



**Evaporative Loss Program  
PROGRAM OVERVIEW & GUIDE**

**MONTHLY METER READ - Tips and Requirements**

1. Private meter reads (makeup and blowdown meters) are to be **sent monthly via the online [portal](#) on specified read date** (dates will be emailed to you upon acceptance into the program). NOTE: only enter numbers. Entering decimals or symbols will not allow for the system to submit the read.
  - a. Note, the first months' read is the baseline with the second months' read completing the cycle. Month two is the period a bill adjustment for WW can be calculated.
  - b. Reads must be submitted before close of business on the read date.
  - c. Early reads are not accepted with exception of scheduled read dates occurring on a Saturday, Sunday, or City Holiday, these reads must be submitted on the prior business day.
  - d. Late reads (not entered on scheduled submission date) will require an exception request (see below).
  - e. A confirmation email will be issued upon submission of reads via online [portal](#) to the primary account contact. If you do not receive the confirmation email, please try to submit again, or contact [AWEvapLoss@austintexas.gov](mailto:AWEvapLoss@austintexas.gov) as the wastewater adjustment may not be processed.
2. **Exception requests** to submit a late read must be requested within 90-days of the bill date and the read must be validated to have been collected on the actual read date.

Note: Three (3) exceptions are allowed within a rolling 12-month period.
3. Failure to submit monthly reads will result in the wastewater to bill gallon for gallon based upon water usage.
4. **Review the monthly billing statement** to confirm the wastewater adjustment processed. Review the volume of gallons billed for water against the volume of gallons billed for wastewater. Adjusted wastewater volumes should be lower than the water volume billed.

**AD HOC REQUIREMENTS - Communicate Significant Changes to RCS**

1. **Changes to site configurations** require Austin Water review and approval. Submit changes to [AWEvapLoss@austintexas.gov](mailto:AWEvapLoss@austintexas.gov) before implementation to avoid possible disruption of your participation in the Evaporative Loss Program.
2. **Change in property manager or utility** account requires notification sent to [AWEvapLoss@austintexas.gov](mailto:AWEvapLoss@austintexas.gov)
3. **Sale of property/facility** requires submission and approval of a new Evaporative Loss Program application for continued wastewater credits.
4. **Account contact information changes.** It is important to have at least two customer contacts for account communication. ONLY the primary contact will receive read submission confirmation emails.

## ANNUAL REQUIREMENTS

1. **Meter Calibration Certification** and supporting meter photographs submitted by annual anniversary date.
  - a. Meter Calibration Certification
    - i. Conducted by one of two [approved vendors](#).
    - ii. Submit completed [calibration certification](#).
  - b. Submit updated meter pictures (two for each makeup and blowdown meter at premise):
    - i. Meter lid (to confirm the meter number).
    - ii. Meter register (to confirm the meter read).
2. **Cooling Towers, Annual Inspections**
  - a. Ensure the cooling tower(s) have been registered with the [Cooling Tower Efficiency Program](#) within Water Conservation Office. All cooling towers within Austin must have an annual inspection performed.
    - i. [Cooling Tower Inspection Form](#)
    - ii. [Cooling Tower Registration Form](#)
  - b. Cooling Tower Efficiency Program contact: [FacEvalSubmit@austintexas.gov](mailto:FacEvalSubmit@austintexas.gov)
  - c. AW Water Conservation Office contact: [watercon@austintexas.gov](mailto:watercon@austintexas.gov) // 512-974-2199
3. **Backflow Prevention Assembly (BPA) Inspection**
  - a. Ensure [backflow devices have been registered and annual inspection](#) certifications have been submitted to the Water Protection Office/Special Services Division.
  - b. AW Special Services Division contact: 512-972-1060

## FIVE YEAR REQUIREMENTS

Reapplication approval is required prior to the 5-year anniversary of Acceptance Letter issuance date. Please submit:

1. [Application form](#).
2. Site Plans
  - a. Site changes entailing configuration and cooling tower modifications will require new plans. Please ensure all requirements listed on the “Evap Loss, UDS Plan Review” (**attachment**) are clearly documented. A site inspection will be performed by Utility Development Services (UDS).
  - b. For sites without changes, (1) verification of plans in the RCS database will be conducted and (2) a written statement must be provided by the customer documenting there have been no cooling tower-related configuration changes since the last acceptance letter/approval.
  - c. AW Utility Development Services contact: 512-974-2882
3. Meter Calibration Certification submitted.
  - a. Conducted by one of two [approved vendors](#).
  - b. Submit completed [calibration certification](#).
4. Submit updated meter pictures (two for each makeup and blowdown meter at premise):
  - a. Meter lid (to confirm the meter number).
  - b. Meter dial (to confirm the meter read).

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### EVAPORATIVE LOSS PROGRAM - Contact Information

- Evaporative Loss Program [webpage](#).
- Austin Water, Evaporative Loss Program contact: [AWEvapLoss@austintexas.gov](mailto:AWEvapLoss@austintexas.gov)
  - Please reference “ACCT # // CUSTOMER ACCT NAME” in the subject line to aid an efficient response.
- AW Evaporative Loss team: Lucinda Carroll – Program Manager
  - Analysts - Sarah Blaine, Cat Gormley, Jessica Harrell, Alexandra Hartin, Ruth Lawson, David Yeakey