

-  [Austin Energy](#) Austin Energy
- [Pay Online](#)

- [Residential](#)
- [Report Outage](#)
- [Austin Energy](#)
- [Rebates & Incentives](#)
- [Contractors](#)
- [Search](#)
- [Energy Efficiency](#)
- [Facebook](#)
- [Twitter](#)
- [Green Power](#)
- [YouTube](#)
- [Who We Are](#)
- [Rates](#)
- [Building a Better Austin](#)
- [Power Outages](#)
- [Community Outreach](#)
- [About](#)
- [Environment](#)
- [Careers](#)
- [Reports & Data Library](#)
- [News](#) **currently selected**

AE Header Title

[Actions](#)

News

AE Side Nav Portlet

[Actions](#)

News

News Releases



Utility Updates Related to COVID-19

Media Kit

AE Content Portlet

[Actions](#)

Utility Updates Related to COVID-19

Current Information You Need

Here is the most current information related to your City of Austin Utilities.



Latest Updates

- [Temporary closure of City of Austin walk-in utility payment centers](#) - March 17, 2020
- [Utility customers without services urged to contact City of Austin to make reconnection arrangements](#) - March 16, 2020
- [City of Austin Utilities suspends disconnects amid COVID-19](#) - March 13, 2020

Learn More

- [View all Austin Energy and City of Austin Utilities News Releases](#)
- [Stay current with City of Austin updates on COVID-19](#)
- [Visit City of Austin Utilities to pay your bill and manage your utility account online](#)

Date last reviewed or modified: 3/19/20

AE Footer Portlet

[Actions](#)

Latest News Release: [Temporary closure of City of Austin walk-in utility payment centers](#)

Customer Services

512-494-9400

Outside Austin call toll-free:

888-340-6465

[City of Austin Utilities Online](#)

[Start/Stop/Transfer Service](#)

[Call Before You Dig](#)

[Bill Disputes](#)

[Tree Pruning](#)

[Contact Us](#)

Disability Assistance

Relay Texas: 7-1-1

TDD: 512-477-3663

[Request Accommodations](#)

Report Outages

512-322-9100

[View Outages Online](#)

[Report Outage & View Status](#)

[Get Outage Alerts](#)

Renewable Energy

[GreenChoice®](#)

[Solar for Home or Business](#)

[Solar Energy Storage](#)

[Plug-In Austin Electric Vehicles](#)

Help With High Bills

[Residential Web App](#)

[Customer Assistance Programs](#)

[Weatherization Assistance](#)

Energy Efficiency

[Rebates & Incentives](#)

[Green Building](#)

[ECAD Ordinance & Energy Audits](#)

Commercial & Industrial

[Commercial Web App](#)

[Business Energy Advisor](#)

[Multifamily Partnership Program](#)

[On-Site Energy Systems](#)

[Load Profiler](#)

[Cell Towers & Pole Attachments](#)

[Electric Design Criteria & ESPA](#)

In the Spotlight

[Instant Savings on Energy-Efficient Products](#)

[Austin Utilities Now](#)

[City of Austin COVID-19 Updates](#)

About Austin Energy

[Who We Are](#)

[Our History](#)

[Corporate Reports](#)

[News](#)

[Careers](#)

Electric Rates

[Residential Rates](#)

[Commercial Rates](#)

Initiatives & Outreach

[Environment](#)

[Community & Schools](#)

[Regional Science Festival](#)

Twitter

[@austinenergy](#)

Follow Us

 [Like us on Facebook](#)  [Follow us on Twitter](#)  [Watch us on YouTube](#)

- [Privacy Policy](#)
- [Website Feedback](#)

[©2020 Austin Energy All Rights Reserved](#)

Complementary Content

- [\\${title}\\${badge}](#)

[\\${loading}](#)

-