



WELCOME TO AUSTIN

Your Guide to City Services



BILL PAYMENT

www.coautilities.com, 512-494-9400

For bill payment options, Autopay information and signing up for electronic statements.

YOUR AUSTIN RESOURCE RECOVERY BILL

www.austinrecycles.com, 512-494-9400

For information about curbside trash and recycling collection services, collection schedules, fees and guidelines and our Zero Waste goal.

YOUR ELECTRIC BILL

www.rates.austinenenergy.com, 512-494-9400

For information about electric bill charges and current electric rates.

YOUR WATER AND WASTEWATER BILL

www.austinwater.org, 512-494-9400

For information about water and wastewater services, charges and rates, rebates and suggestions on how to save money on your water bill.

FEE WAIVERS AND DISCOUNTS

512-494-9400

For qualification guidelines, information, and ways to contribute towards City of Austin programs designed to assist moderate to low-income utility customers in the areas of financial assistance, discounts, energy efficiency and conservation.

AUSTIN 3•1•1

www.austin311.org, 311 or 512-974-2000

For information about any City of Austin's programs or services dial 311 all day any day.



GREENCHOICE®

www.austinenergy.com/go/greenchoice,
512-494-9400

For information about GreenChoice, Austin Energy's utility-sponsored and voluntary green-pricing energy program.



CONSERVATION, REBATES AND PREVENTIVE MEASURES

AUSTIN ENERGY

www.austinenergy.com, **512-974-7827**

For information about energy-saving tips, home weatherization, rebates and energy-efficiency programs that can help lower your energy bills.

AUSTIN WATER

www.waterwiseaustin.org, **512-974-2199**

For information about rebates, ways to save money on your water bill, indoor and outdoor water use, irrigation regulations and rainwater harvesting, seasonal watering, watering schedules and other outdoor water usage.

www.austintexas.gov/department/stop-grease-blob

For information on preventing pricey repairs through proper kitchen oil and grease disposal.



AUSTIN PUBLIC LIBRARY

library.austintexas.gov, **512-974-7400**

For information about Library books, movies, music and more, including free programs and resources for children and adults.

AUSTIN PARKS AND RECREATION

www.austintexas.gov/parks, **512-974-6700**

For information about services, programs, entertainment and recreational, educational or leisure opportunities available through the Austin Parks and Recreation Department.

CITY ARBORIST PROGRAM

www.austintexas.gov/department/city-arborist,
512-974-1876

For information about residential and commercial tree regulations, permitting and programs.

City of Austin



Para una Traducción en Español: Si gusta recibir este folleto en español, llame a Austin Energy al 512-972-9523.

WATERSHED PROTECTION

www.austintexas.gov/watershed, **311**

To report flooding, erosion, water pollution, drainage problems or clogged culverts and storm drains.



CITY OF AUSTIN'S HELP WITH HOUSING

www.austintexas.gov/housing, **512-974-3100**

For information about homebuyer assistance, home repair, rental housing and renter assistance programs.

AUSTIN/TRAVIS COUNTY HEALTH AND HUMAN SERVICES DEPARTMENT

www.austintexas.gov/health, **512-972-5000**

For information about family health and nutrition, communicable disease prevention and control, public health emergencies, birth and death certificates, basic needs support, chronic disease prevention, health screenings and immunizations, food safety, graffiti abatement and rodent and pest control.
