



# RMC Monthly Report

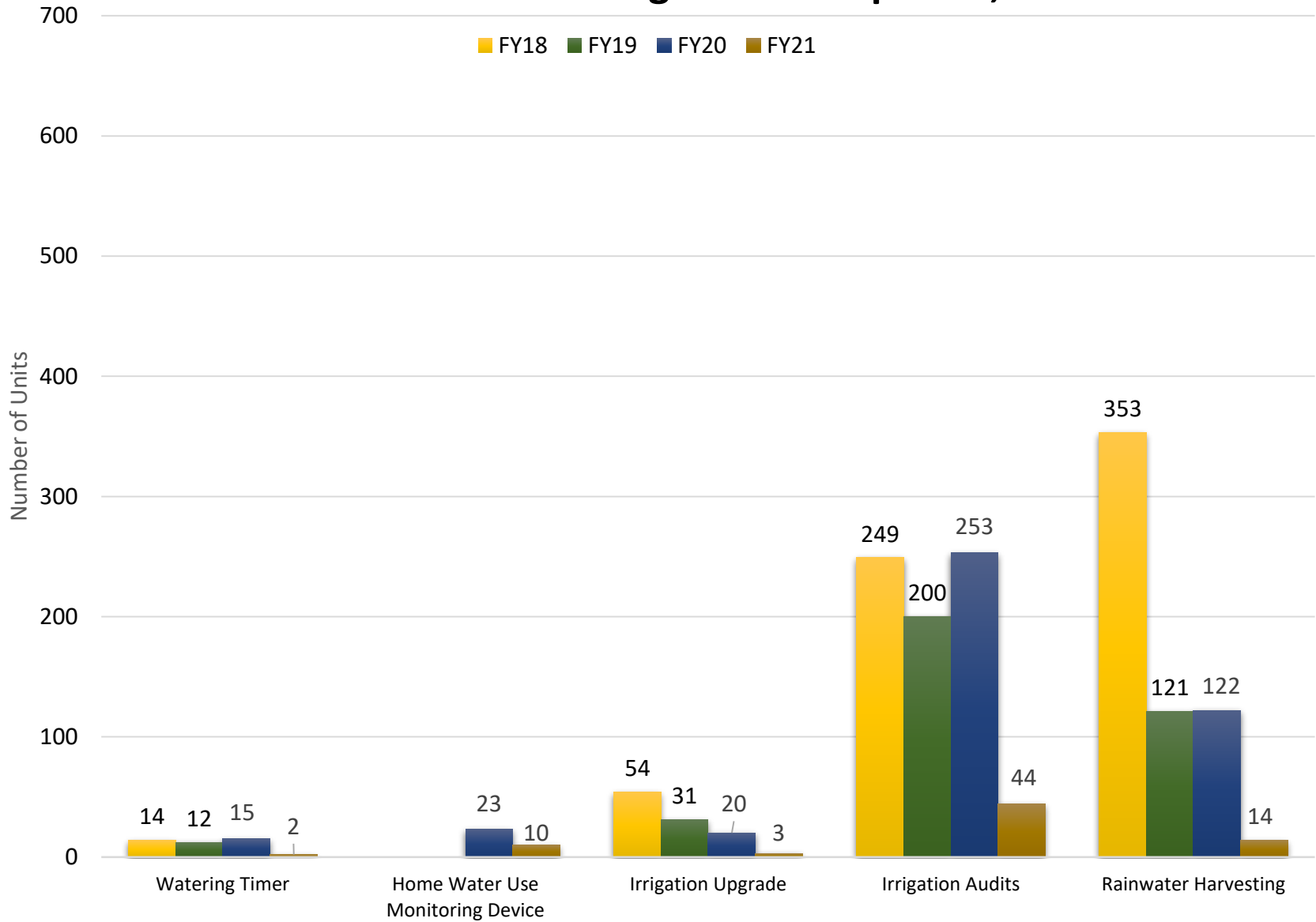
## November 2020

### FY21

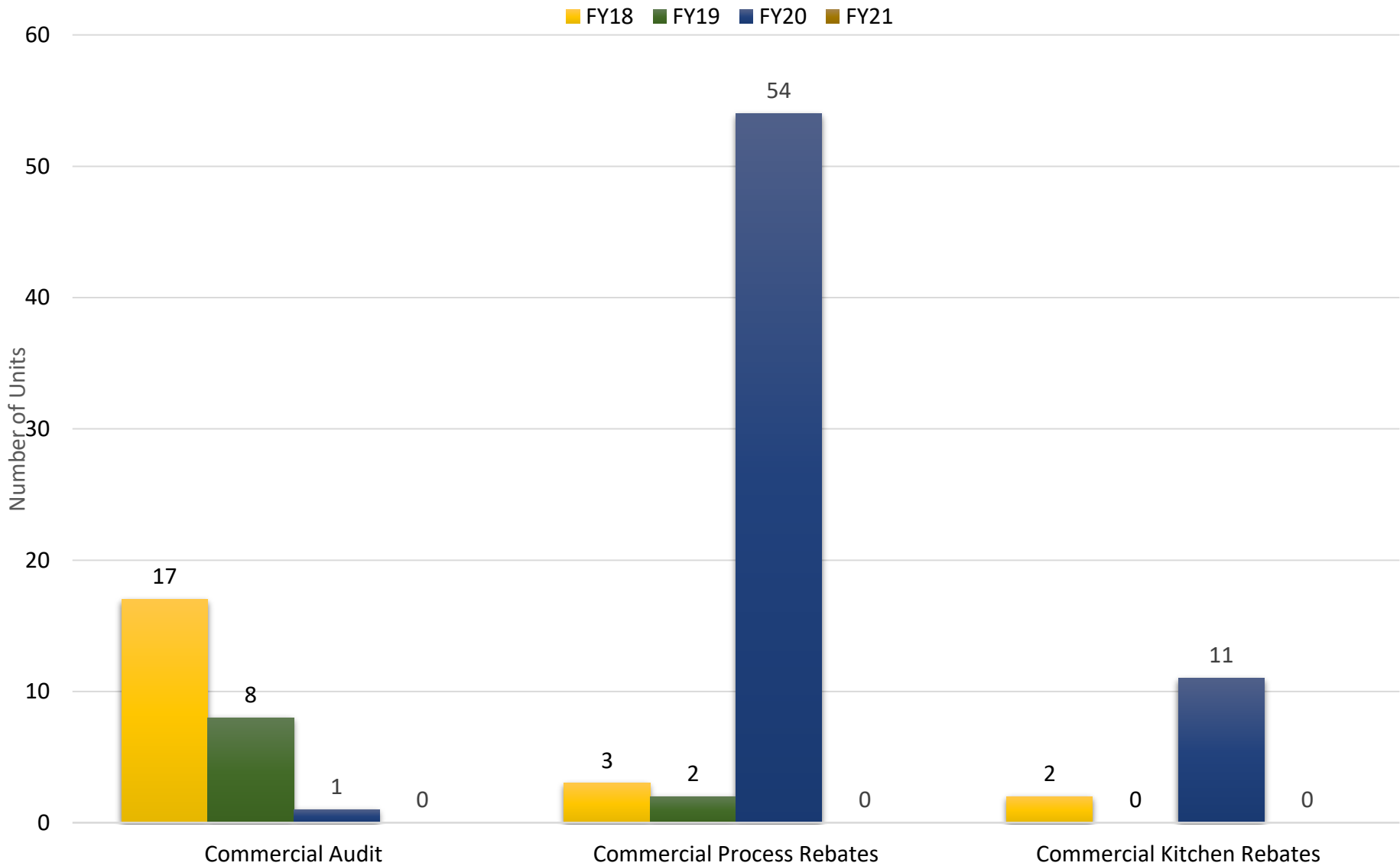
Mark Jordan  
Water Conservation Division  
City of Austin | Austin Water



