



**AUSTIN
UTILITIES**
Connections for Better Living™



**Austin Utilities
Board of Commissioners**

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**Austin Utilities Office
will be Closed
Thu., Nov. 11th, for
Veterans Day
&
Thu., Nov. 25 &
Fri., Nov. 26 for
Thanksgiving**

Connections

November 2021
Customer Newsletter

Public Power and Public Natural Gas Week

Over 75 people stopped out to our first Electric Vehicle Expo and Touch-A-Truck event. The event featured the new Mustang Mach E, courtesy of Austin Ford, and Austin Utilities' all electric 2021 Nissan Leaf.



Seven local EV (electric vehicle) owners who are members of our EVO club (Electric Vehicle Owners) displayed their vehicles including five Teslas, a Chevy Volt and a



Chrysler Pacifica PHEV. During the three hour event, attendees had the opportunity to talk with local owners about their experience driving electric vehicles, one who has been driving an EV since 2013. More than one EV owner said the event went really well and they appreciated the support from AU. Austin Ford noted the EV future is coming.

While parents learned about EVs, their kids had a chance to visit with our mascot Meter Buddy, and check out some of our biggest construction equipment. A mother who attended was excited to give her two young boys the opportunity to climb aboard equipment they usually only look at from a distance. The event was held to recognize Public Power and Public Natural Gas week which is celebrated the first week of October every year.



Visit our website to learn how to join our EVO club.

Website Truck Challenge Winners:

Erin Eggum
Barb Chromy
Jan Murphy
Anita Clark
Shelley Thompson

Amanda Gilbert
Michael Peck



Happy Veterans Day

We are eternally grateful to all of the men and women who have fought and served for our country. Wishing you and your family a happy, safe and peaceful Veterans Day.

Thank You!



Anita Clark followed the clues and found the model AU service truck to claim her prize, a new ENERGY STAR dehumidifier.

NOTICE:

LAST MONTH OF 'FEB 2021 PGA'

Gas Service 		
Service Availability		17.00
Gas Usage	177 CCF @ 0.8032	142.17
Purchase Gas Adjustment	177 CCF @ -0.1158	20.50 CR
Feb 2021 PGA Payment		29.30
Total Gas Charges		167.97

November is the 7th and last month AU customers will see a "Feb 2021 PGA" charge on their utility bill. AU's Board of Commissioners used \$1.5 Million in cash reserves to lessen the burden on customers. The remaining costs of the natural gas price spike during February of 2021 was equally divided on utility bills from May to November based on each customer's usage. Watch AU's December newsletter to see what steps are being put into place to mitigate the impact potential natural gas price spikes may have on customers during this heating season.

**Winter Rebates
to Save You Money**

Are you ready for the cold weather that is just around the corner? Our rebates will help you save energy and money making the winter feel a little warmer.

- Clean and Tune \$25
- Gas Furnace . . up to \$400
- Gas Boiler . . . up to \$500
- Smart Thermostat . . . \$50
- Furnace Fan Motor. . . \$50
- ECM Boiler Pump \$50
- Elec Ignition Hearth . . \$75
- ENERGYSTAR Doors . . \$25

**CONSERVE
& \$AVE**



Set up an automatic monthly donation of \$1 or more per month to HeatShare during the month of December and receive a free gift*. AU Customers have been supporting HeatShare since the late 90s. Since that time the annual donation has grown from a few hundred dollars to over \$3,000. We are hoping to increase that help. HeatShare is a Salvation Army program that provides emergency utility assistance for people with no place left to turn. The program is funded by customers of local utility companies. Return the form below to: Austin Utilities 1908 14th St NE, Austin, MN 55912 and pick your free gift.

*Free Gift consists of choice between letter opener, jar opener or biodegradable sponge.



HEATSHARE MONTHLY DONATION FORM

Name:			
Address:			
Acct #:			
AMOUNT PER MONTH:	<input type="checkbox"/> \$1.00	<input type="checkbox"/> \$5.00	<input type="checkbox"/> OTHER \$ _____

NATURAL GAS & CARBON MONOXIDE SAFETY

SNIFF OUT A NATURAL GAS LEAK!



Smell an odor like rotten eggs?

GET OUT and CALL AU at 507.433.8886

Winter is almost here. As we close up our homes to keep out the cold it is a good time to refresh our knowledge on natural gas and carbon monoxide safety.

Natural gas can usually be detected by smell (like sulfur or rotten eggs), sight (a line of brown or dry grass in an otherwise damp area) or sound (it can make a hissing noise). If you detect any of these, call our 24/7 hour phone line at 433-8886 and we will dispatch a technician to investigate.

Carbon monoxide is nearly impossible to detect on your own so installing a carbon monoxide (CO) detector is essential for your home. It will notify you if the level of carbon monoxide reaches an unsafe level. When this happens, call us to investigate.

Employee Spotlight

Willie Granholm **Lead Water Construction**

When Willie Granholm joined AU in 2006 he came with a background in various jobs including experience at Breezy Point and Hanson Hauling & Excavating. Since then he's held the positions of Light Equipment Operator, Heavy Equipment Operator and for the last 8 years as Lead Water Construction. He loves working outdoors with his co-workers and using lots of big equipment all while knowing he's doing an important service by making sure everyone has water and natural gas.



Willie has been married to his wife, Tiffany, for 13 years and they have 2 boys. Isaac is 11 years old and Easton is 9 years old. Coaching youth hockey, going to hockey games and baseball games, take up a lot of Willie's free time but he still manages to get outdoors for fishing and hunting. He even went on a bear hunt with a group that included Hank Williams Jr. (Hank didn't get a bear but Willie got a 190 lb. black one!).

In the future Willie hopes to find more time for traveling and outdoor adventures, eventually finding a permanent spot up North to enjoy full time.

Customer Service week was celebrated in October. We receive consistently high scores in customer service when we survey our customers thanks to our great customer service staff.



Back Left to Right: Dave Thompson, Dar Duholm, Kara Wollschlager, Wendy Whalen. Front Left to Right: Michelle Orozco, Melissa Swenson, Audra Smalley. Not pictured: Ashely Stadheim.

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.

The Austin Utilities Board of Commissioners

Monthly Meeting was held on Sep. 14th, 2021.

Agenda items included:

- NE Plant Demolition bids
- Joint Application for E.D. grant with City of Austin
- Recap of cost savings 5 yrs. after new facility

Meeting minutes are available at www.austinutilities.com

Celebrate the Holidays with Energy Saving LED Lights ❄️❄️❄️

Don't let the cost of lighting up your holidays catch you by surprise. Be sure to use LED lighting. Not only do LEDs use up to 90% less energy than incandescent lighting, they are much cooler to touch and can be connected end to end without overloading your wall socket.

Purchase new LED holiday lighting and get a rebate up to \$12 per string

(must file rebate by 3/31/2022)

Recycle your old holiday lights at AU

Recycle bins located in AU lobby ❄️❄️

Gift of Warmth

Drop off your new or gently used winter hats, scarves gloves and mittens in the AU lobby through Nov. 22nd.

Items will be placed on the fence by Skinner's hill for anyone in need on December 4th. This is the 5th year "Gift of Warmth" has collected winter items in the Austin community.



Help families in need this Holiday Season by purchasing gifts from a local child's wish list and donating them to the Salvation Army. AU will have an Angel Tree in our lobby again this year.