AUSTIN UTILITIES
Connections for Better Living™

December 2026
Customer Newsletter

CONNECTIONS

ROUND UP A LITTLE, HELP A LOT WITH SALVATION ARMY'S HEATSHARE PROGRAM



As temperatures drop, many families in our community are faced with the harsh reality of choosing between heat and other essential items. The HeatShare program is administered by the Salvation Army. It is designed to serve low-income households, seniors and families facing financial crises to help with past due utility bills. HeatShare relies heavily on the generosity of individuals, businesses and organizations. Contributing to the program makes an impact on the lives of those within our community.

This past year, The Salvation Army was able to assist 18 households because of the HeatShare Program. Assistance was provided to a wide range of residents facing unexpected hardships, including an elderly individual whose electricity had been disconnected due to a housing situation, a working parent unable to work while recovering from a job-related injury, families experiencing reduced work hours and financial strain, and elderly couples living on fixed incomes who needed help heating their homes during the winter months. Through the HeatShare Program, these households were able to maintain or restore essential utility services, providing stability, safety, and peace of mind during difficult times. This winter, consider setting up a donation to HeatShare Roundup. It will make a real difference and ensure everyone in our community stays safe and warm during the winter months. To participate, simply scan the QR code to round up your bill contribution. If you prefer to donate in person, round-up donation buckets are available in our lobby.

Give the Gift that Never Gets Returned

Give the gift that will never be returned and will always be used and appreciated. When you make a gift payment on a utility account you receive a Gift Payment Certificate to give to the recipient showing the amount of the payment.

Gift payment certificates are available in any denomination and can be purchased at the Austin Utilities office at 1908 14th St NE or by calling 507.433.8886

COMPLETION OF THIS YEAR'S STREET PROJECTS

A wet summer brought construction challenges, but Austin Utilities (AU) crews completed utility improvements in five street reconstruction project areas across our community:
Oakland Ave West (4th St - 12th St), 9th Ave NW (11th St. - Apartment Alley), 5th St NW (12th Ave - 15th Ave), 7th St NW (13th Ave - 15th Ave), 6th Ave & 18th Dr. NE (5th Ave - 19th St.)

Together, crews installed 9,700 feet of water main, 6,500 feet of gas main, and 31,000 feet of electric primary conductor this season including street projects and other strategic installations and replacements — approximately 9 miles of utility infrastructure.
Completing the utility work along Oakland Ave West and the neighborhood projects marks an important milestone in AU's ongoing infrastructure renewal. While much of this infrastructure is out of sight, its purpose is close to home: supporting safe, reliable water, natural gas, and electric service for years to come. AU coordinates with the City of Austin on street projects to evaluate and replace aging utility infrastructure where needed.
Thank you to our customers and neighbors for your patience throughout the construction season—and to our crews for their work on these community improvements.



New Commissioners:

During the midterm elections on November 3rd, we had two available spots for our Board of Commissioners on the ballot. Upon the vote count, Scott Fox and Annette Beasley had the most votes and were named new commissioners for Austin Utilities. They will be sworn in at the January Board of Commissioners Meeting for their 4 year terms which will be 1/1/27-12/31/30. Congratulations to our new Commissioners! We look forward to having their voices and perspectives.



OUTAGE DASHBOARD FROM OCTOBER 2026

73 MIN

ELECTRIC

Avg outage duration: 73 minutes
Avg customers affected per outage: 27
Total customers affected: 167

11 MIN

GAS

Avg natural gas emergency response time: 11 minutes

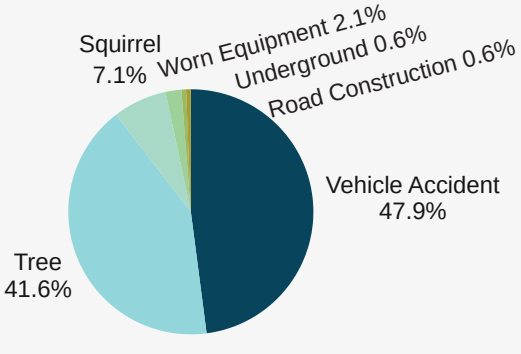
0 WATER LEAKS

WATER

Water leaks: 0
Avg customers affected per leak: 0
Total customers affected: 0
Avg time water was off: 0 minutes

