Public Power and Public Natural Gas Week - Oct. 1-7

Austin Utilities is proud to be your public, community-owned, not-for-profit electric, natural gas, and water utility. We invite you to celebrate with us!

Follow all events at www.austinutilities.com

STARTING MONDAY- October 2

White Truck Treasure Hunt
We’re hiding a model sized replica of an AU service truck. Find it using our daily clues and win a new EnergyStar dehumidifier. Clues posted daily at 9 am on our Facebook page and website beginning on Monday, October 2nd.

White Truck Website Challenge
We’re hiding 10 utility truck icons on our website. Send an email to talk2au@austinutilities.com letting us know where you find them for a chance to win one of ten AU gift kits. Entries due by Friday, October 6th.

AU Lobby
Every day of the week, we will showcase different department displays in our lobby.

Other Events

ALL CUSTOMERS- Stop in the office during the month of October and receive a free customer appreciation gift.

KIDS SCAVENGER HUNT- Take pictures with everything on the Scavenger Hunt List and submit a photo collage either in person, by mail, or by email to talk2au@austinutilities.com. Participants can stop in to pick up a prize at AU. Find the Scavenger list on our website. Entries must be submitted by October 6th.

Share the Heat 5k or 1 mile Walk/Run
For more information go to Pg. 2. Scan QR Code for event details and to sign up.
Employee Spotlight
New Customer Service Supervisor
Austin Utilities announced in August the advancement of Michelle Orozco to Customer Service Supervisor.
"Congratulations to Michelle on her advancement," Mark Nibaur, General Manager said. "We look forward to her leadership.

Orozco began her Austin Utilities' career in August 2016 as a Customer Service Representative. She was promoted to Customer Account Representative in May 2021. During her career at Austin Utilities, Michelle has been involved with enhancing digital customer communications, participating in current advanced meter infrastructure projects, and electric and natural gas rate analyses. She is also a member of the marketing committee at Austin Utilities.

WHAT IS THE CUSTOMER ADVISORY PANEL (CAP)?
The goal of the CAP Program is to gather ideas and feedback from a group of customers on a variety of utility related topics during quarterly meetings held at AU. Complete an application online or pick one up in our office.

Being on the AU Customer Advisory Panel (CAP) has been an extremely positive experience. They have proven they take the customer experience seriously, which is clearly demonstrated by listening and implementing some suggestions even if it may be viewed as a small significance or in more important strategic decisions. At the end of the day it matters as customers. So thank you!

Taggert Medgaard - panel member

AU CELEBRATES CUSTOMER SERVICE WEEK OCT 2-6!
We thank our customer service and dispatch departments for the dedicated service they provide to our customers throughout the year.

Dispatch Staff – Kevin, Corey, Dave, Duane & Steve

Customer Service Staff
Dave, Dar, Audra, Ashley, Kara, Michelle & Wendy

Join us on September 30th for the Share the Heat 5K or 1 mile walk/run event.

Proceeds raised support the HeatShare heating assistance program administered by the Salvation Army. When you give to HeatShare, you are helping warm the lives of the elderly, disabled and others in the Austin community who have nowhere else to turn. As a public utility we’re proud supporters of local community needs.

https://runsignup.com/Race/MN/Austin/SharetheHeatRun

REGISTER NOW!
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Coloring Contest Winners

Our winners of the Austin Utilities Summer “Buddy” Coloring Contest are:

<table>
<thead>
<tr>
<th>Ages 0-6:</th>
<th>Ages 7-12:</th>
<th>Grand Prize Winner:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Simon</td>
<td>Caitlin</td>
<td>Dagito</td>
</tr>
<tr>
<td>Ellianna</td>
<td>Susu</td>
<td></td>
</tr>
<tr>
<td>Juli</td>
<td>August</td>
<td></td>
</tr>
</tbody>
</table>

To see their artwork visit our website at austinutilities.com

Employee Spotlight

Craig Weis
Engineering Service Technician

Craig Weis started his AU career in October of 2016 as a Light Equipment Operator. He was promoted to Heavy Equipment Operator and then to his current position in the Engineering department in April of 2021. Craig says he loves the daily challenges that come with being a locator and the variety of projects he works on everyday.

Craig is a retired City of Austin firefighter and a volunteer firefighter in Rose Creek, MN where he also happens to be the Mayor. He and his wife Maggie have two daughters. Reagan is 7 yrs. old and McKenzie is 4 yrs. old. If he can get away from his many responsibilities, he enjoys watching his girls figure skate, farming, hunting and fishing.

His only long term plan is to retire some day in the distant future.
### 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.

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**Austin Utilities**

**Board of Commissioners**

Thomas C. Baudler  
Jeanne Sheehan  
Steve Greenman  
Kristin Johnson  
Jay Lutz

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