



City of Austin Utilities

Give the Gift of Comfort

HELP SOMEONE YOU CARE ABOUT

City of Austin Utilities Gift of Comfort program allows individuals, businesses and organizations in our community to make a payment towards a customer's utility bill as a gift. A Gift of Comfort is a thoughtful, practical and convenient way to show you care.

1. **Fill** out the required fields on the Gift of Comfort payment form below.
2. **Attach** a check or money order in the amount of your gift, made payable to City of Austin Utilities.
3. **Deliver** the form and gift payment to one of our Utility Customer Service Centers, or mail to:

City of Austin Utilities – Payment Processing
P.O. Box 2267
Austin, TX 78783-2267

4. Your gift recipient will receive a notification of your gift from City of Austin Utilities. A customizable **Gift of Comfort card** to print at home and give to your recipient personally can be found online at coautilities.com/go/giftofcomfort.
5. Your gift will appear as a bill credit on the gift recipient's next City of Austin Utilities bill.

Your kindness and generosity will be greatly appreciated.

Full Program Details

- The form must be filled out **as completely as possible** to ensure the payment is applied to the desired account. If the desired account cannot be located, the gift payment will be returned to the sender using the address provided.
- City of Austin Utility team members will not be able to disclose or confirm any account information, including balances.
- The gift payments are not tax deductible and no documentation will be provided for tax purposes.
- If a gift payment is greater than the balance owed, the credit will be available for future bills.
- If the gift payment is declined by the recipient or if we are unable to return the payment to the sender, it will be applied to the City of Austin Utilities' **Plus 1 Emergency Financial Assistance Fund** to assist others in need.

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GIVE THE GIFT OF COMFORT

Send your gift payment with the completed form. Make your check or money order payable to **City of Austin Utilities**. Your gift payment will be applied to the City of Austin Utility account based on the information you provide. The recipient will receive a notification of your gift.

Mail to: City of Austin Utilities — Payment Processing P.O. Box 2267 Austin, TX 78783-2267

Please cut and mail the bottom portion only.

SENDER

☐ Remain Anonymous

Name _____

Address _____

City _____ State _____

ZIP _____ Phone _____

Gift Amount \$ _____

RECIPIENT

Name _____

Address _____

City _____ State _____

ZIP _____ Phone _____

Account Number (if known) _____

View our Privacy Policy at coautilities.com/go/privacy