



Utility Bill Check-Offs for Voluntary Contributions

City of Austin utility customers can make voluntary contributions through their utility bill to assist significant community needs. Simply enter donation amounts on your bill stub or online and enclose those with your utility bill payment:

CAP Contributions –

This item provides one-time emergency utility bill assistance to customers facing extraordinary emergencies such as loss of job or medical emergencies. Emergency funding assistance is a component of the City of Austin Customer Assistance Program (CAP).

Parks and Libraries –

Donations will be divided between the two services. The Parks and Recreation Department will use donated funds to help make after-school and summer



camp programs available to disadvantaged children and to help support new tree plantings on public property to enhance and shade our community. The Austin Public Library will use donated funds to improve access to our high-demand books and digital materials by increasing inventory as well as branching out into other digital formats such as e-magazines and downloadable music.

Public School Energy Assistance –

Funding will be divided percentage-wise between the eight independent school districts served by City of Austin Utilities, based on the total energy use of the group. Donated funds will assist schools with utility and operational needs so that as much operational funding as possible can be directed to student education.

Total Amount Due:	\$147.45
Date Due:	04/01/13

Penalty After Date Due:	\$5.20
Total Due After 04/01/2013:	\$152.65
CAP Contribution:	\$ _____
Parks & Libraries Fund:	\$ _____
Public School Energy Asst:	\$ _____

Total Paid:	\$ _____
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CITY OF AUSTIN
P.O. BOX 2267
AUSTIN TX 78783-2267

BUSINESSES – IMPROVE YOUR BOTTOM LINE

Over the past five years, almost 3,000 businesses have made efficiency improvements through the Austin Energy Commercial and Small Business Energy Efficiency programs. Each year, participating customers reduced their energy use on average by almost 47 million kilowatt-hours (kWh) and annual energy bills by almost \$4 million.



Rebates are available

Austin Energy rebates pay as much as 30 percent of the cost of improvements for commercial customers, with a cap of \$200,000 per business site. The most common efficiency upgrades for commercial customers include installation of high-efficiency lighting and lighting

controls, high-efficiency air conditioning, variable frequency drives for motors, as well as window treatments, such as solar film, to block out sunlight.

Rebates for small businesses pay up to 50 percent of the cost of efficiency improvements. Since lighting is one of the largest expenses for small businesses, Austin Energy provides turnkey replacement of inefficient lighting with rebates that pay up to 80 percent of the cost of improvements. More than 1,000 small businesses have taken advantage of the program over the past five years.

Contact us

To learn more about these rebates, call **512-482-5346** or email to commercialrebates@austinenenergy.com.

RECYCLE FOR CHANCE TO WIN \$500!

Recycle your old working refrigerator or freezer from August 1 through September 15 for a chance to win \$500. Recycling is easy! Austin Energy will pay a \$50 rebate for old working refrigerators or freezers (limit two per household) and also provide free pick up. Call **1-800-452-8685** or go online at www.austinenenergy.com to schedule a free pick up. Then, send a picture of your appliance to donylle.seals@austinenenergy.com. Your name will be entered into the drawing for \$500. The prize is courtesy of Appliance Recycling Centers of America, the company that picks up and recycles refrigerators and freezers for the Austin Energy Refrigerator and Freezer Recycling program.

Free Trees from NEIGHBOR WOODS

The highly successful NeighborWoods program has begun evaluating neighborhoods across Austin that could benefit from additional trees. The program is looking for front yards that have room to plant trees along the street. Yards that qualify for free NeighborWoods trees will be marked with a flag and an order form will be left on the door of the home. Residents must agree to plant and water the tree(s) for at least two years to ensure they become well established. The trees are delivered between October and March and are generally 4-6 feet tall.

Since 2002, NeighborWoods has provided more than 36,000 free trees to Austin neighborhoods. Mature trees along streets lower temperatures and reduce energy bills during the hot summer months. The NeighborWoods program is a tree planting partnership between TreeFolks (a local non-profit organization), Austin Energy and the City of Austin's Urban Forestry Program.

See program details and learn how to participate at www.treefolks.org/neighborwoods.

COMMUNITY RESOURCES:

Austin 3-1-1 and 2-1-1 Texas

Have you ever been in a situation with no idea where to turn for help? Here are some numbers available to assist you:

- **3-1-1** is the first point of contact for the City of Austin. Citizens can call to report concerns such as stray or injured animals, missed garbage/recycling, streetlights, potholes, traffic signals, violations of City code, or for any non-emergency police issues. Dial **3-1-1, 512-974-2000**, TTY: **512-972-9848** or visit www.austin311.org.
- **2-1-1** provides statewide confidential access to information about health and human services. Every day, residents need help finding health care, emergency shelter, food, counseling, financial coaching and other resources. By simply calling 2-1-1, callers can access community-wide programs including tax centers, summer food and back-to-school immunizations. Dial **2-1-1** or visit www.211texas.org.

Additionally, in times of disaster, both Austin 3-1-1 and 2-1-1 Texas work together to provide callers information about evacuations, shelters, donations, government assistance and other resources in conjunction with the City of Austin.



Para una Traducción en Español:

Si gusta recibir este folleto en español, llame a Austin Energy al **512-972-9523**.

Loan Ordinance Protects Borrowers

Two years ago, the Austin City Council adopted the Credit Access Business Ordinance that applies to a payday lender and/or an auto title lender. The purpose of the ordinance is to prevent abusive and predatory lending practices. Key provisions of the ordinance include:

- Cash advances (unsecured loan) cannot exceed 20 percent of the consumer's gross monthly income.
- Motor vehicle title loans cannot exceed three percent of the consumer's gross annual income or 70 percent of the retail value of the vehicle, whichever is less.
- Loans cannot be refinanced/renewed more than three times.
- * Loans that allow for repayment in the form of installment payments must be repayable within four payments.

The City of Austin enforces the ordinance to ensure that payday lenders and auto title lenders in Austin comply with the ordinance provisions. Complaints or questions by a consumer can be emailed to CABcomplaint@austintexas.gov or call **512-974-2466**. For more information about this ordinance, visit the website: at www.austintexas.gov/creditaccessbusiness.

Austin Energy Speakers Bureau

Austin Energy has excellent speakers on a variety of topics for your business or community group. Topics include:

- ✓ Energy Efficiency
- ✓ New Rates
- ✓ Customer Assistance
- ✓ Outage Response
- ✓ Tree Trimming
- ✓ Green Building



To schedule a speaker or power plant tour for your group, call **512-322-6144**.



Customer Service Center: 512-494-9400

Hours: Saturday 9:00 a.m. - 1:00 p.m.; Weekdays 7:00 a.m. - 9:00 p.m.

24-Hour Power Outage Reporting: 512-322-9100

