



Utility Information

*Providing the Austin community with public Electric,
Natural Gas, and Water Services since 1887.*



Austin Utilities is your community-owned public electric, water, and natural gas utility. We have served the Austin Community for over 100 years. Your public utility is good for the community because we offer local control, community values, a local office, and better service, all at a competitive cost.

Manage Your Account

SmartHub is the smart way to manage your account.

Manage your payments, sign up for electronic billing, and keep a pulse on your historical energy usage, all at the touch of a button. SmartHub provides a safe and secure environment for bill payments and transactions between Austin Utilities and your financial institution.

Start Using SmartHub

Creating a SmartHub account takes less than three minutes. Enter your profile information and choose your provider. Provide a state issued photo I.D. or Passport.

In some cases a deposit may be required for new service. The deposit, plus interest is applied to customer's account after 12 months of good credit history with Austin Utilities.

Your billing date will depend upon the location of your home. Bills are due 10 days from billing date. Bills that are not paid by the due date will be charged a 5% late fee.

Access SmartHub online or with the app

- > Just go to our website www.austinutilities.com and click on "My Account"
- > Enter the required information *(have your utility bill handy!)*
- > Download the free SmartHub app from Apple App Store® or in Google Play®
- > Enter the required information *(have your utility bill handy!)*
- > Start using SmartHub.



Stopping SmartHub

Be sure to let us know when you are moving out of our service area so we can close your account. Any deposit will be applied to the final bill. If there is a refund due, a check will be mailed with the final statement in approximately 10-14 days.

Transfer SmartHub

To transfer your utility service contact our customer service department. Based on past payment history, a deposit may be required.

Automatic Bank Draft – This service pays your bill directly from your checking or savings account. You still receive your bill each month for review but your payment will automatically be applied on time each month.

Credit Card or Phone Payment – Call 844.262.2442 for our automated system



Drop Boxes –

Austin Utilities

1908 14th St NE, drive up/walk up

Jim’s Marketplace Foods

301 11th Street NE

City of Austin

500 Fourth Avenue NE (North side of Building)

HY-VEE Box

1001 18th Avenue NW

Lobby – Monday-Thursday 8:30-5:00 • Friday 8:30-4:00.

Our office is located at 1908 14th St NE.

Mail – Use the return envelope included with your bill to send your check. Please remember to return the stub from your bill to ensure proper credit. You should not mail cash.

Online – Log into SmartHub at www.austinutilities.com Download the free SmartHub app. It’s safe and secure.

Budget Billing

If you have lived at your residence for 1 year or more and currently have a zero balance, you can sign up for our budget billing program. Budget billing allows you to make even payments throughout the year to budget your finances more effectively.

Delinquent Accounts

If you encounter difficulty in paying your bill on time, contact customer service before your account becomes delinquent. Austin Utilities can provide you with the names of government or social agencies that have programs available to assist with payment of utility bills.

Utility Fee Schedule

Returned checks/ACH	\$35	Reconnect Fees:	
Disconnect Fees:		Electric (AMR)	\$75
Electric (AMR)	\$50	Electric (AMI)	\$25
Electric (AMI)	\$25	Overtime reconnects (AMR)	\$250 after hours or on Saturday
		Overtime reconnects (AMR)	\$500 on Sundays or Holidays
		Gas	\$100
		Overtime reconnects Gas/Water	\$250 after hours or on Saturday
		Overtime reconnects Gas/Water	\$500 on Sundays or Holidays

Should utility service be disconnected due to delinquent payments, additional fees and balance due must be paid in full prior to reconnection of service.

Customer Services



Services below are available
24 hours a day, 7 days a week.

Just give us a call: **507-433-8886**

- No Heat (Winter hours)
- No Power
- No Water
- Natural Gas smells
- Carbon Monoxide concerns
- Water meter leaks
- Traffic light issues
- Partial power
- Low or down power lines
- Damaged Gas, Water or Electric lines
- Water main breaks

Other services are available during normal business hours such as lighting pilots on appliances and equipment, locating utility services, and other utility related services.

If you have any questions or concerns related to your utility services please call our office at **507-433-8886**



www.AustinUtilities.com
talk2au@austinutilities.com
1908 14th Street NE • Austin, MN 55912