CAUSES OF ELECTRICAL OUTAGES

- VEHICLE ACCIDENT
- TREE
- SQUIRREL
- WORN EQUIPMENT
- UNDERGROUND
- ROAD CONSTRUCTION



- **Average electrical outage duration in the U.S is 120 minutes, AU's for October was 73 minutes.**
- **AU's goal for natural gas emergency response time is 15 minutes, October's average response time was 11 minutes.**
- **Water main breaks are typically repaired within 4–8 hours in the U.S. In October, AU had 0 water leaks.**

Commissioner Spotlight:

Steve Greenman

Steve Greenman has served as an Austin Utilities Board of Commissioner from 08/22/18 – 12/31/26. As Steve is approaching the end of his term and did not choose to run for another term, we wanted to say thank you. Steve has been a firm foundation in ensuring that each decision is for the betterment of the community. Some highlights of his time as a Board of Commissioner include his involvement and attendance with the American Public Gas Association (APGA) and American Public Power Association (APPA). He was also just recently awarded the Community Service Award in August by Minnesota Municipal Utilities Association (MMUA). Steve served on both Budget and Personnel Committees throughout his time as a Commissioner and served as Board President in 2021 and 2025. Tom Dankert, General Manager, shares, "Steve's steady leadership, thoughtful perspective, and commitment to our community have helped shape the success of Austin Utilities. We are grateful for his years of dedicated service and his unwavering advocacy for our ratepayers at the local, state, and national levels. Thank you, Steve, for your outstanding public service and leadership."

Geoff Baker

Geoff Baker has served as an Austin Utilities Board of Commissioner for a few different terms. He was on the Board from 1/1/11 – 12/31/20. He then was also appointed from 3/18/25-12/31/26. Geoff has served on the Budget and Personnel Committees over the years and was Board President in 2014 and 2019. He has been a key factor in AU forming into what it is today. Tom says, "Geoff Baker has demonstrated those qualities throughout his time on the board, and we are grateful for the impact he has made through his dedicated service to our community. His leadership helped balance stable rates with continued investment in our people and infrastructure. Thank you, Geoff, for your dedicated service to Austin Utilities and our community."









NOVEMBER ENERGY-SAVING TIP

Light Up Efficiently

HOLIDAY LIGHTS CAN BRIGHTEN THE SEASON WITHOUT INCREASING YOUR ENERGY BILL. SWITCH TO LED HOLIDAY LIGHTS, WHICH USE UP TO 75% LESS ENERGY AND LAST LONGER THAN TRADITIONAL INCANDESCENT BULBS.

Celebrate with SAVINGS!

BUY ENERGY EFFICIENT HOLIDAY LIGHTS OR DECORATIONS AND APPLY FOR A REBATE!

GET A REBATE FOR 50% OF STRING OR PACKAGE COST, UP TO $12.

SCAN THE QR CODE OR VISIT OUR WEBSITE TO FILL OUT YOUR REBATE FORM







DOWNTOWN TRICK-OR-TREATING 2026

Instead of our typical Drive-Thru Trick-or-Treat, we decided to take a trip downtown to join in on the fun. We were able to interact with even more customers by participating in this year's Downtown Trick-or-Treating event organized by Hot Off The Press Comics. Our setup was located in front of Discover Austin's new space where we passed out Halloween bags with candy, coloring books, and other various items. The turnout and participation from local businesses and community members was incredible! Of course, our mascot, Meter Buddy, got into the Halloween spirit by transforming into Mummy Buddy for the day! Thank you to everyone who stopped by. We loved celebrating Halloween with our community!

Happy Holidays!

AUSTIN UTILITIES WILL BE CLOSING AT 3PM ON THURSDAY, DECEMBER 24TH AND WILL REMAIN CLOSED ON FRIDAY, DECEMBER 25TH. AU WILL ALSO BE CLOSING AT 2:30PM ON THURSDAY, DECEMBER 31ST.

AU WILL BE CLOSED ON FRIDAY, JANUARY 1ST FOR NEW YEAR'S DAY AND WILL BE CLOSED MONDAY, JANUARY 18TH FOR MARTIN LUTHER KING JR. DAY.

Apply Now!

Customer Advisory Panel (CAP)

Want to be a voice for the customers of Austin Utilities?

- Quarterly Meetings- 3 Year Terms
- Refreshments Provided
- Great Conversations



Fill out our CAP Application today!

Austin Utilities Board of Commissioners

Tyler Hulsebus
Geoff Baker
Steve Greenman
Jay Lutz
Kristin Johnson

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

ONLINE NEWSLETTER & MORE!

SCAN ME

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