



RMC Monthly Report

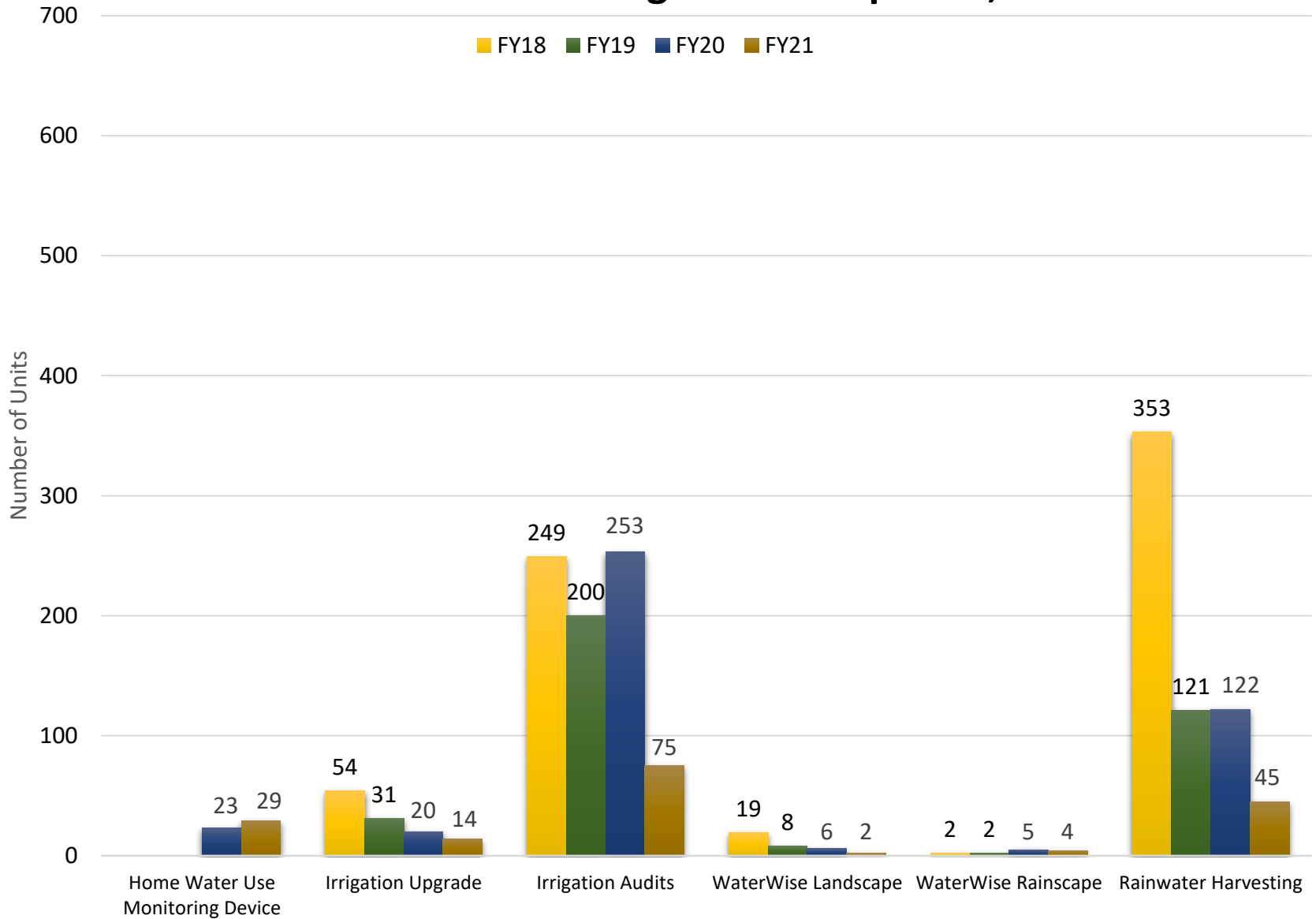
January 2021

FY21

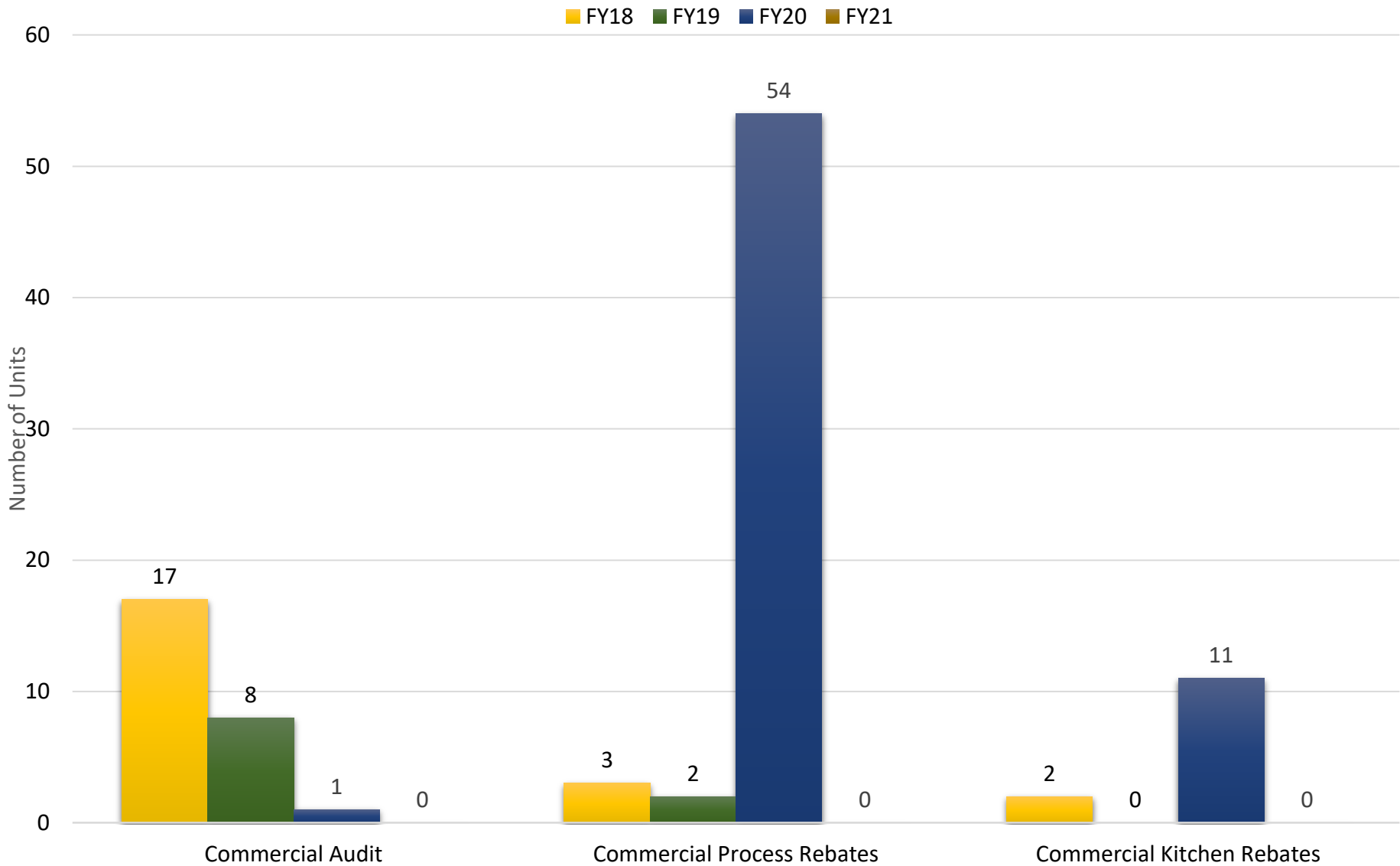
Mark Jordan
