

# Your Safety. Your Utilities. Our Priority.

**We want to keep your lights on and your water running.**

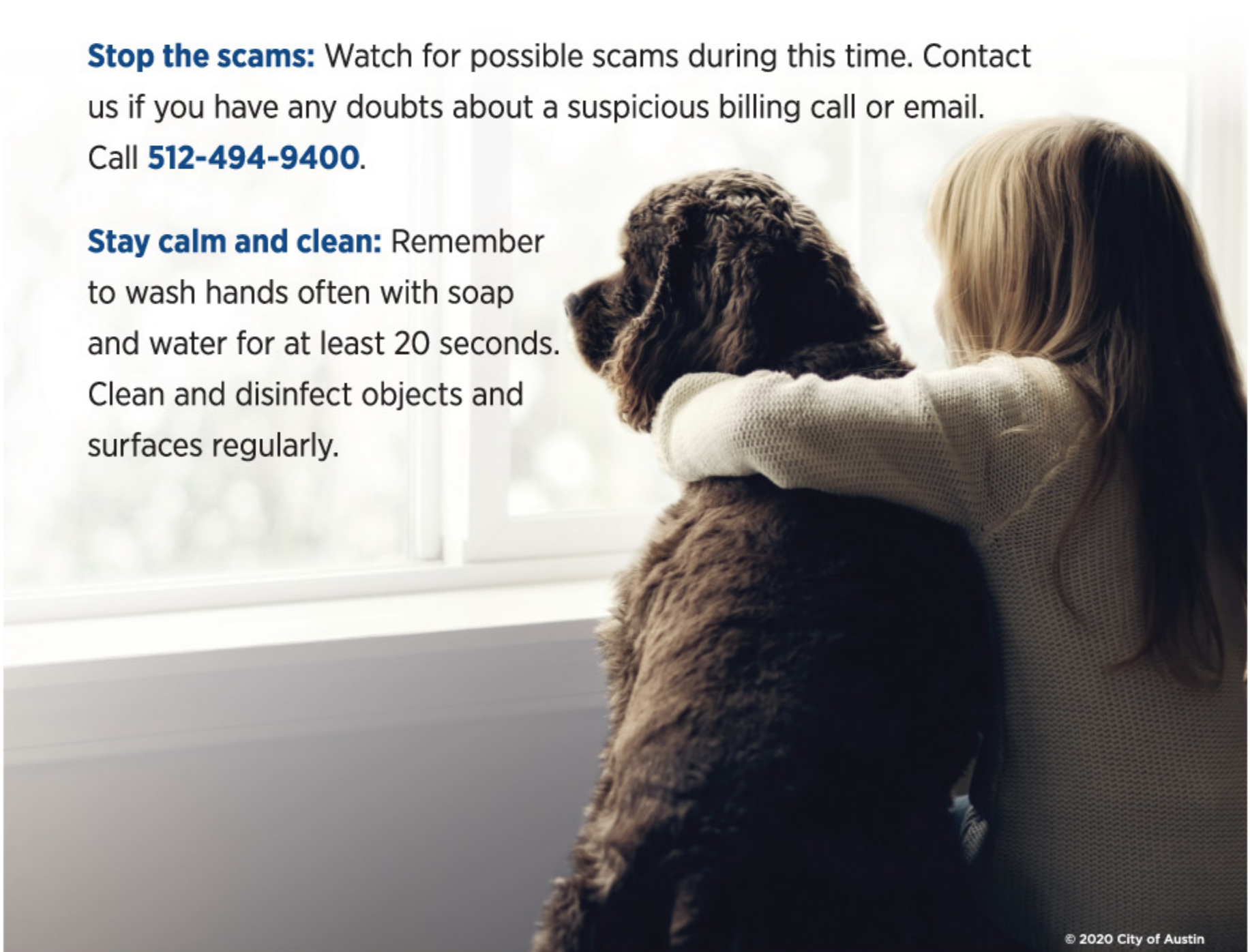
The City of Austin cares about your health and safety. Smart actions can keep your utilities on and help you stay safe. Remember these tips during this time of caution:

**Continue your service:** The City of Austin has stopped utility disconnects caused by non-payment. If your utilities were recently turned off because of unpaid bills, contact City of Austin Utilities **today** for a courtesy reconnection. Call **512-494-9400**.

**Consider new ways to pay:** For public safety reasons, the City of Austin Walk-In Utility Service Centers are currently closed. Check out other payment options by visiting [austinenergy.com/go/paymentoptions](https://austinenergy.com/go/paymentoptions) or call **3-1-1** for more information.

**Stop the scams:** Watch for possible scams during this time. Contact us if you have any doubts about a suspicious billing call or email. Call **512-494-9400**.

**Stay calm and clean:** Remember to wash hands often with soap and water for at least 20 seconds. Clean and disinfect objects and surfaces regularly.



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**While social distancing, stay connected to your City Utilities and City information channels. However you spend your time at home, be safe and contact us if you need utility assistance.**



City of Austin Utilities

For more information, please visit:  
[austintexas.gov/COVID19](https://austintexas.gov/COVID19)  
or call **3-1-1**