did you know you can make a donation to HeatShare when you make your utility payment? Call our office to find out how.

“SWITCHED ON” KIDS

Each summer we host a community education class for kids. This year in our class Switched On Kids, they learned basics about how electricity is delivered to homes. Then they headed back to our electric garage to get a chance to try out lineman clothing and equipment, experience electric bucket trucks up close, and see a real lineman demonstrate pole climbing techniques. Using an electric safety demonstration board we also showed students how to play and stay safe around electric lines.

COLD WEATHER RULE

The Minnesota Cold Weather Rule protects a residential utility customer from disconnection due to non-payment from October 15 - April 15 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 15 - April 15. A customer who is receiving energy assistance is deemed to have demonstrated an inability to pay.

REMINDER:
Sewer averaging is coming to an end for this season with your October bill. Sewer averaging for residential customers starts in June. Customer’s sewer is billed based on their average water usage from January to May or their actual consumption, whichever is lower. If you have questions in reference to the sewer bill, please contact the City of Austin at 507-433-9943.

Congratulations
The July UPDATE & WIN $10 bill credit winner is Bonnie Nipp.

NATIONAL DRIVE ELECTRIC WEEK

Austin Utilities’ solar powered electric vehicle charging station in downtown Austin is producing more energy than it uses! Through July 2019... electric vehicles have been charged more than 39 times and have used 407 kilowatts, while the solar panels have produced 1,200 kilowatts.

MONTHLY SAFETY TIP

STOP
DRIVE CAREFULLY AND WATCH OUT FOR KIDS

ELECTRIC
Power Used for Vehicle Charging
Power Generated

= 1,500 kwh
= 1,000 kwh
= 500 kwh

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Cedar River Counseling
Fox Electric Co., Inc.
Diamond Ridge Printing
Austin Public School District
Mower Co. Employees CU
Moline Awards/United Pack & Ship
Austin Area Commission for the Arts
Hastings Shoes & Repair
Rodeway Inn & Suites
Simplified Technology Solutions
The Hormel Institute
Southern MN Women's Center (Rachel's Hope)

Fawver Agency
Medicap Pharmacy
City of Austin
Willow Pet Hospital
Hormel Foods
Y Waste Removal, Inc.
Sterling Drug-Main Street
Bell Liquor
Diane's Salon Classics
Fraternal Order of Eagles
CliftonLarsonAllen
Austin HRA

Thank you for helping to reduce our peak energy demand!
Visit austinutilities.com to join the program.