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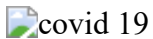
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City of Austin Utilities suspends disconnects amid COVID-19

March 13, 2020



The City of Austin is committed to the health and safety of the public and has suspended all utility disconnects for non-payment. As our community comes together to respond to the concerns of COVID-19, the City has taken steps to ensure customers have uninterrupted access to utility services. Mayor Steve Adler and the Austin City Council continue to work in conjunction with City officials to assist residents and businesses experiencing hardship due to COVID-19 and its economic impact.

On March 6, Mayor Adler made a Declaration of Local Disaster, allowing the City of Austin to take measures to reduce the possibility of exposure to COVID-19 and to promote the health and safety of all Austin residents. This declaration was ratified by Austin City Council on March 12.

Immediate assistance is available to all our customers. Austin Energy, which manages customer care and billing for all City of Austin utilities, also offers several programs that help customers stay on track with their utility bills:

- Customers can be placed on a deferred payment plan. This will ensure the customer receives uninterrupted utility services as they work with utility representatives to develop a long-term plan that meets their financial needs.
- Limited income customers and medically vulnerable customers may receive assistance through our [Customer Assistance Programs](#). This will provide immediate and lasting utility bill relief for customers.

“As a municipally-owned utility, we are here to respond in times of need and support our customers who are experiencing difficulty paying their bills,” said Jackie Sargent, Austin Energy General Manager. “We put a process in place to prevent service disconnections and make it easy to get help with utility bills during this difficult time.”

Residential and commercial customers can contact the Customer Care Contact Center at 512-494-9400 with any questions. We encourage customers to stay current on their bill or to work with utility personnel on payment plans. Payments can still be made in-person at walk-in payment locations, but customers are encouraged to use alternative options to make payments, including mailing a check, paying by phone or paying online at www.coautilities.com.

Los Servicios Públicos de la Ciudad de Austin suspende las desconexiones de servicios en medio de COVID-19

La Ciudad de Austin está comprometida con la salud y la seguridad del público y ha suspendido todas las desconexiones de servicios públicos por falta de pago. A medida que nuestra comunidad se une para responder a las preocupaciones de COVID-19 (Coronavirus), la Ciudad ha tomado medidas para garantizar que los clientes tengan acceso ininterrumpido a los servicios públicos. El alcalde Steve Adler y el Ayuntamiento de Austin continúan trabajando en conjunto con los funcionarios de la ciudad para ayudar a los residentes y las empresas que sufren dificultades debido a COVID-19 y su impacto económico.

El 6 de marzo, el Alcalde Adler hizo una [Declaración de Desastre Local](#), permitiendo a la Ciudad de Austin tomar medidas para reducir la posibilidad de exposición al COVID-19 y promover la salud y seguridad de todos los residentes de Austin.

Asistencia inmediata está disponible para todos nuestros clientes. Austin Energy, que administra la atención al cliente y la facturación de todos los servicios públicos de la Ciudad de Austin, también ofrece varios programas que ayudan a los clientes a mantenerse al día con sus facturas de servicios públicos:

- Los clientes pueden ser colocados en un plan de pago diferido. Esto asegurará que el cliente reciba servicios de servicios públicos ininterrumpidos mientras trabajan con representantes de servicios públicos para desarrollar un plan a largo plazo que satisfaga sus necesidades financieras.
- Los clientes de ingresos limitados y los clientes médicamente vulnerables pueden recibir asistencia a través de nuestros Programas de Asistencia al Cliente. Esto proporcionará alivio inmediato y duradero de la factura de servicios públicos para los clientes.

"Como una empresa de servicios públicos municipales, estamos aquí para responder en momentos de necesidad y apoyar a nuestros clientes que tienen dificultades para pagar sus facturas", dijo Jackie Sargent, Gerente General de Austin Energy. "Pusimos en marcha un proceso para evitar la desconexión del servicio y facilitar la obtención de ayuda con las facturas de servicios públicos durante este momento difícil".

Los clientes residenciales y comerciales pueden comunicarse con el Centro de contacto de atención al cliente al 512-494-9400 si tienen alguna pregunta. Recomendamos a los clientes a mantenerse al día con sus facturas o trabajar con el personal de servicios públicos en los planes de pago. Los pagos aún se pueden hacer en persona en los lugares de pago sin cita previa, pero se alienta a los clientes a usar opciones alternativas para realizar pagos, incluido el envío de un cheque, el pago por teléfono o el pago en línea en www.coautilities.com.

Latest News Release: [City of Austin Utilities Help Customers Prepare for Winter Weather Customer Services](#)

512-494-9400

Outside Austin call toll-free:

888-340-6465

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Disability Assistance

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512-322-9100

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