Water Conservation Division
City of Austin | Austin Water



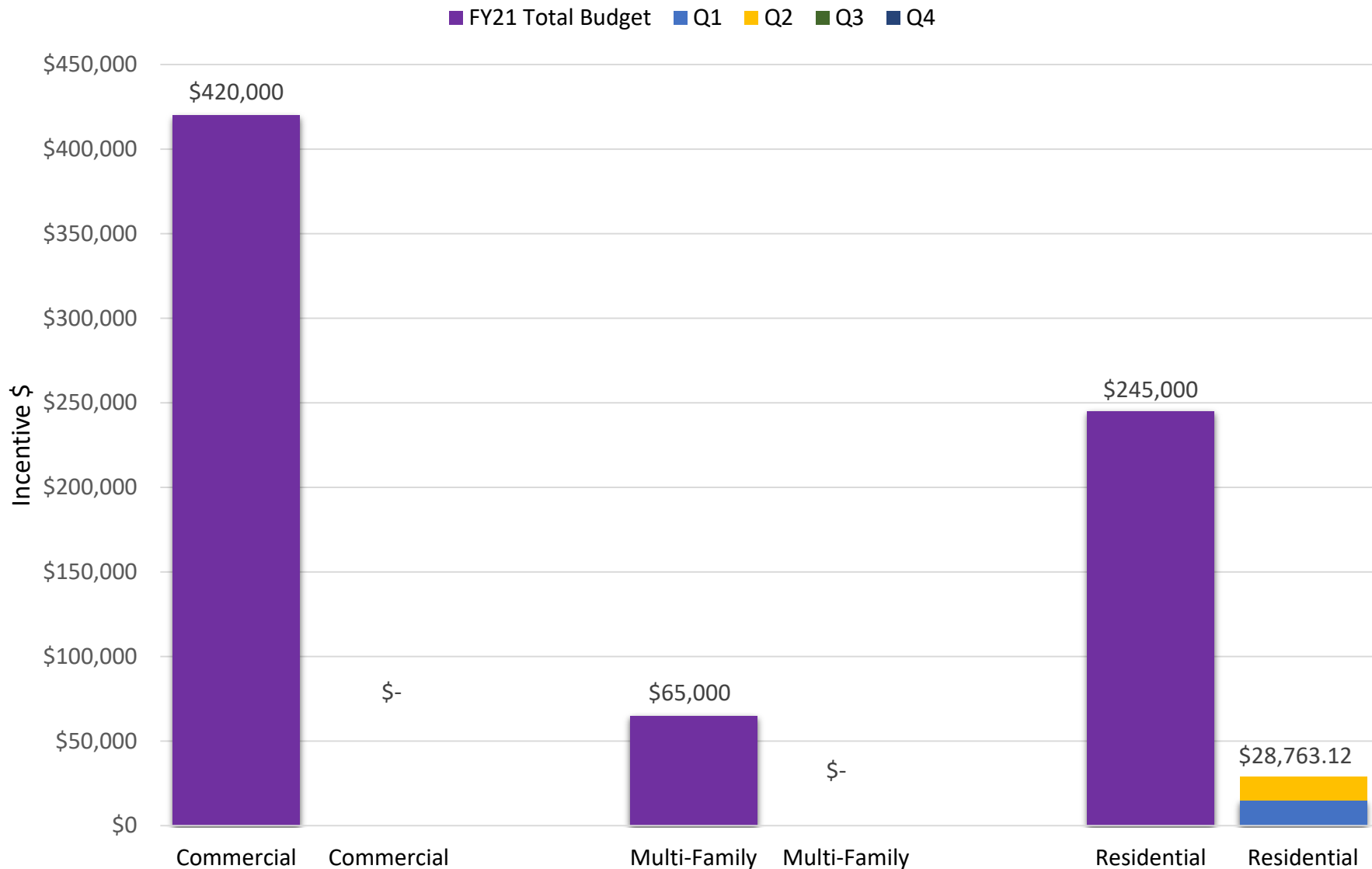
Residential Program Participation, FY21 YTD