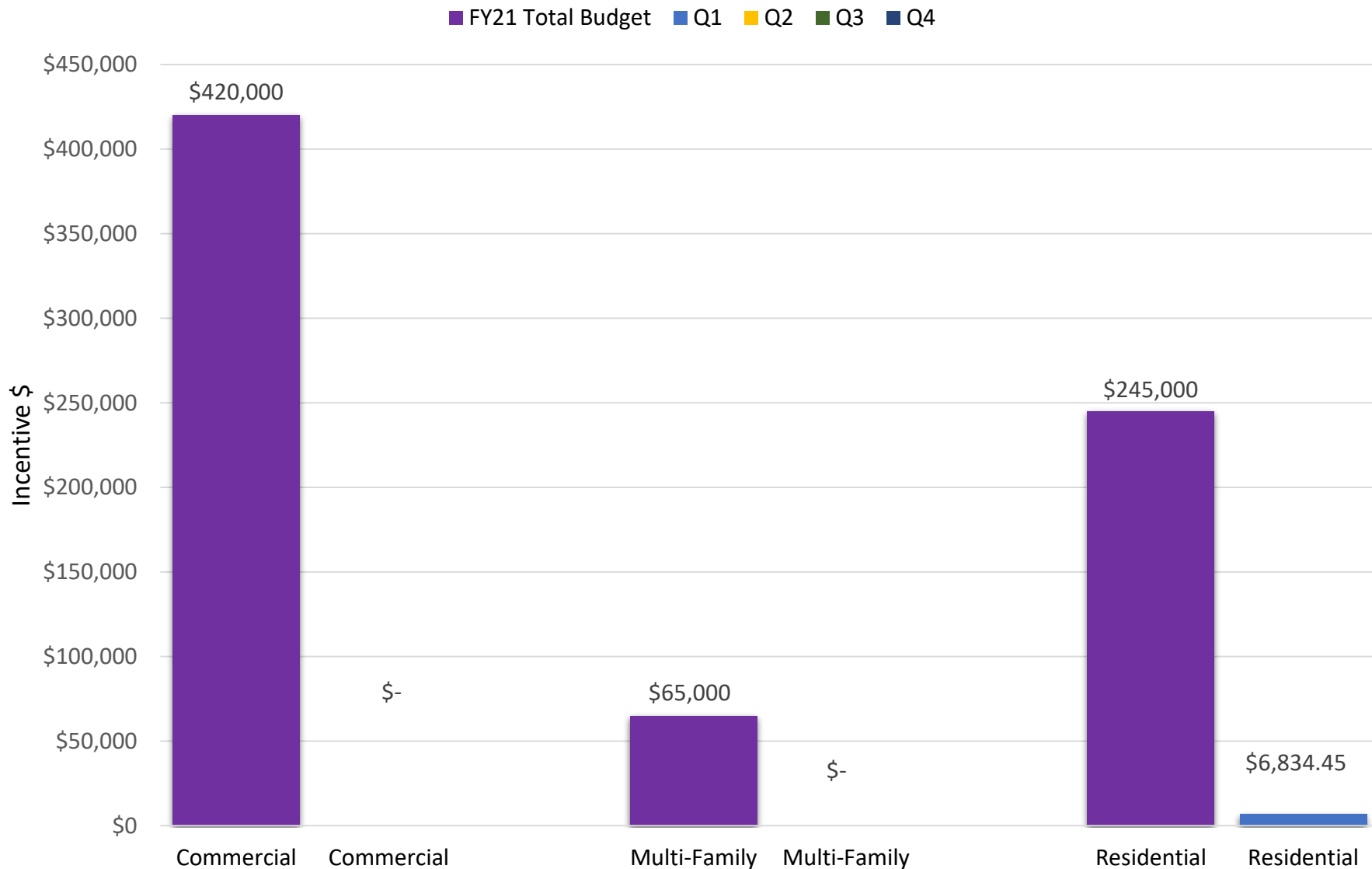
# Residential Program Participation, FY21 YTD



# Commercial & Multifamily Program Participation, FY21 YTD



# Rebates and Incentives Budget, FY21 YTD

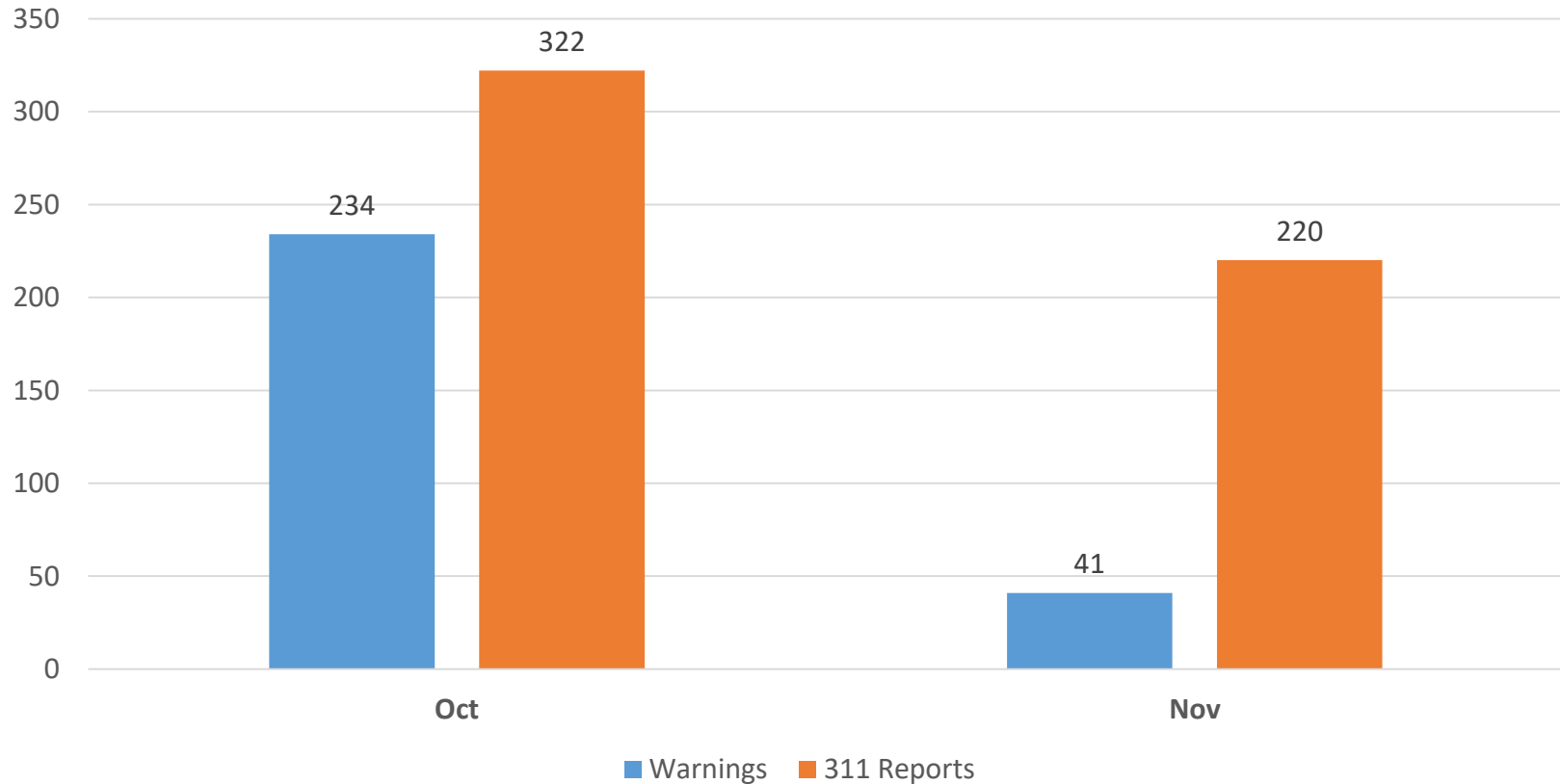


## Helping Hands Outreach (H2O) Programs

- **G.O. REPAIR!** – Austin Water (AW) partners with Neighborhood Housing and Community Development's GO Repair! Program to provide grants of up to \$15,000 per year to qualifying homeowners for plumbing repairs, accessibility improvements, and to make other repairs to address substandard housing conditions that pose health and safety risks.
- **FREE HOME WATER USE REPORT** – AW provides customers with access to a water use mobile app and internet reports to help homeowners achieve greater water savings. Customers can receive customized leak alerts, conservation tips, and information about rebate programs.
- **FREE WATER CONSERVATION TOOLS** – AW Conservation provides free water saving materials such as: high efficiency aerators; showerheads; and soil moisture meters to residential and multi-family customers.
- **PRIVATE WASTEWATER LATERAL REPAIR/REPLACEMENT** – AW can provide financial assistance to eligible customers for the replacement or repair of private wastewater laterals at single-family homes or duplexes whose household income is 100% or less than the area Median Family Income (MFI).

