Austin

MEMORANDUM

To: Mayor and City Council

Through: Stuart Reilly, Austin Energy General Manager SR
Jon Fortune, Deputy City Manager JF

From: Kerry Overton, Austin Energy Chief Customer Officer KO

Date: October 20, 2026

Subject: **New Hours – Austin 3-1-1 and the Utility Contact Center**

This memorandum serves as a reminder of the operating-hours reduction pilot for Austin 3-1-1 and the Utility Contact Center (UCC), approved as part of the Fiscal Year 2027 budget process. The year-long pilot supports the City's budget savings goals and enhances efficiency by aligning staffing with peak call-volume periods. The updated hours of operation, effective November 1, 2026 (excluding City holidays), are listed below:

effective November 1, 2026	
Austin 3-1-1	Sunday – Saturday, 7 a.m. – 9 p.m.
Utility Contact Center	Monday – Friday, 7:00 a.m. – 7:00 p.m. Saturday, 9:00 a.m. – 1:00 p.m.

If you have any questions, please contact Kerry Overton, Austin Energy Chief Customer Officer, at Kerry.Overton@austinenergy.com or (512) 322-6113.

cc: T.C. Broadnax, City Manager
Erika Brady, City Clerk
Jason Hadavi, City Auditor
Mary Jane Grubb, Municipal Court Clerk
Judge Sherry Statman, Municipal Court
CMO Executive Team
Department Directors