Commercial & Multifamily Program Participation, FY21 YTD



Rebates and Incentives Budget, FY21 YTD

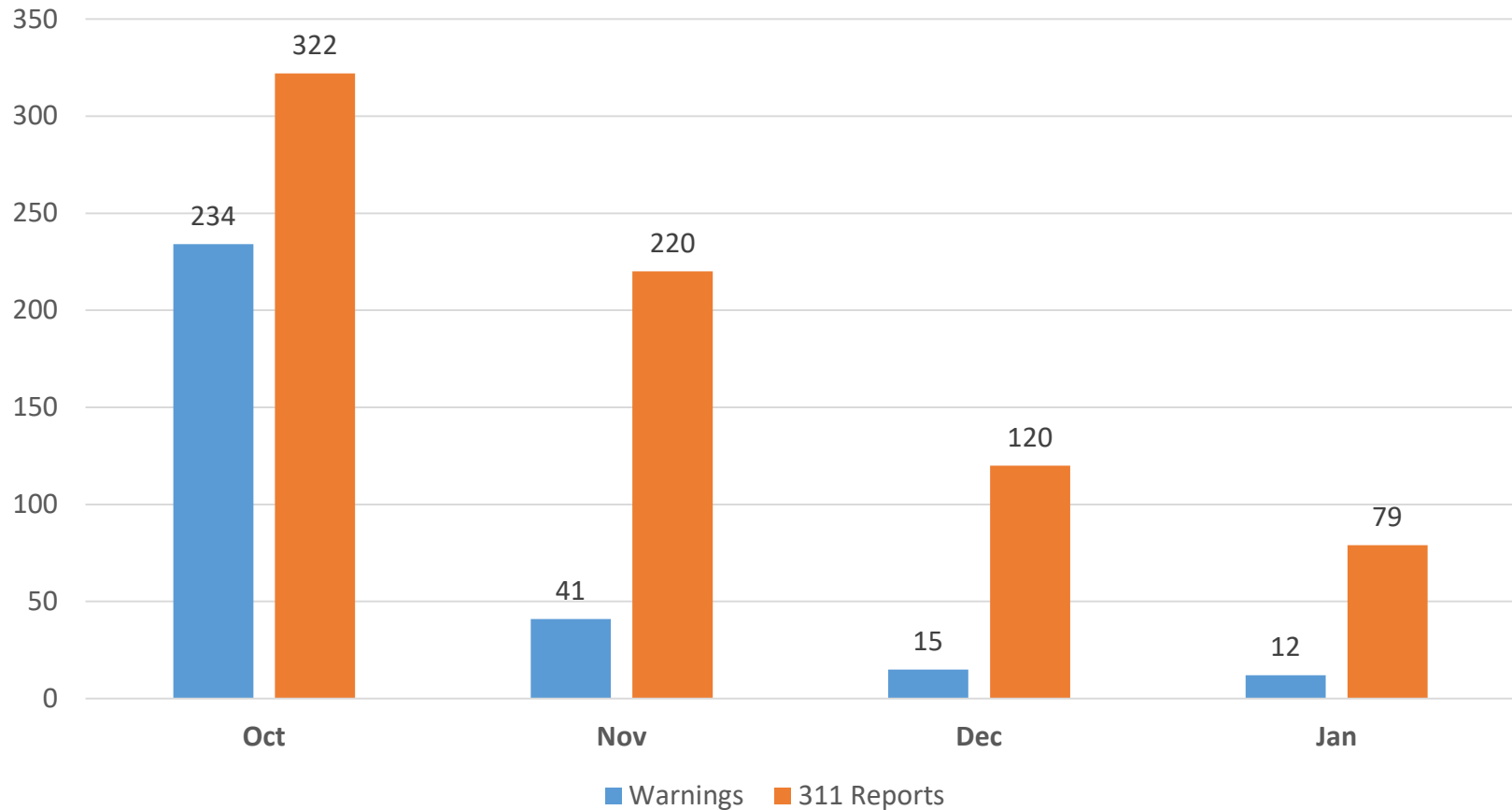


Helping Hands Outreach (H2O) Programs

- **G.O. REPAIR!** – Austin Water (AW) partners with Housing & Planning Department's (Formerly Neighborhood Housing and Community Development) G.O. Repair! program to provide grants of up to \$20,000 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 and showerheads; micro-fiber towels; 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.