# Water Waste Enforcement Activity, FY21 YTD

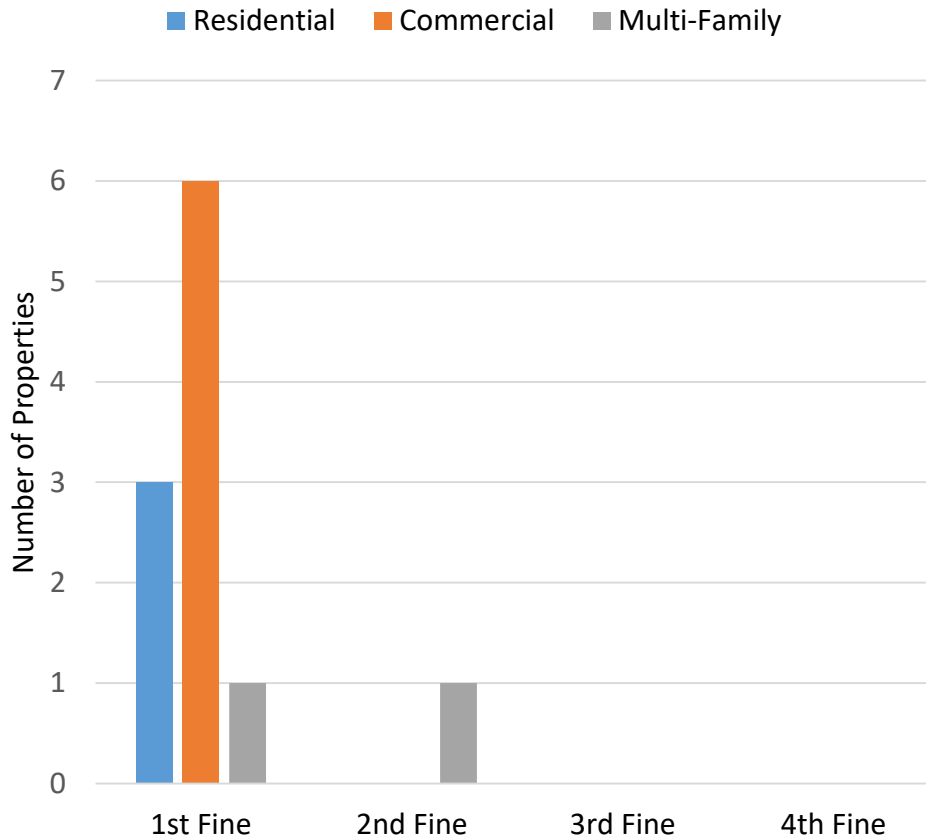
## Warnings and 311 Reports



Current Drought Response Stage: Conservation Stage

# Water Waste Enforcement Activity, FY21 YTD

## Administrative Fines



Fines Issued: 11

