Raine Barrels
In May, Austin Utilities partnered with the Recycling Association of MN to offer rain barrels for sale. A rain barrel is a container that captures and stores rainwater draining from your roof. Combining the use of rain barrels with appropriate plant selection and mulch promotes water conservation. Rain barrels benefit your home, garden and community. Forty-eight customers picked up rain barrels during our socially distance friendly pickup event.

American Red Cross Blood Drive
Austum Utilities - 1008 14th St NE
July 22nd, 2020
9:00 AM - 3:00 PM
By Appointment Only
With thousands of blood drives cancelled during the COVID-19 pandemic, blood donations are desperately needed. The blood donation process is safe and staff members are taking extra precautions to ensure they protect donors, volunteers and the general public. To support social distancing, appointments are now required. Visit www.redcrossblood.org for appointments and more information.

AoU Scholarship Presented to Fayth Nystel
AU Board President, Tom Baudler, awards a $500 scholarship to Fayth Nystel. Her essay, ‘Public Utilities - Good for all of us’ was chosen from several entries to receive this year’s scholarship. Congratulations Fayth.

Staffer Kelly Lady is ready for rain barrel pickup.

CONGRATULATIONS TO ALL AUSTIN PACELLI AND AUSTIN HIGH SCHOOL 2020 GRADUATES! 

Austin Utilities supported graduating seniors by donating LED bulbs for community gift bags handed out to 340 graduating seniors from Austin and Pacelli high school. The contents of the gift bags are donations from community members to show support for 2020 seniors who are unable to have the typical graduation celebrations due to the COVID-19 pandemic.

Austin Utilities Office will be closed Friday, July 3rd, 2020 for Independence Day

AUSTIN UTILITIES - Connections for Better Living

WELCOME KRISTIN JOHNSON
Austin Utilities welcomes Kristin Johnson to their board of Commissioners. Kristin was sworn in at the May board meeting in the first Zoom administered oath of office. She was appointed amongst a group of excellent candidates to fill a vacancy left by Geoff Baker, who recently resigned mid-term after eight years of service. Kristin, a 28-year veteran at Mayo Clinic, is currently the Vice Chair of administration, Southeast Region of Mayo Clinic Health System. As an Austin native, she is excited to be a part of this committed group of community representatives.

Business as "Un"Usual
Austin Utilities provides a product that is there when you need it. The only time you notice a change is when it is not there. But there are some changes we have made at Austin Utilities for the safety of our employees and our customers that we want you to be aware of. The changes will not affect the safe and reliable service you have come to expect from us. In fact, you may think we are business as usual. But like many other local businesses we are finding unusual ways to continue to maintain high quality service.

In The Field
We ask you to maintain social distancing from our crew, if you have questions please call our office. We have isolated our crew operations to limit our exposure risk. Our field staff will be equipped with masks and gloves when there is a need to enter. We will ask about the health status of people at the location we may need to enter. Service at Your Home or Business
We will sanitize any areas where our service techs work. We have isolated our crew operations to limit our exposure risk. Our crews will follow safety protocols for wearing masks when required and hand equipment sanitizing.

Service in our Customer Lobby (during lobby open hours)
We will ask about the health status of people at the location we may need to enter. Our field staff will be equipped with masks and gloves when there is a need to enter a home. We will sanitize any areas where our service techs work. We have limited the non-essential services we provide.

Service in our Customer Lobby (during lobby open hours)
Practice social distancing, wait outside if floor decals are in use. We encourage customers to wear a mask. Follow the Entrance and Exit paths clearly marked. Use the floor decals as a guide when waiting for service. Stay 6 feet from other customers in the lobby. Remain behind the plexi-glass barrier at our service counter. Use the available hand sanitizer if needed.

We ask you to help us by following these practices as we work to remain safe and stop the spread of COVID-19.
2020 City of Austin
Street/Utility Reconstruction Projects
7 St & 9 Av NW
Water Main and service replacement – 7 St & 8 Av
Electric Overhead to Underground conversion 7 St & area
4 St, 5 St, 7 St, 6 Av SW
5 Av NE – 1800 & 1900 blocks-Water main and service replacement
AU projects
Turtle Creek 2 Sewer Project-Sewer installation West Town Border Station Relocation

SPRING CLEANING
AU staffers were able to complete their annual cleanup of the utility grounds and the surrounding area in May. Each year we pick up garbage on our property, the bike trail that runs behind our building, and the southern portions of Todd Park as part of a community-wide effort to keep our community clean.

Employee Spotlight
KELLY LADY
MARKETING & ENERGY SERVICES
Kelly Lady started her career at AU in 1993 after working in the banking field. She began as a credit and collections secretary then as Operations Assistant. She was promoted to Key Accounts Representative, then Energy Services Representative and now Marketing and Energy Services Manager.
Kelly says what she likes most about her job is “Every day is different and whether I’m working on advertising, our newsletter, community events, or one-on-one customer meetings, I get so many opportunities to share all the great things AU has to offer our customers."
Kelly is married to her husband Craig and has raised three daughters and numerous pets but is now an empty nester. They have two grandchildren and five grand-dogs that they enjoy spending time with. She also enjoys pickleball, hiking and biking. She loves gardening and cooking, especially with things from the garden. Kelly has also won the employee bean bag tournament at AU at least 3 times! Not many people realize this but Kelly's grandfather, Bob Block, and her father, Ken Regner, both served terms on the AU Board of Commissioners.

When asked about future plans Kelly said “AU has some great programs coming out soon that I’m looking forward to working on but also, after 27 years at AU, I’ll be planning a retirement in the not too distant future. It will be hard to leave such a great organization.”

How Can I Be an Energy Hero?
It’s easy to be an Energy Hero. Just send a send a text or email to PeakAlerts@austinutilities.com with Add Me to Your List in the subject line. You will start receiving notifications of community peak energy usage alerts so you can help reduce load. Business partners receive a participation decal to display in their window.

Calling All Energy Heroes!
Austin Utilities is looking for heroes, Energy Heroes that is. Energy Heroes are important to us because they reduce electric load during peak community usage and help keep energy costs low. As a public power utility, we pass these savings on to all our customers. Peak Alerts only happen a handful of days each year during the months of June-September. We can all be thankful for our Energy Heroes in Austin. Every little bit helps, and no single action is too small. Energy Hero is a voluntary program so join us and sign up to become a hero today!

UPDATE, WIN, & BE A HERO
Update your account information and win a chance for a bill credit. We’ll give a $10 credit each month in July, August and September. We can all be thankful for our Energy Heroes in Austin. Every little bit helps, and no single action is too small. Energy Hero is a voluntary program so join us and sign up to become a hero today!

The Austin Utilities Board of Commissioners Monthly Meeting was held on June 9th, 2020. Agenda items included:
- Downtown Water Reservoir Painting
- Riverland Workforce Development Scholarship
- COVID-19 update
- Review of Organizational Assessment

Meeting minutes are available at
www.austinutilities.com

ATTENTION

In compliance with the Code of Federal regulation 499, 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.