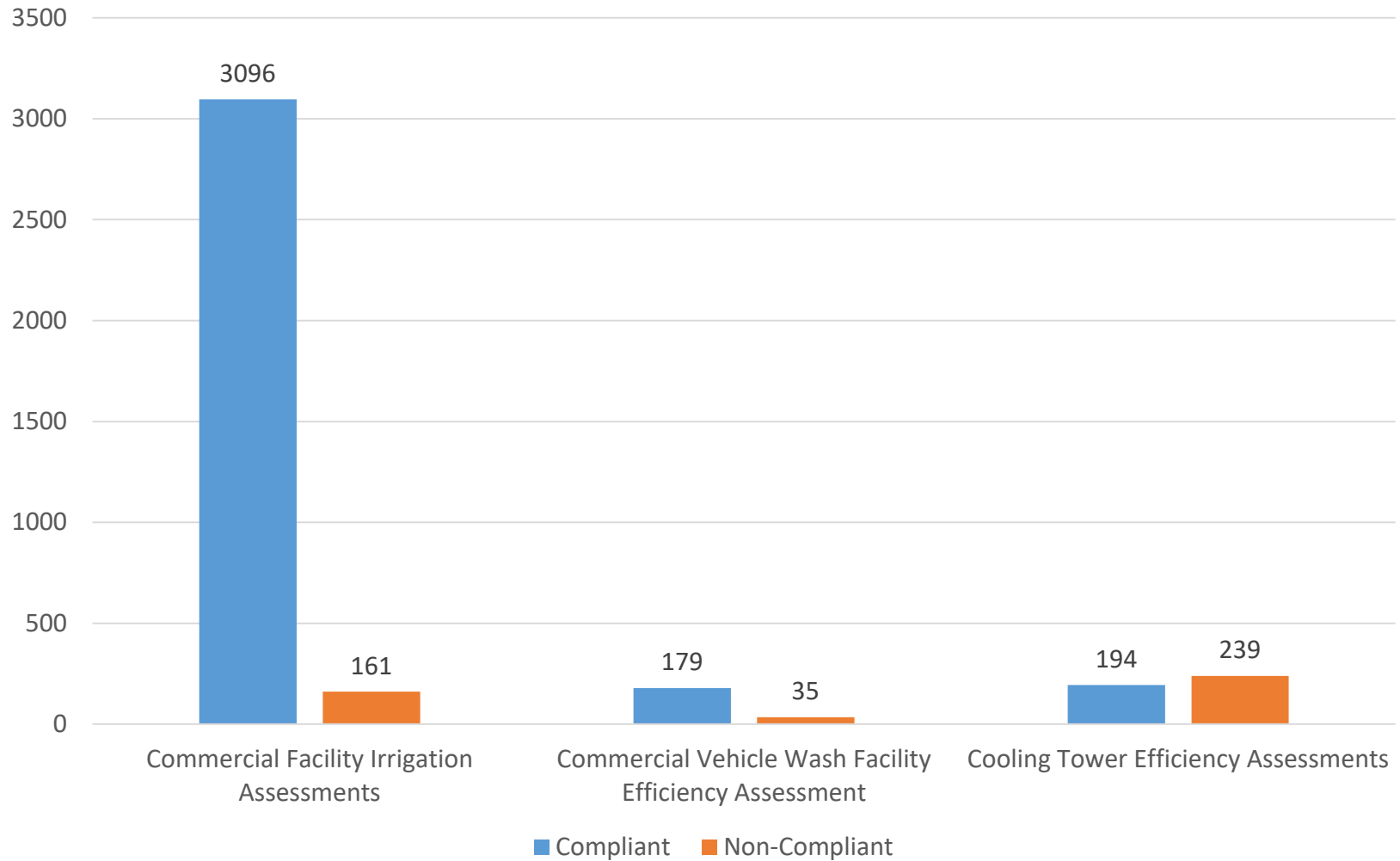
Water Waste/Watering Restrictions Enforcement Activity, FY21 YTD

