

UTILITY SERVICES
FOR
BRACKENRIDGE RESIDENTS **ONLY**

If you are a new resident of Brackenridge, you are responsible for setting up your own utility accounts with Austin Energy and Texas Gas Service.

Please note:

Keys to your apartment will **not** be issued if the Austin Energy confirmation page is not returned to the office by the due date provided and your move-in will be delayed.

AUSTIN ENERGY ACCOUNT SETUP

- 1) To set up an Austin Energy account:
- 2) Go to <https://coutilities.com/>
- 3) Once you have completely set up your account, you will be emailed a confirmation.
- 4) You **MUST** return the Austin Energy confirmation page with a confirmation number to the apartment's office no later than the due date provided to you by the Apartments office
- 5) If you are not able to set up your account online, please contact Austin Energy at (512) 494-9400 for assistance.
- 6) An Austin Energy confirmation is still required by the due date that includes:
 - i. Name on the account
 - ii. Apartment address
 - iii. Date service will begin OR
 - iv. An Austin Energy Account confirmation number

TEXAS GAS SERVICE ACCOUNT SETUP

1. To set up a Texas Gas Service account: Go to <https://www.texasgasservice.com/>
2. Click on *Start Service* under the Service Options section
3. Complete account setup
 - i. **Please note:** The office does not require confirmation for this service
4. If you are not able to set up your account online, please contact Texas Gas Service Toll-free 1-800-700-2443. Monday - Friday, 7 a.m. to 7 p.m. CST (closed Saturday and Sunday)

Additional instructions for Gas Service:

1. It is your responsibility to set up the appointment and meet the Technician. The office is not available to meet the technician for you.
2. Texas Gas service will call you 30 minutes prior to your appointment to ensure that you are home.
3. Once you have been notified that they are on their way, you will need to come to the office to check out a "CHASE KEY". The office closes at 4:00 p.m. The key cannot be issued after 4:00 p.m. or on the weekend. However; if you know they will be there that day and it is getting close to 4 p.m., you may come to the office sooner to get the key.
 - i. TGS will not light your water heater if you are not at home. You will need to submit a maintenance request with the Apts. Office to get your water heater started.)
4. When the Technician arrives at your apartment, you will give the key to the technician & they will use it to light your water heater. The technician will then return the key to you. You will be responsible for returning it to the office. If the office is closed for the day, you can drop the key in the lock box next to the office front door.
5. If the key is not returned by 8:00 a.m. the following day, you will be charged a \$10.00 fee.