

**UTILITY SERVICES  
BRACKENRIDGE RESIDENTS**

Brackenridge residents are responsible for setting up and maintaining your own utility accounts with Austin Energy and Texas Gas Service.

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

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**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. If you are not able to set up your account online, please contact Austin Energy at (512) 494-9400 for assistance.
5. You **MUST** return the Austin Energy confirmation page with the following information no later than 12pm on the last business day of the week.
  - Name on the account
  - Apartment address
  - Date service will begin OR Austin Energy account confirmation number

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**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
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)
6. You **MUST** return the Texas Gas confirmation page that includes the following information no later than 12pm on the last business day of the week.
  - Name on the account
  - Apartment address
  - Date service will begin OR Texas Gas account confirmation number

Additional instructions for Gas Service:

1. It is your responsibility to set up the appointment during business hours (Monday- Friday 7:30 a.m. – 4:00 p.m.) and meet the Technician.
2. You must be present to meet the technician.
3. Texas Gas service will call you 30 minutes prior to your appointment to ensure that you are home.
4. Once you have been notified that they are on their way, you will need to contact the office (512-232-5299) if Monday-Friday from 7:30a.m. - 4:00 p.m. If after 4:00 p.m. or on the weekend please contact the Community Advisor on-call.