Warnings and 311 Reports



Current Drought Response Stage: Conservation Stage

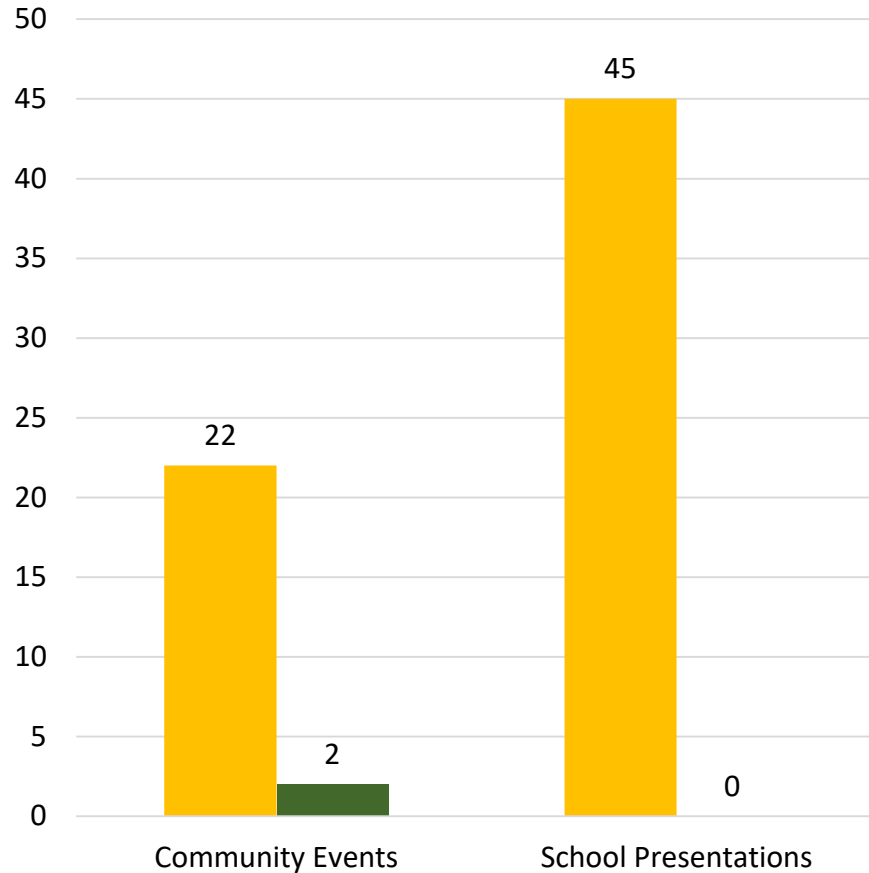
Regulated Activity Compliance Activity