Fines Dismissed: 0

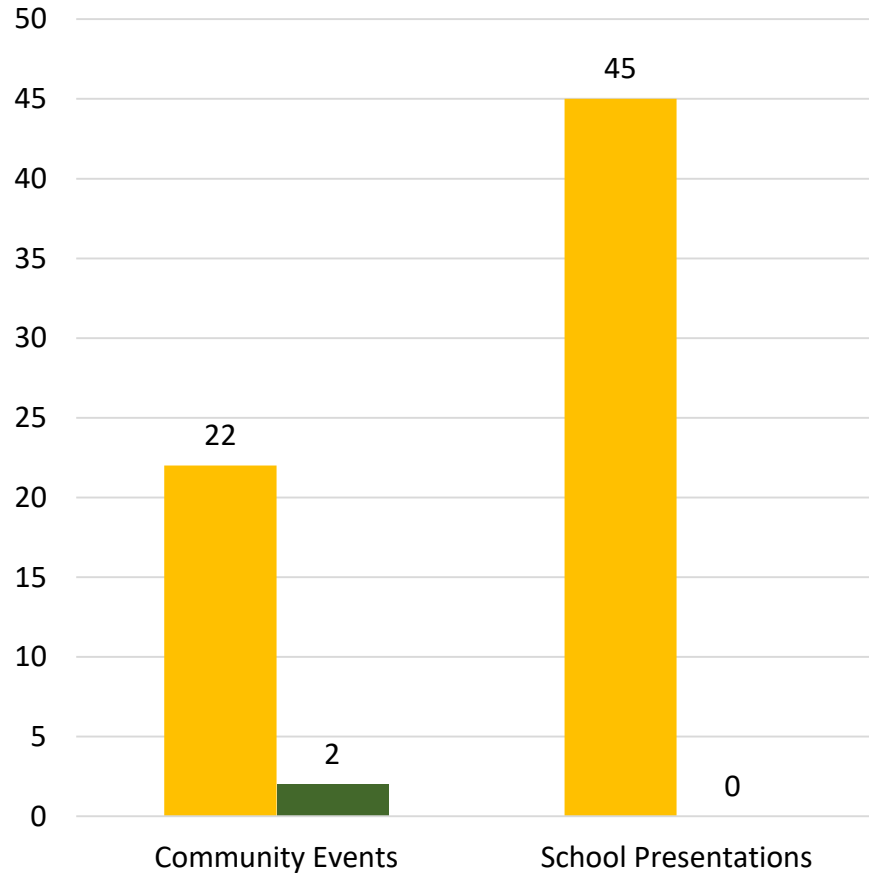
Citations: 0



# Public Outreach Activity, FY21 YTD

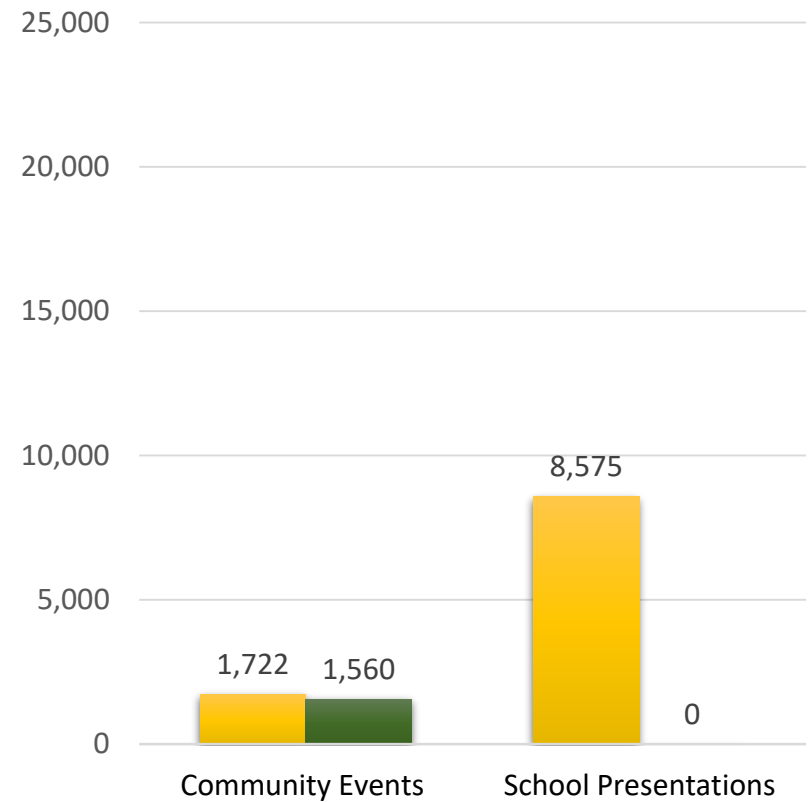
## Number of Events

FY20 FY21



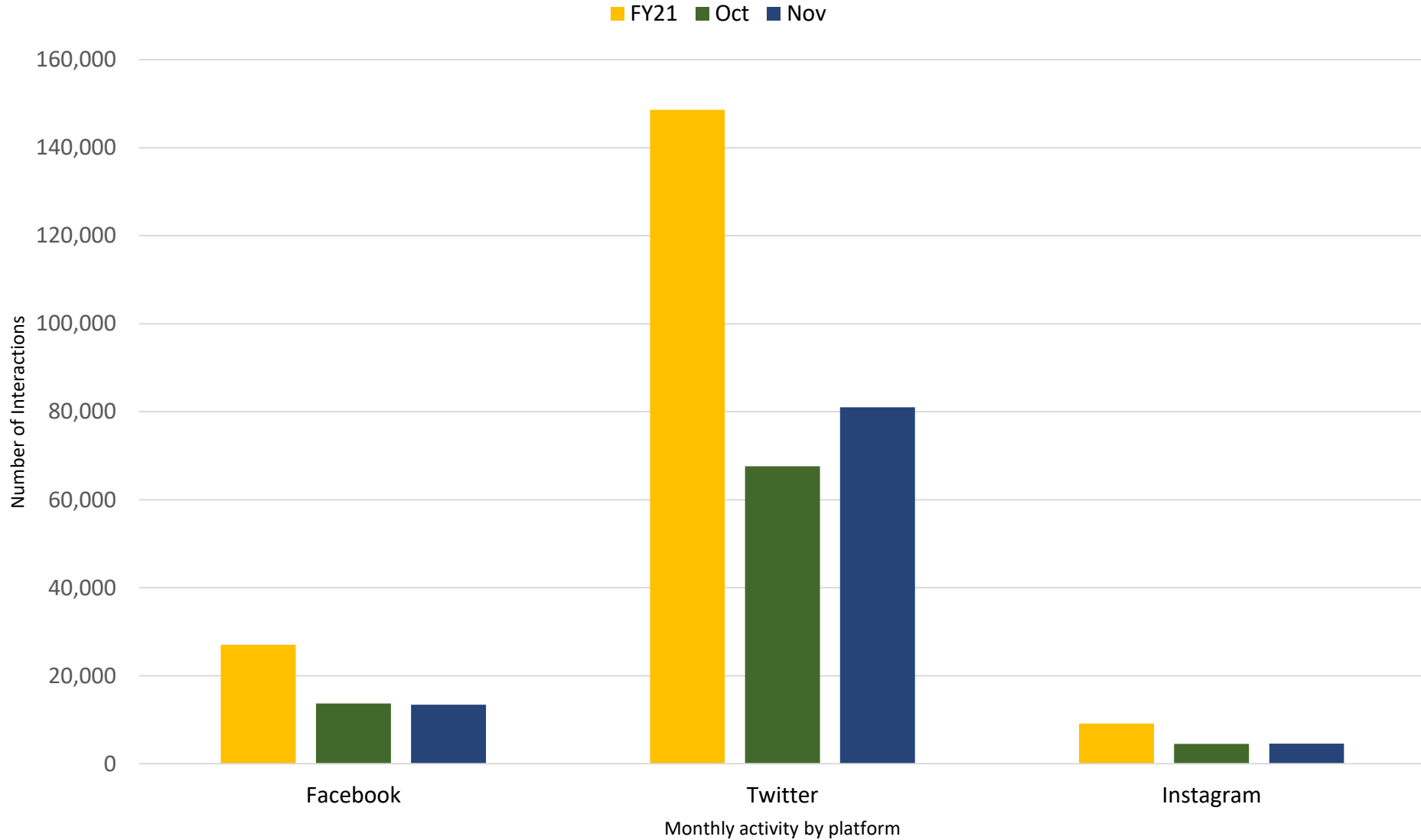
## Populations Reached

FY20 FY21

