Congratulations Fayth Nystel

AU Scholarship Winner

Fayth will be awarded $500 from Austin Utilities. Her essay, 'Municipal Utilities, Good for All of Us', will also be entered into the MN Municipal Utilities Association's Tom Bovitz Memorial Scholarship contest.

The Austin Utilities Board of Commissioners

Monthly Meeting was held on April 14th, 2020.

Agenda items included:

1. Monthly Meeting was held on April 14th, 2020.
2. Update to SMMPA contract
3. Potential UAW and UFCW labor contracts
4. Customer Service actions relating to COVID-19
5. Austin Utilities and plumbing and heating contractors, can assist in locating, inspecting, and repairing the customer’s buried piping.
6. If the customer’s buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage.
7. Buried gas piping should be:
   a. Periodically inspected for leaks.
   b. Periodically inspected for corrosion if the piping is metallic.
   c. Replaced if any unsafe condition is discovered.
8. When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand.
9. Austin Utilities and plumbing and heating contractors, can assist in locating, inspecting, and repairing the customer’s buried piping.

The precautions we are taking and the protocol we have put in place are not only focused on our employees' and community's health and safety; they are also about making sure that we are not impacted in a way that prevents us from providing critical services to our customers and our community.

During this constantly shifting COVID-19 crisis, we wanted to reach out and let you know what Austin Utilities is doing to keep operations as normal as possible. We are committed to providing electric, natural gas and water services during this time of uncertainty. Austin Utilities wants you to know that we do not anticipate any disruption to your services. Austin Utilities’ customer service lobby is closed to protect our employees and customers. If you have payment questions, want to pay online, have service questions or utility needs please call 507-433-8886.

• While our customer service lobby may be closed to the public, the employees of Austin Utilities will continue to be working to provide electric, natural gas and water services reliably and safely.
• Austin Utilities employees will be following the recommendations of the government, including social distancing and personal protective equipment when interacting with each other and customers.
• Austin Utilities is limiting service work that may require entering a customer’s home. Please contact us to determine our steps to serve your utility needs.
• We have employees working from home, managing social space within our daily operational activities and limiting outside contractor and vendor interactions.
• Austin Utilities employees will be following the recommendations of the government, including social distancing and personal protective equipment when interacting with each other and customers.
• Austin Utilities is limiting service work that may require entering a customer’s home. Please contact us to determine our steps to serve your utility needs.

The precautions we are taking and the protocol we have put in place are not only focused on our employees’ and community’s health and safety; they are also about making sure that we are not impacted in a way that prevents us from providing critical services to our customers and our community.

If anything changes, Austin Utilities will continue to send updates. We are in touch with our fellow public utility systems to exchange best practices for continued safe and reliable operations.

Should you have any questions, please reach out to us at 507-433-8886 or Talk2AU@austinutilities.com.

Be safe, be well,
Mark Nibaur, General Manager

A LETTER TO AU CUSTOMERS:

April 13th, 2020

During this constantly shifting COVID-19 crisis, we wanted to reach out and let you know what Austin Utilities is doing to keep operations as normal as possible. We are committed to providing electric, natural gas and water services during this time of uncertainty. Austin Utilities wants you to know that we do not anticipate any disruption to your services. Austin Utilities’ customer service lobby is closed to protect our employees and customers. If you have payment questions, want to pay online, have service questions or utility needs please call 507-433-8886. Additional ways we are working to create a safe working environment to meet our customer needs are:

• While our customer service lobby may be closed to the public, the employees of Austin Utilities will continue to be working to provide electric, natural gas and water services reliably and safely.
• Austin Utilities employees will be following the recommendations of the government, including social distancing and personal protective equipment when interacting with each other and customers.
• Austin Utilities is limiting service work that may require entering a customer’s home. Please contact us to determine our steps to serve your utility needs.
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Should you have any questions, please reach out to us at 507-433-8886 or Talk2AU@austinutilities.com.

Be safe, be well,
Mark Nibaur, General Manager

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 gas piping after the meter.
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. Replaced 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.
How can I pay my bill when the customer service lobby is closed?

Choose Your Smart Way To Pay

smart hub
SMART PAYMENTS

Save time. Avoid service interruptions. Eliminate late fees.
With SmartHub, you'll be notified when your bill is due and can pay securely online or in the app, anytime, anywhere.
Sign up for aut-payments, set up your secure preferred payment method and let account management go into autopilot.
...All in the palm of your hand and online.

www.smarthubapp.com

Pay online www.austinutilities.com
Pay-by-Phone 844.262.2442

1908 14th St NE, Austin MN 55912

AUSTIN UTILITIES - 1908 14th St NE - Austin (drive-up)
CITY HALL - 500 Fourth Ave NE - Austin (N side of building)
JIM'S MARKETPLACE FOODS - 301 11th Street NE - Austin
HY-VEE - 1307 18th Avenue NW - Austin
STERLING MAIN STREET - 1305 1st Avenue SW - Austin

If you need to make payment arrangements please call our office at 507.433.8886. Our staff has tools and resources available to help you.