Total Public Outreach Activity, FY21 YTD

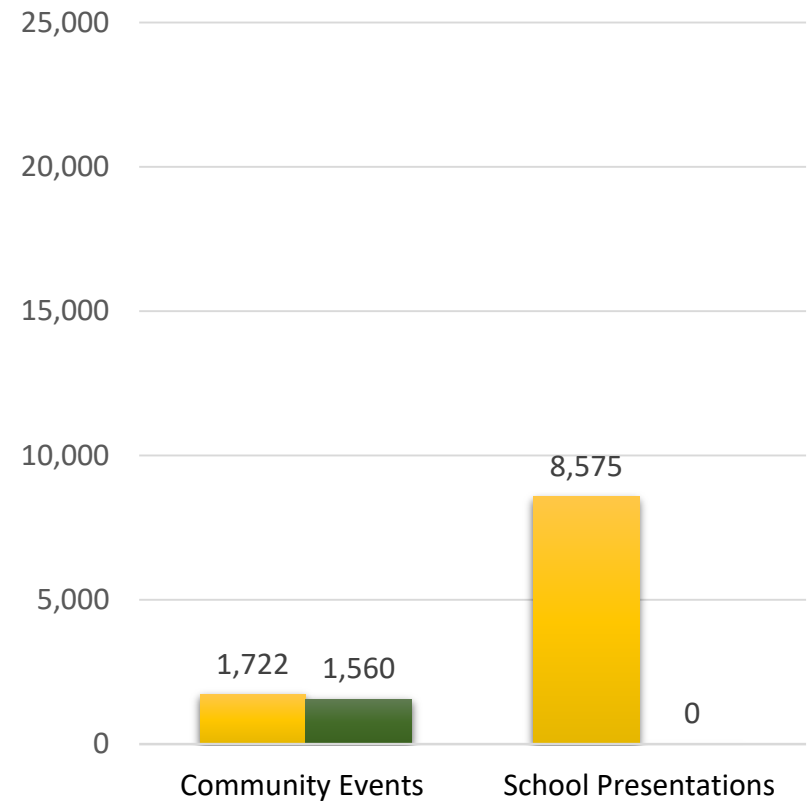
Number of Events

FY20 FY21

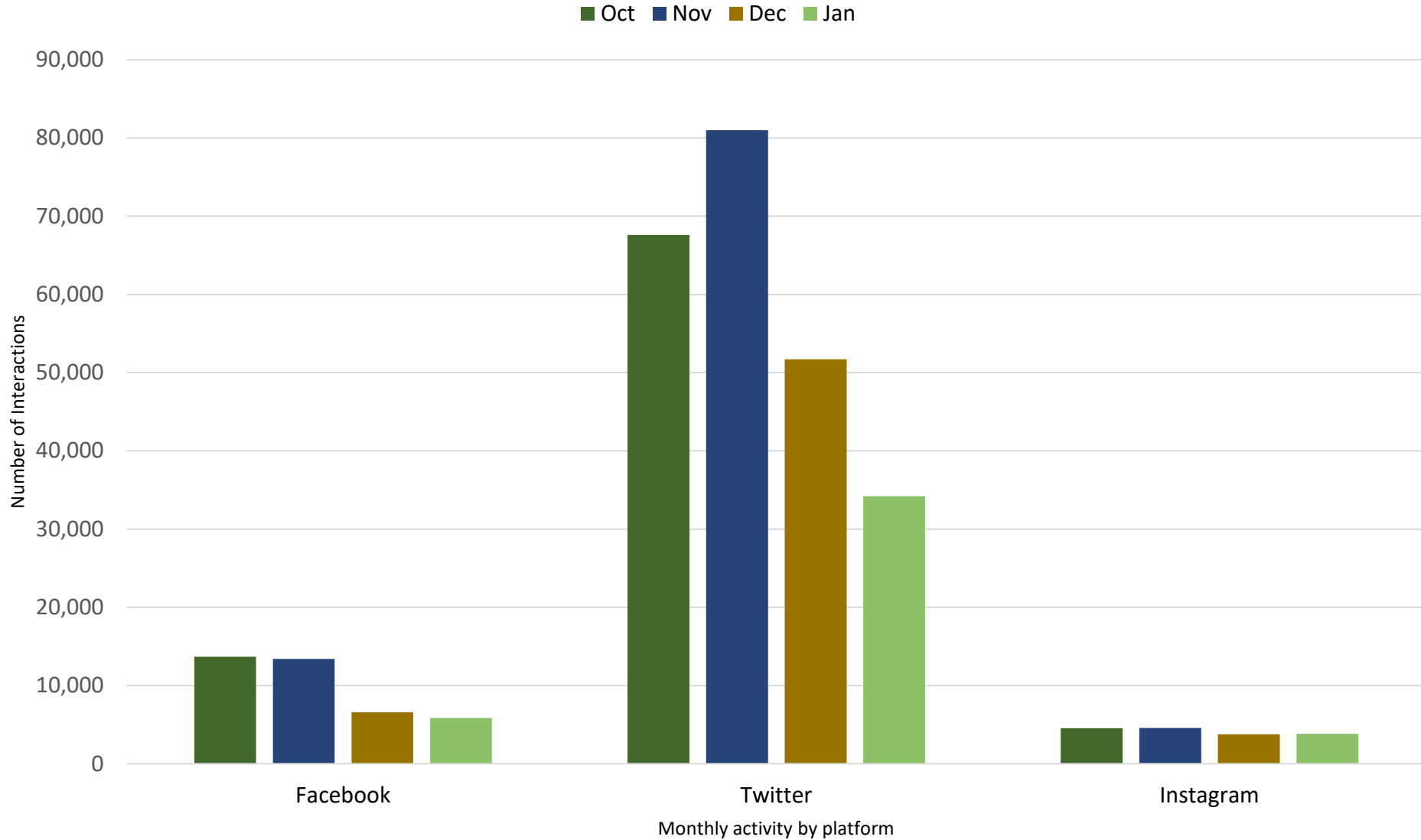


