



**City of Austin | Austin Water**

P.O. Box 1088 Austin, TX 78767

AustinWater.org

To our neighbors and customers,

For more than 100 years, Austin Water has been a part of this community and dedicated to providing safe, reliable, high-quality, sustainable and affordable water services so that all needs are met. Winter Storm Uri tested us in ways that we've never been tested before. It was tough on us, but we know that it was even tougher on you. We are committed to helping our customers – and our neighbors – move past this event and return to normal. We will take the lessons learned from this event to prepare for extreme weather and increase the resilience of our water system infrastructure.

Austin Water is a municipal utility that exists to serve the community, not to make a profit. We devoted significant resources to repair both public and private water system damage. We also identified [bill relief strategies](#) to help alleviate any concerns about potential high bills due to dripping faucets or leaking or broken pipes. Austin Water will take steps to make certain that our customers pay for what they would have typically consumed if Winter Storm Uri had never occurred. The goal is to make those freezing days in February feel far behind us.

We also know that many customers are dealing with repairs and processing insurance claims related to the extensive water outages our system faced from February 17 through February 24. We hope this letter, in combination with our official [Boil Water Notice](#), daily [Winter Storm Operational Updates](#), and the [lift of the Boil Water Notice](#), will help with processing those claims.

Austin Water not only serves this community, we are all part of this community. We are committed to rebuilding and thank you for your continued support and trust in us.

**Austin Water**



*The City of Austin is committed to compliance with the Americans with Disabilities Act (ADA). Reasonable modifications and equal access to communications will be provided upon request.*