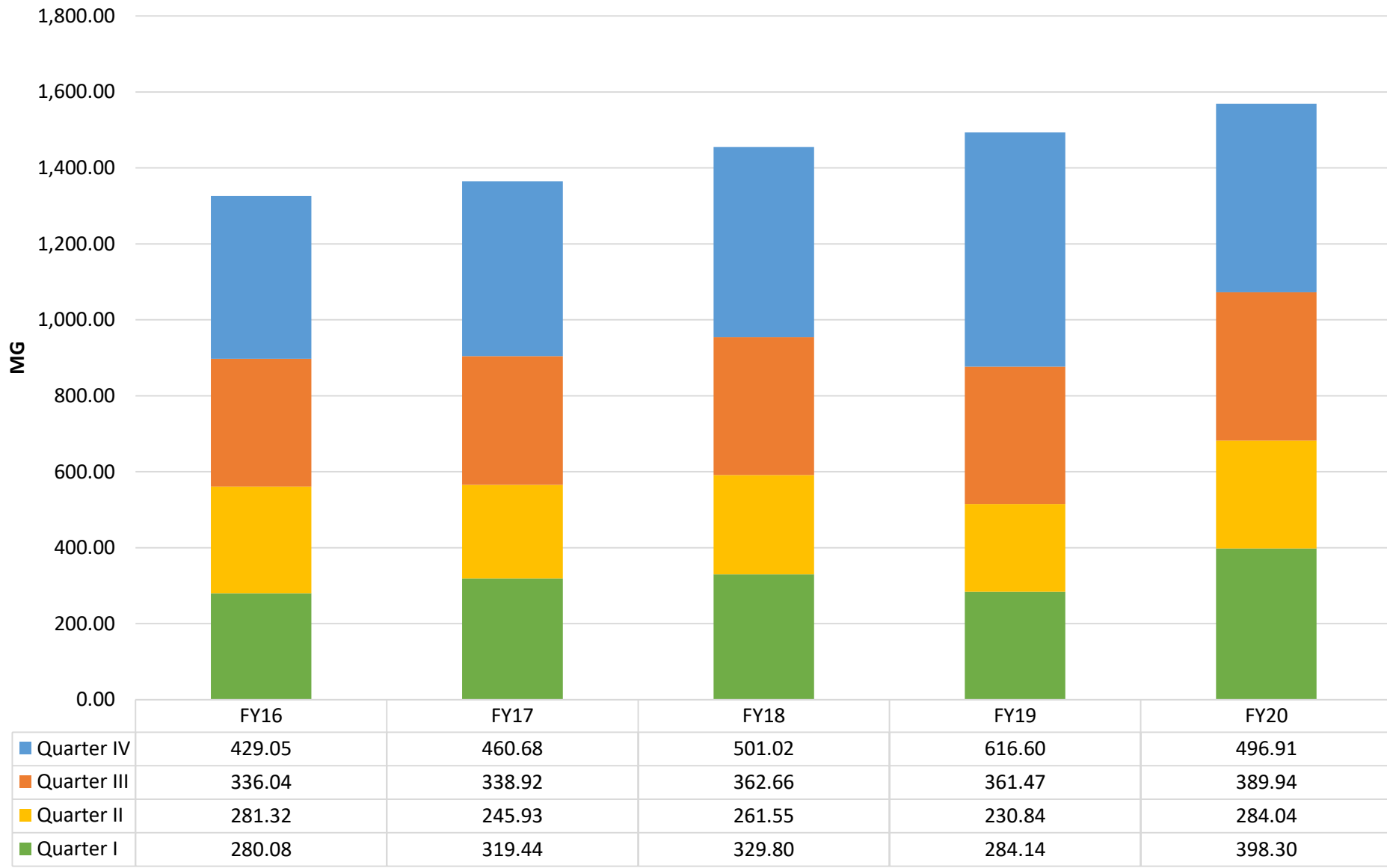




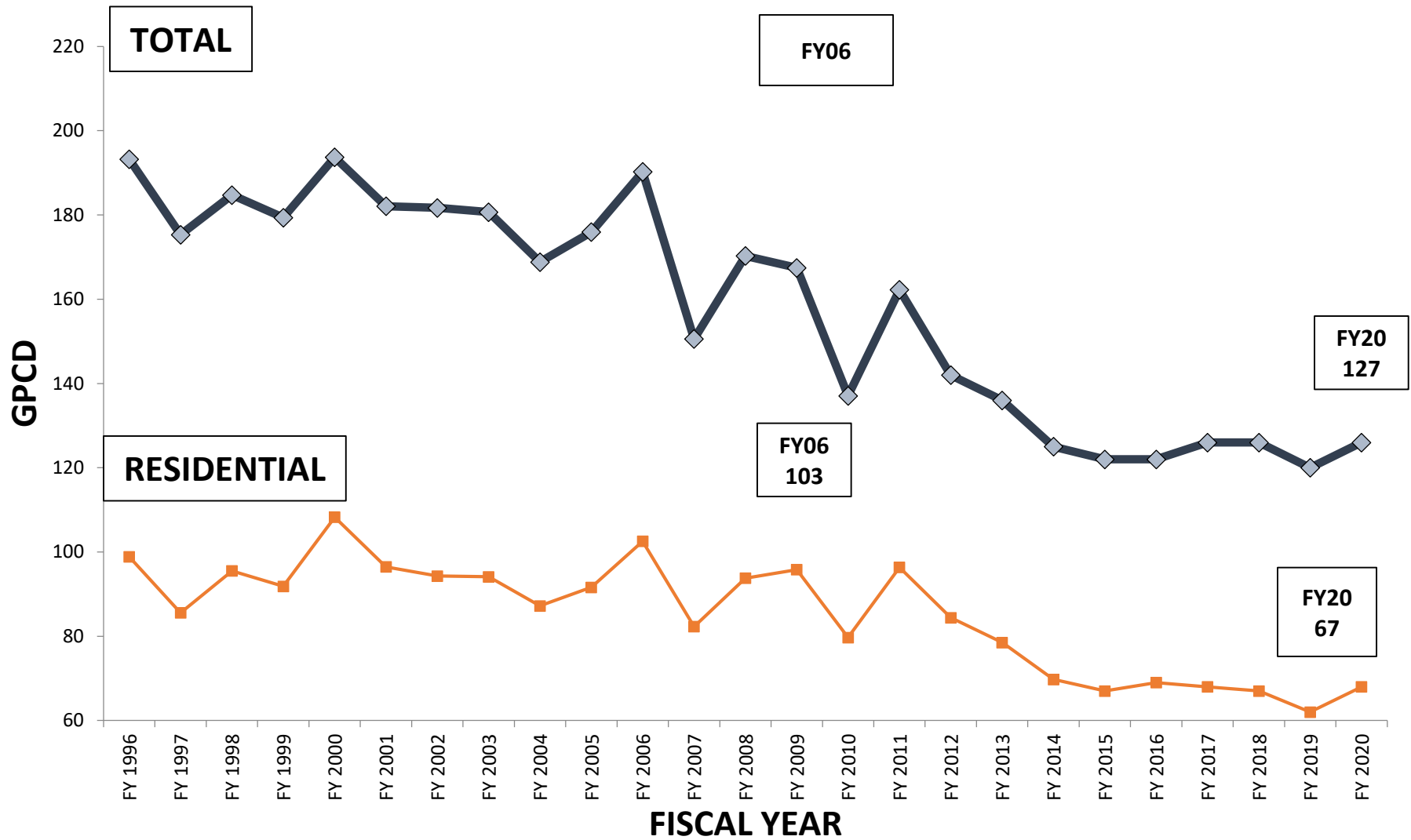
## Social Media Activity, FY21 YTD



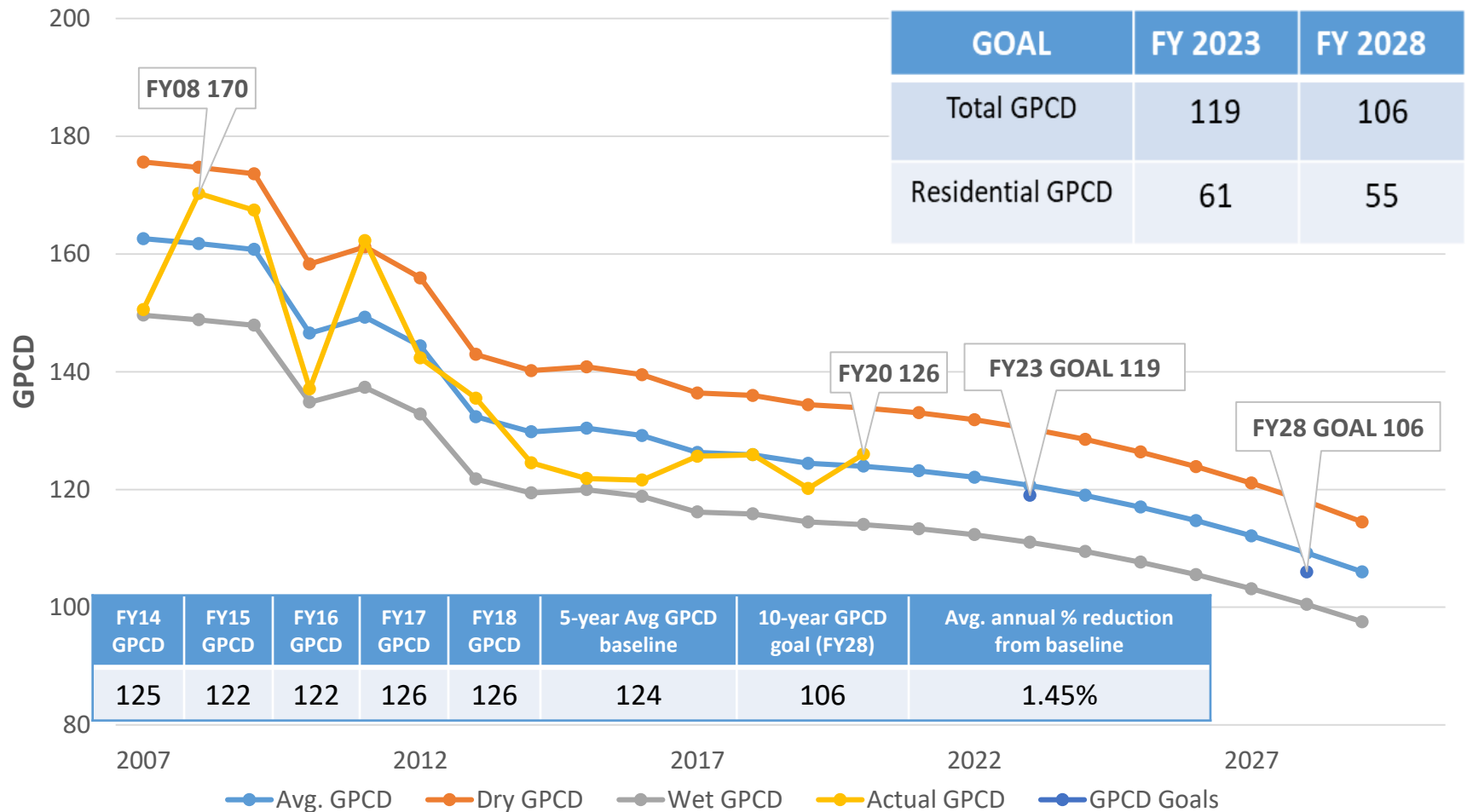
# Reclaimed Water



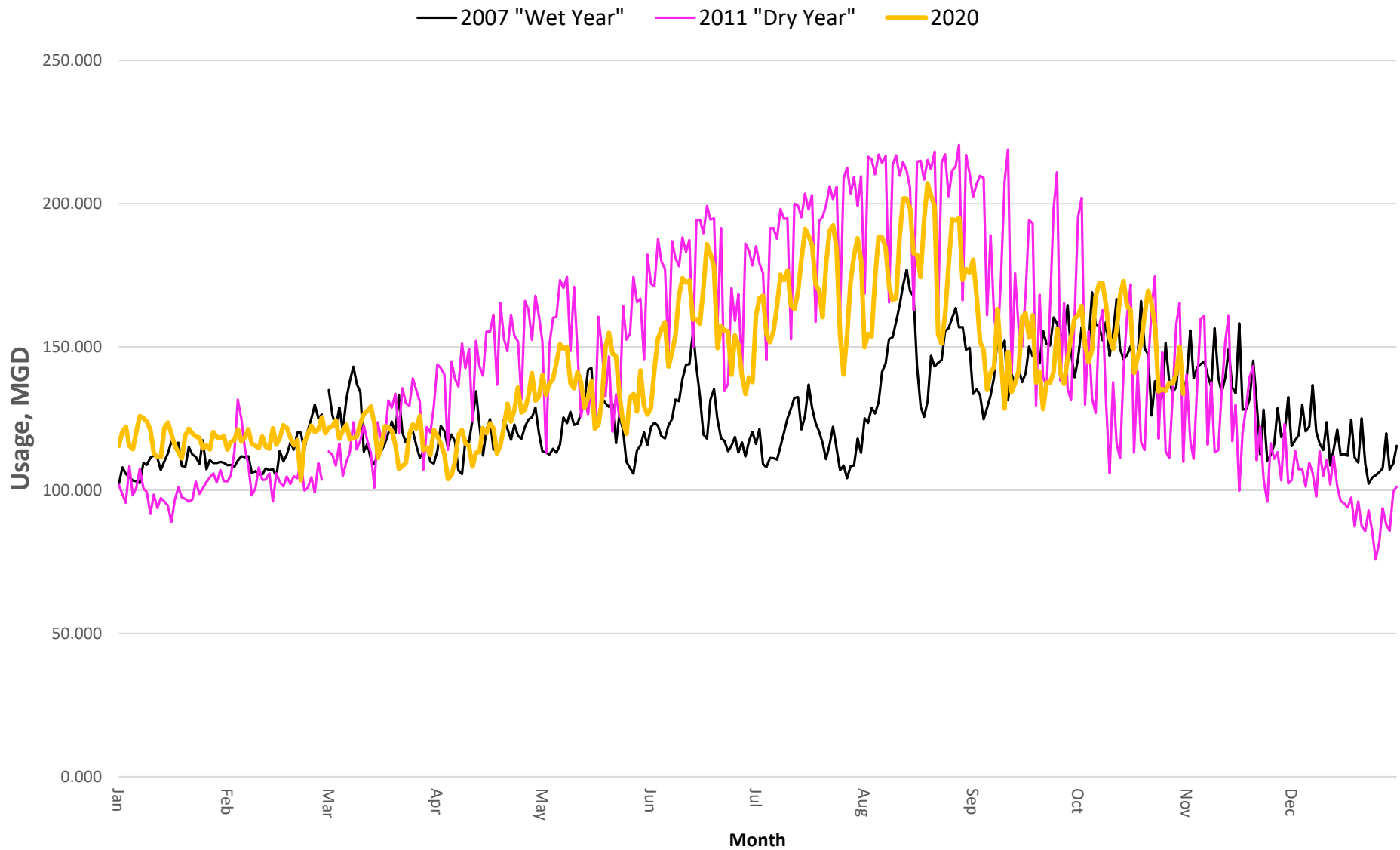
# WATER USE - GALLONS PER CAPITA PER DAY (GPCD)



