

Dear Customers and Partners,

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.

While this situation is continually evolving, 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 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 customers' 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.

The precautions we are taking and the protocol we are putting in place are not only focused on our employees' and community 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 all 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