Populations Reached

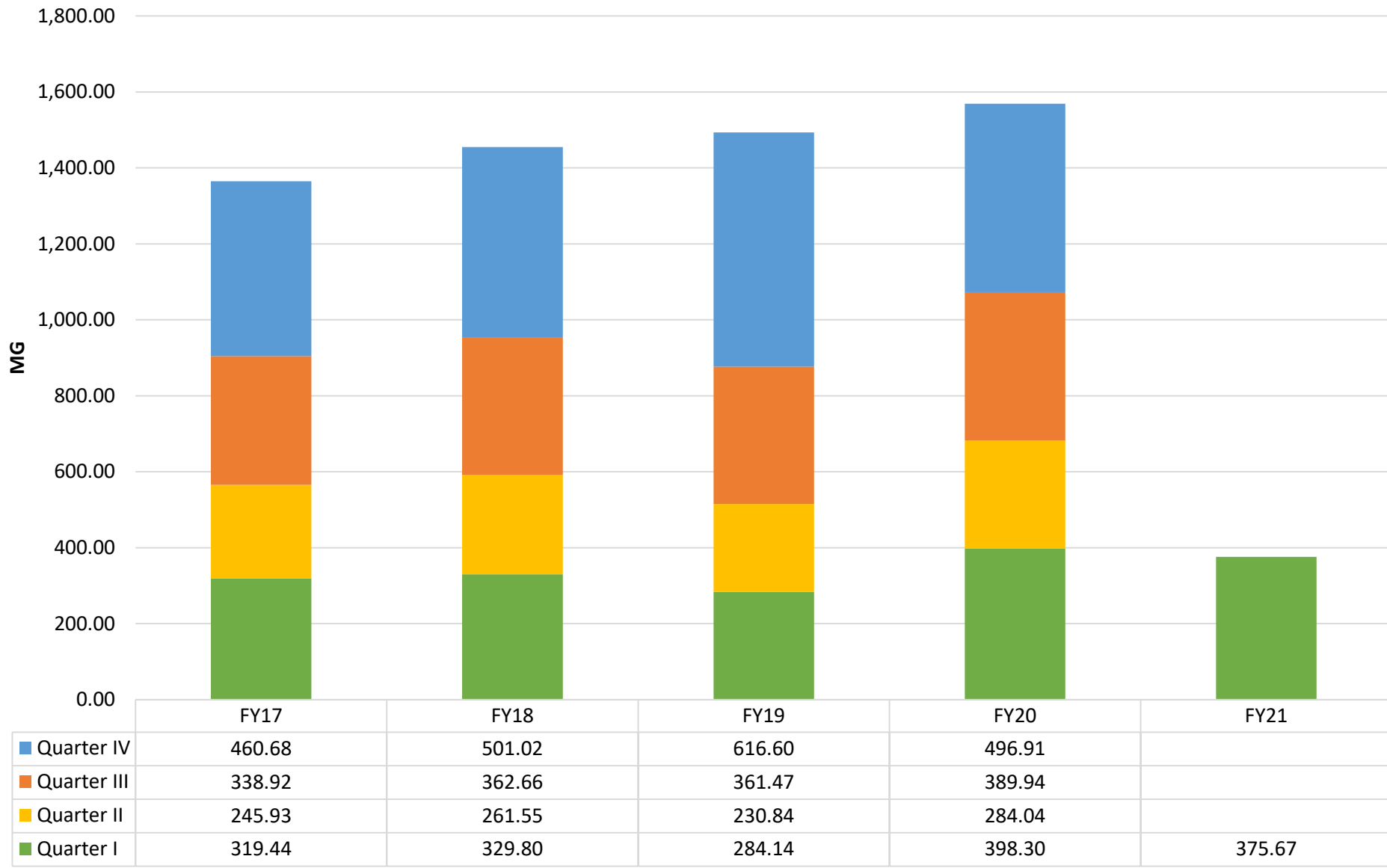
FY20 FY21



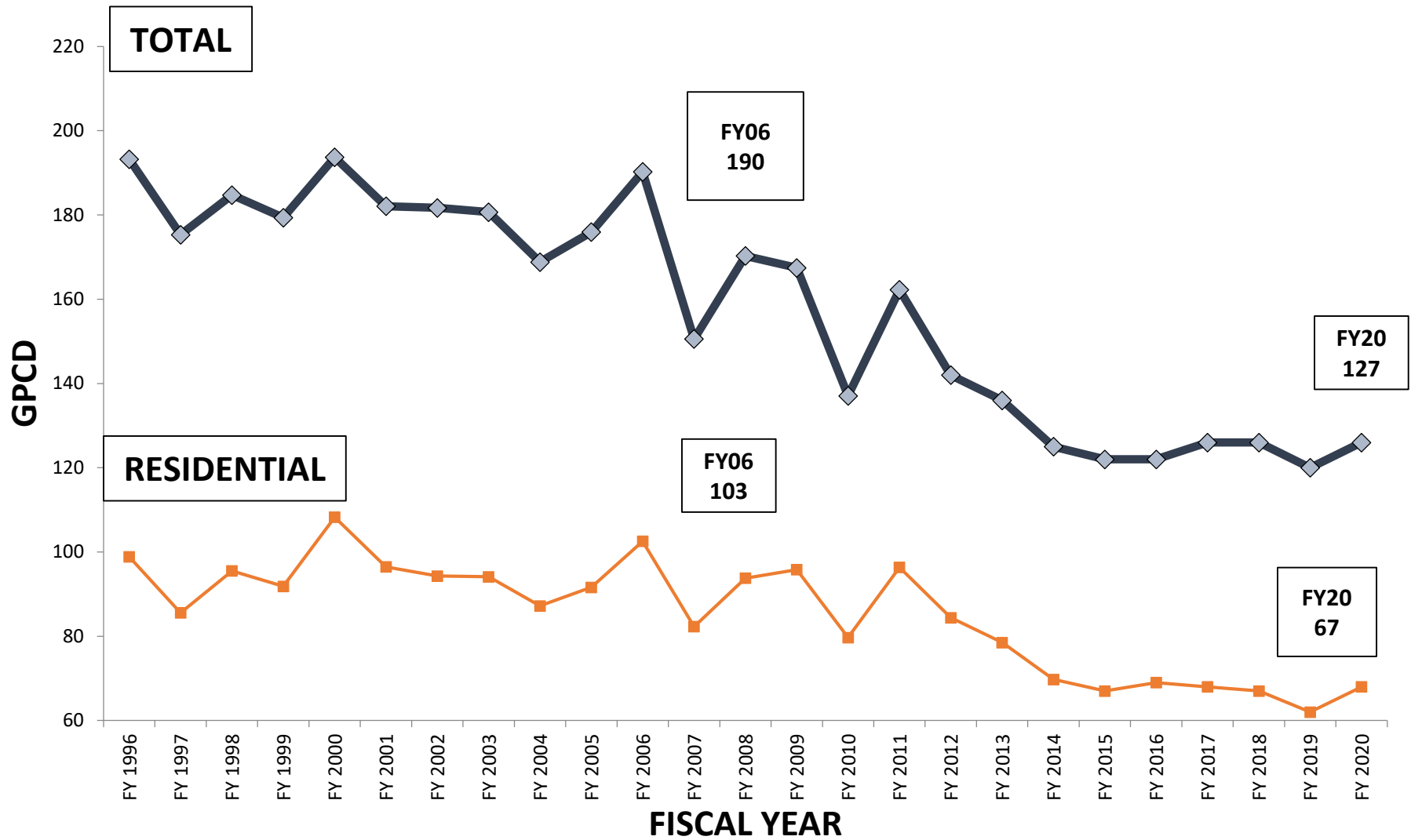
Total Social Media Activity, FY21 YTD