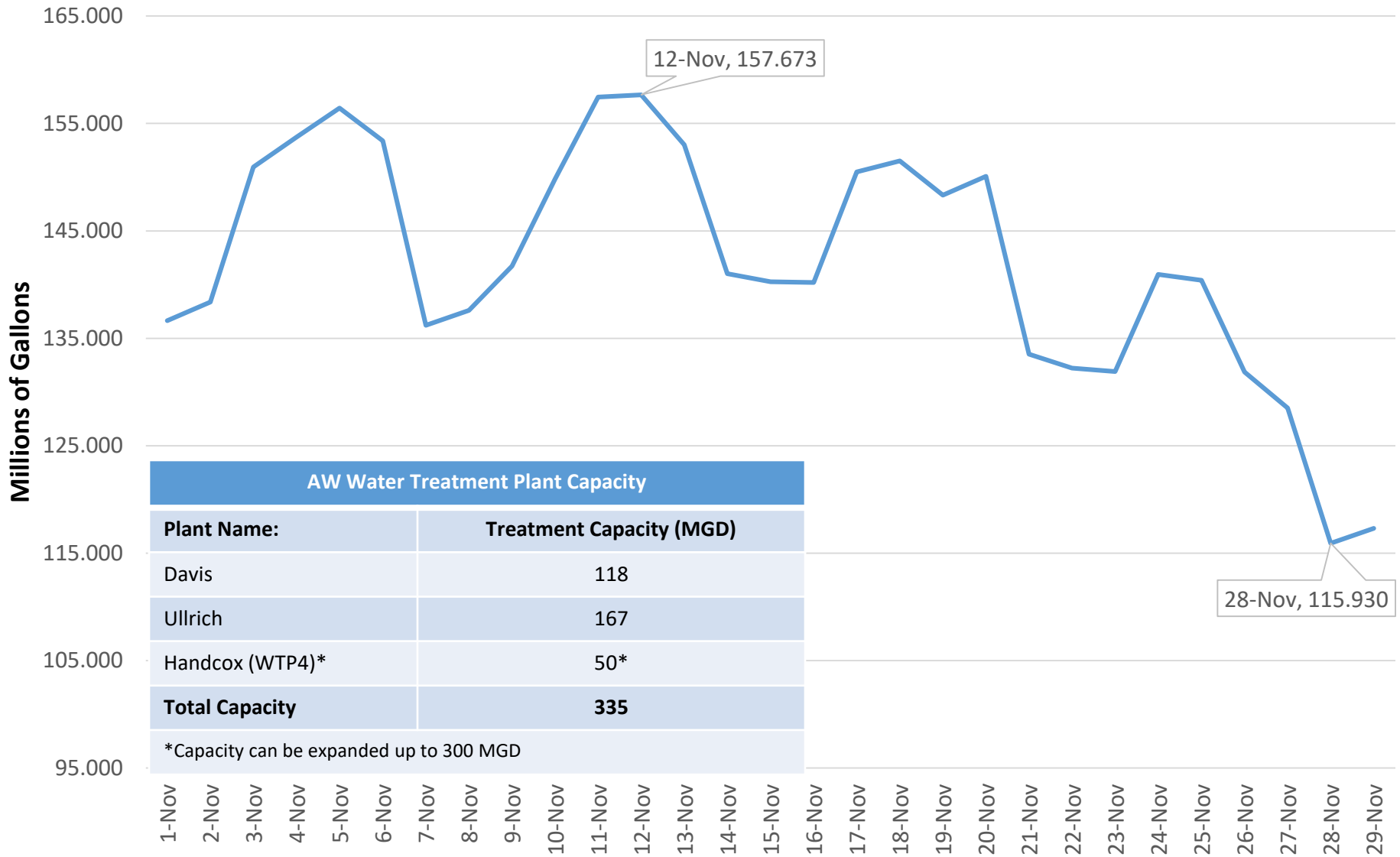
# Water Use - Gallons Per Capita Per Day (GPCD)



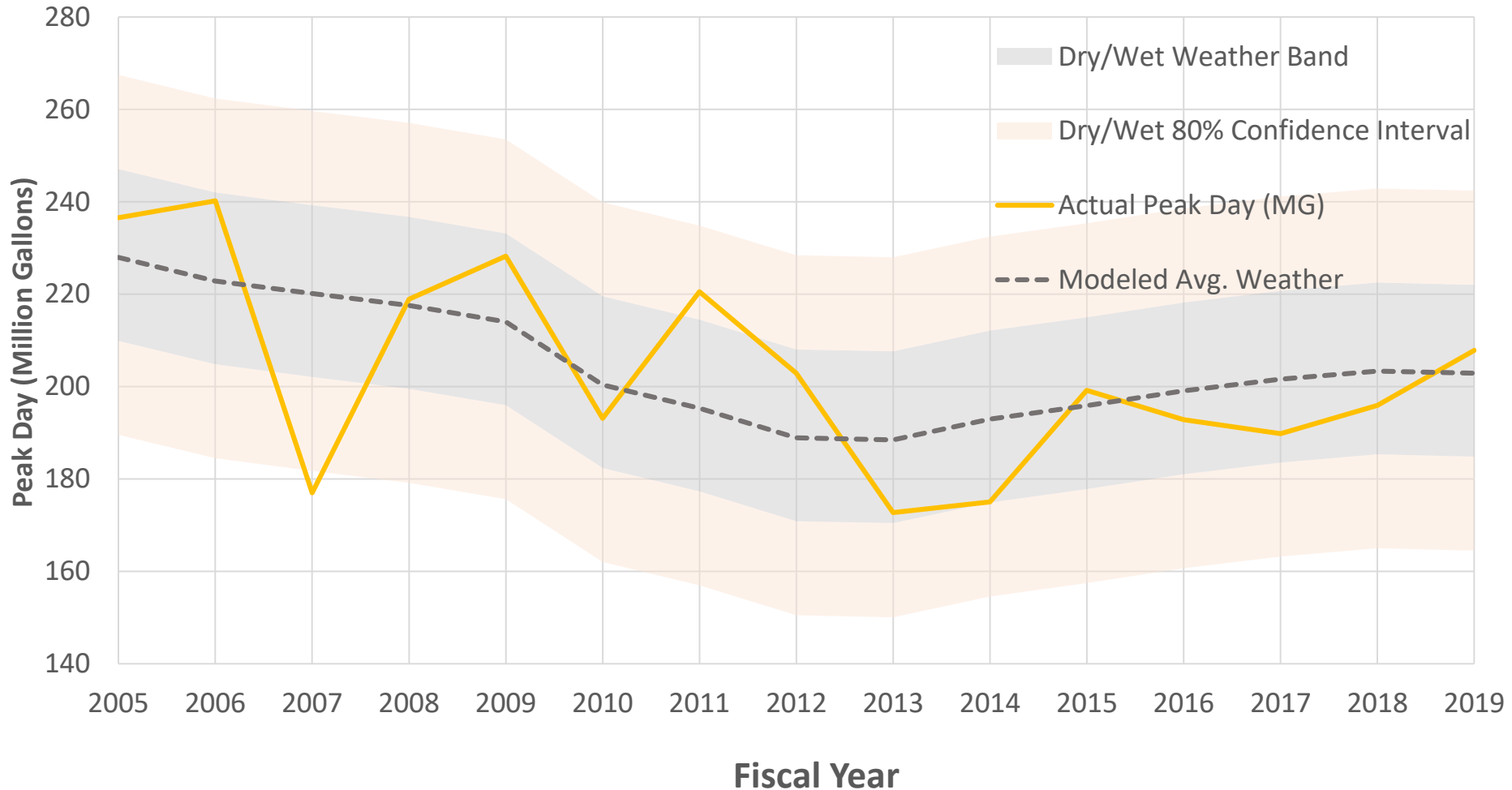
# Multi-Year Daily Water Usage



# Daily Water Usage - November 2020



# Water Use – Peak Day Pumpage



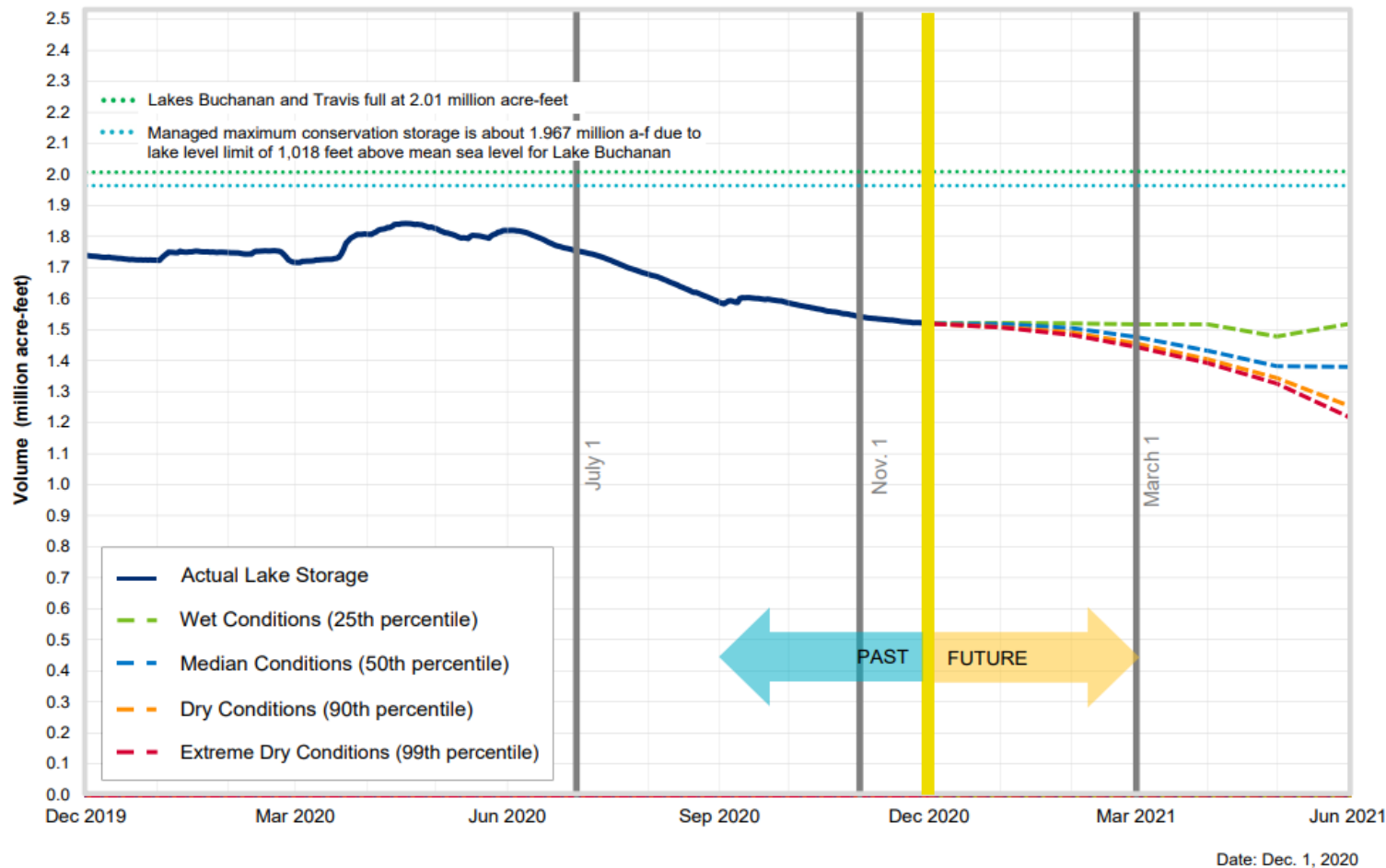


# System Water Loss

Historical Water Loss				
Calendar Year (CY)	Gallons (billions)	Infrastructure Leakage Index (ILI)	Loss in Gallons Per Capita per Day (GPCD)	Percent of Total Water Pumped
2019	7.468	3.91	19	15.57%
2018	7.064	3.84	19.4	15.49%
2017	7.464	4.21	21	16.42%
2016	5.973	3.31	17.1	13.87%
2015	6.713	3.88	19.8	16.00%

Five & Ten-Year Water Loss Reduction Goals				
	Historic 5-year Average	Baseline	CY 2024 Goal	CY 2029 Goal
Water Loss (GPCD)	18.9	19.3	11	11
ILI	3.68	3.84	2.6	2.4

# Lakes Buchanan and Travis Total Combined Storage Projections



City of Austin Drought  
 Contingency Plan  
 Drought Response  
 Stage Triggers:

**Conservation Stage:**  
 Above 1.4 MAF

**Stage I:**  
 1.4 MAF

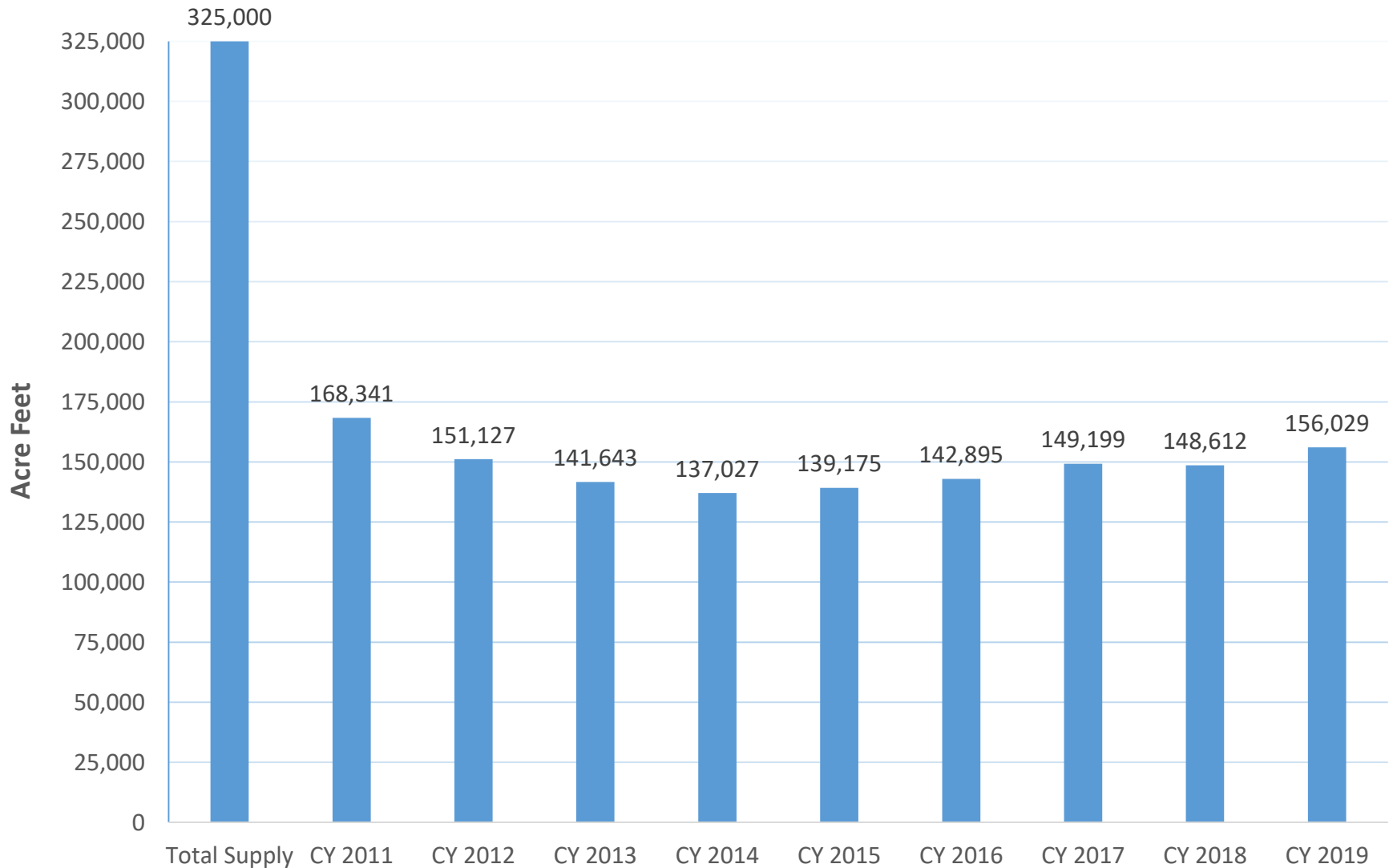
**Stage II:**  
 900,000 AF

**Stage III:**  
 600,000 AF

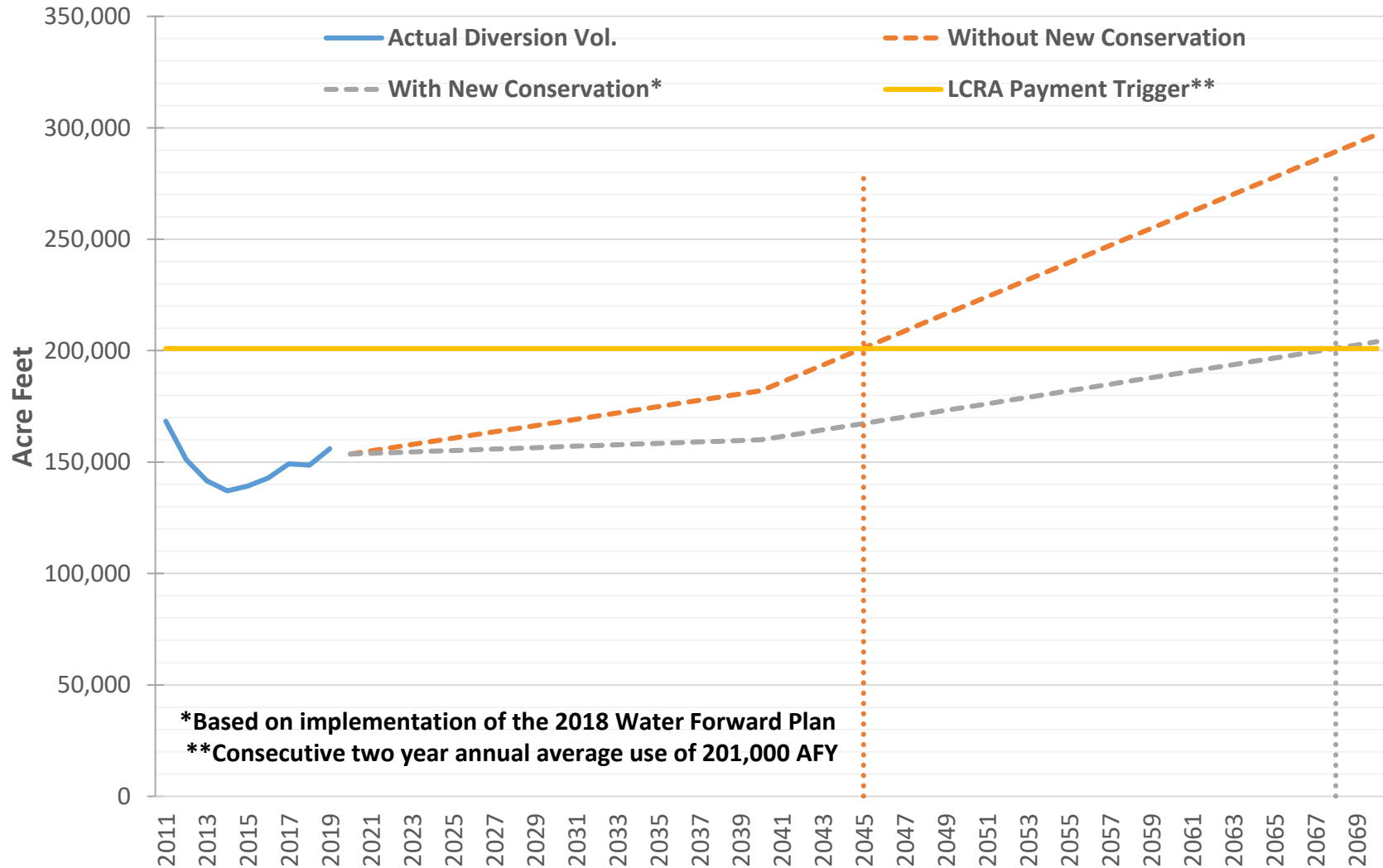
**Emergency  
 Response  
 Stage IV:**  
 Catastrophic event  
 including prolonged  
 drought

Highland Lakes Storage summary as of December 7, 2020  
**Combined lake storage: 1.513 million acre feet**  
**Combined reservoir total: 75%**

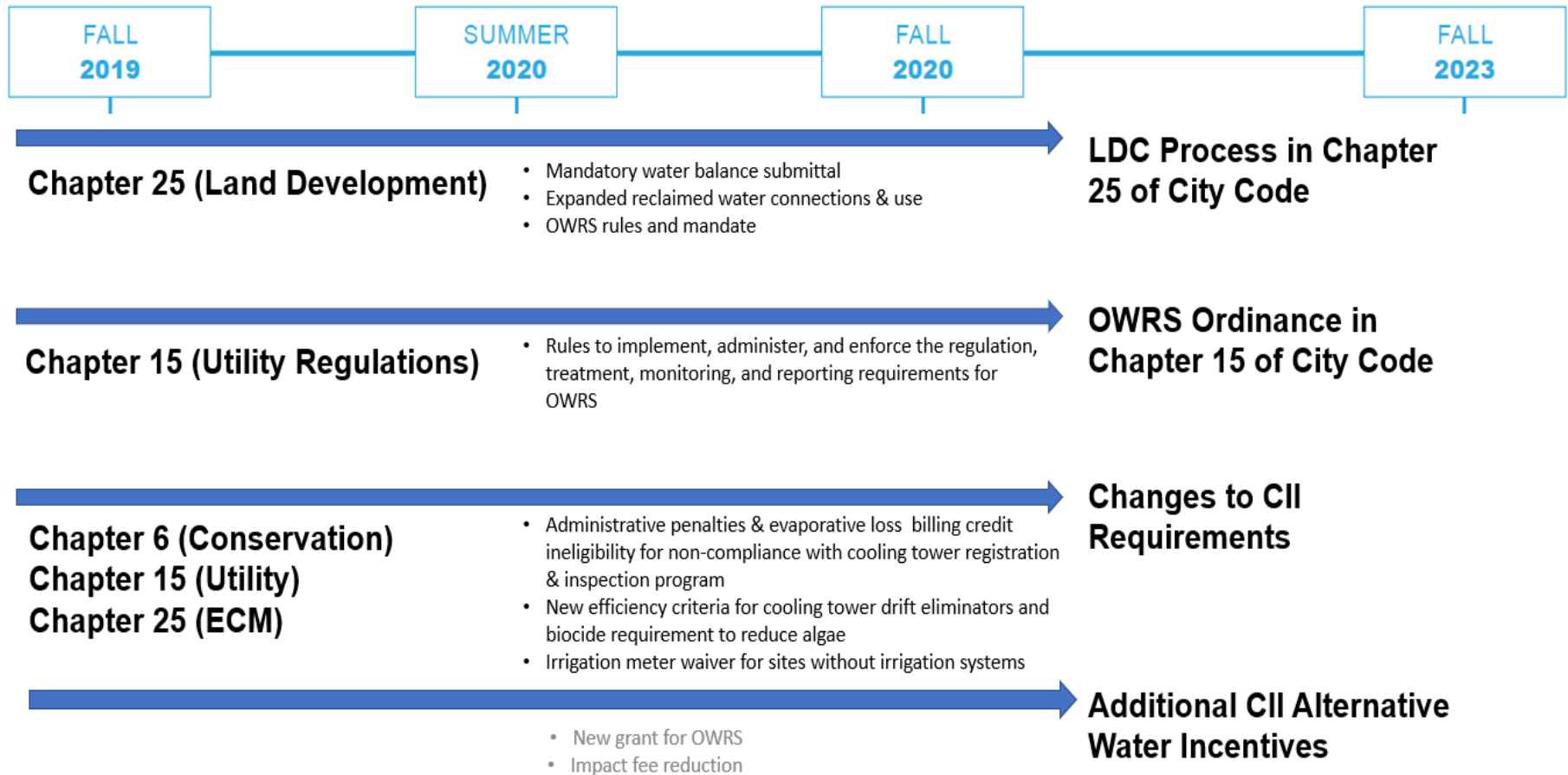
# Annual Amount of Water Diverted for Municipal Use



# Projected Annual Amount of Water Diverted for Municipal Use



# Water Forward Ordinances In the Land Development Code



## Upcoming Events

**December 10, 2020** - City Council action on Recommendations for Council Action (RCAs) relating to proposed alternative water regulations and commercial, industrial, and institutional water efficiency requirements.

**January 12, 2021** -Austin Integrated Water Resource Planning Community (Water Forward) Task Force



# Wastewater Averaging

During your Wastewater Averaging Period **restrict outdoor water use and conserve water** to save money throughout the year.

Find your **Wastewater Averaging Period**

1. Locate your **Bill Cycle Number** on your current water bill
2. Use your Bill Cycle Number on the schedule to the right to determine your Wastewater Averaging Period

**WASTEWATER AVERAGING PERIOD 2021**

Bill Cycle #	Beginning Date	Ending Date
12	11/13/2020	2/12/2021
13	11/14/2020	2/13/2021
14	11/16/2020	2/16/2021
15	11/17/2020	2/17/2021
16	11/18/2020	2/18/2021
17	11/19/2020	2/19/2021
18	11/20/2020	2/22/2021
19	11/23/2020	2/23/2021
20	11/24/2020	2/24/2021
1	11/25/2020	2/25/2021
2	11/30/2020	2/26/2021
3	12/1/2020	3/1/2021
4	12/2/2020	3/2/2021
5	12/3/2020	3/3/2021
6	12/4/2020	3/4/2021
7	12/7/2020	3/8/2021
8	12/8/2020	3/9/2021
9	12/9/2020	3/10/2021
10	12/10/2020	3/11/2021
11	12/11/2020	3/12/2021

**Summary of Service**

CUSTOMER: JOHN DOE  
Service Address: 123 Residential St.  
Account Number: 12345 67890  
Invoice Number: 123456789  
Bill Period Date: 1/1/2021  
Due Date: 1/15/2021

**Previous Activity/Charges**  
Total Amount Due at Last Bill: \$100.00  
Payment Received: \$0.00  
Previous Balance: \$100.00

**Current Activity/Charges**  
Water Service: \$10.00  
Wastewater Service: \$10.00  
Clean Community Service: \$10.00  
Solid Waste Services/Charges: \$10.00  
Sewer Service: \$10.00

**Current Balance**  
If Payment is received after due date, a late fee will be assessed.

**Total Amount Due**  
Do Not Forget Payment: Please Bill  
Electronic AutoPayment on: 1/15/2021

**Contact Information**  
Visit or call the office: [www.austintexas.gov](http://www.austintexas.gov)  
Customer Service: 1-800-458-0000  
Or call toll-free at: 1-800-252-0000  
TDD: 1-800-458-0000  
Or email: [customer.service@cityofaustin.org](mailto:customer.service@cityofaustin.org)  
To report on water or wastewater leaks call 311-525-0000 or visit [www.austintexas.gov/leak](http://www.austintexas.gov/leak). Please don't put yourself or others in danger.

**Account: 12345 67890**  
New Service/Change of Use/Move: [www.austintexas.gov](http://www.austintexas.gov)  
Or call toll-free at: 1-800-252-0000  
TDD: 1-800-458-0000  
Or email: [customer.service@cityofaustin.org](mailto:customer.service@cityofaustin.org)

**Total Amount Due (Due Date)**  
Priority After Due Date: 1/15/2021  
Total Due After 1/15/2021: \$110.00  
GPF Contribution: \$0.00  
Public & Electric Fund: \$0.00  
Public School Energy Fund: \$0.00  
Total Paid: \$0.00

Do Not Send Payment. Your Bill is Scheduled for Electronic AutoPayment on 1/15/2021.

**Austin WATER**  
AustinWater.org

- Wastewater averaging takes place during the late fall/winter months and determines a cap on the volume of wastewater billed for each month for the next year.
- Encourages customers to conserve water in order to reduce their wastewater average.
- Calculator on website to help customers estimate their upcoming wastewater average.





**Mark Jordan**  
Water Conservation Division  
City of Austin | Austin Water