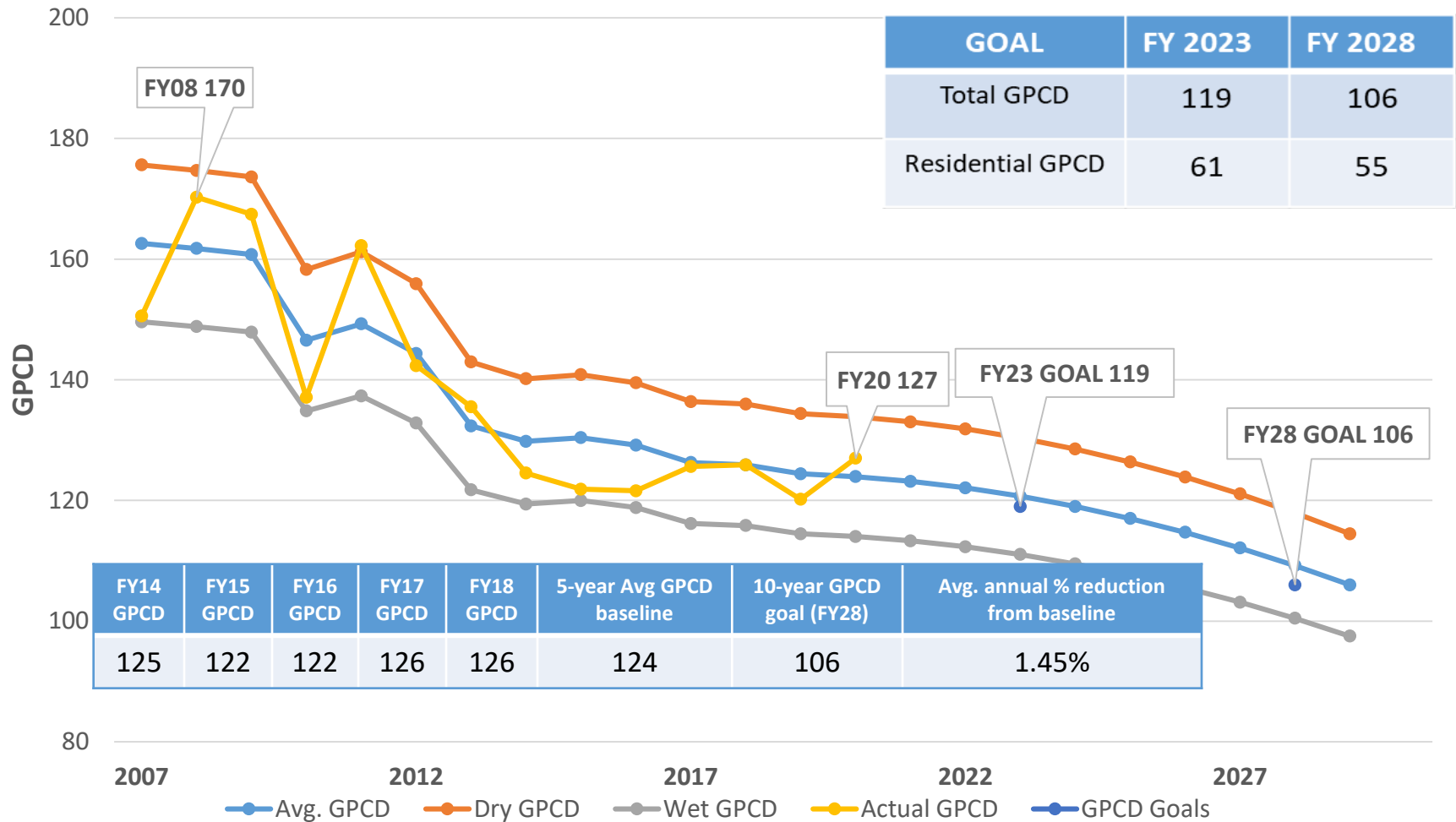
Reclaimed Water



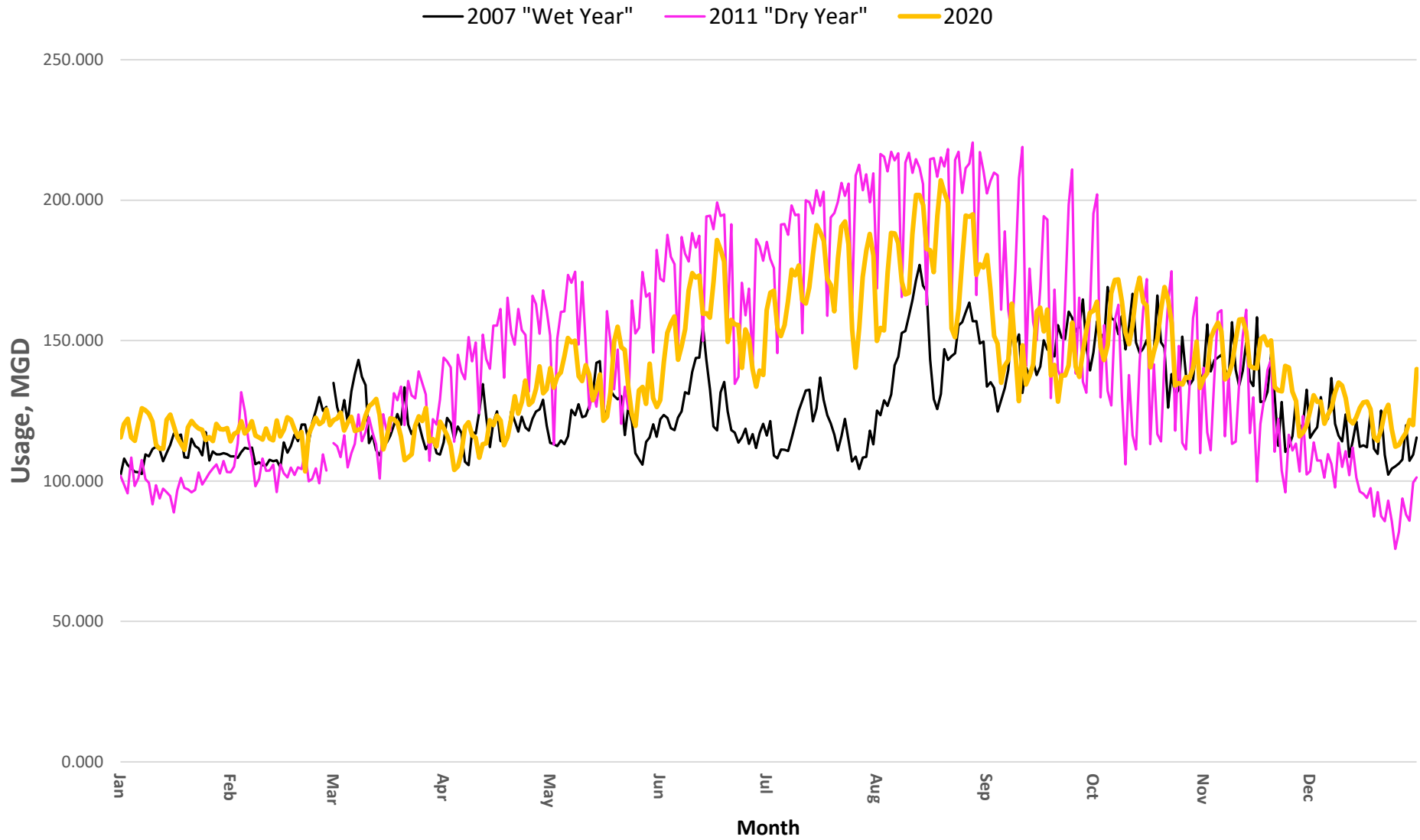
WATER USE - GALLONS PER CAPITA PER DAY (GPCD)



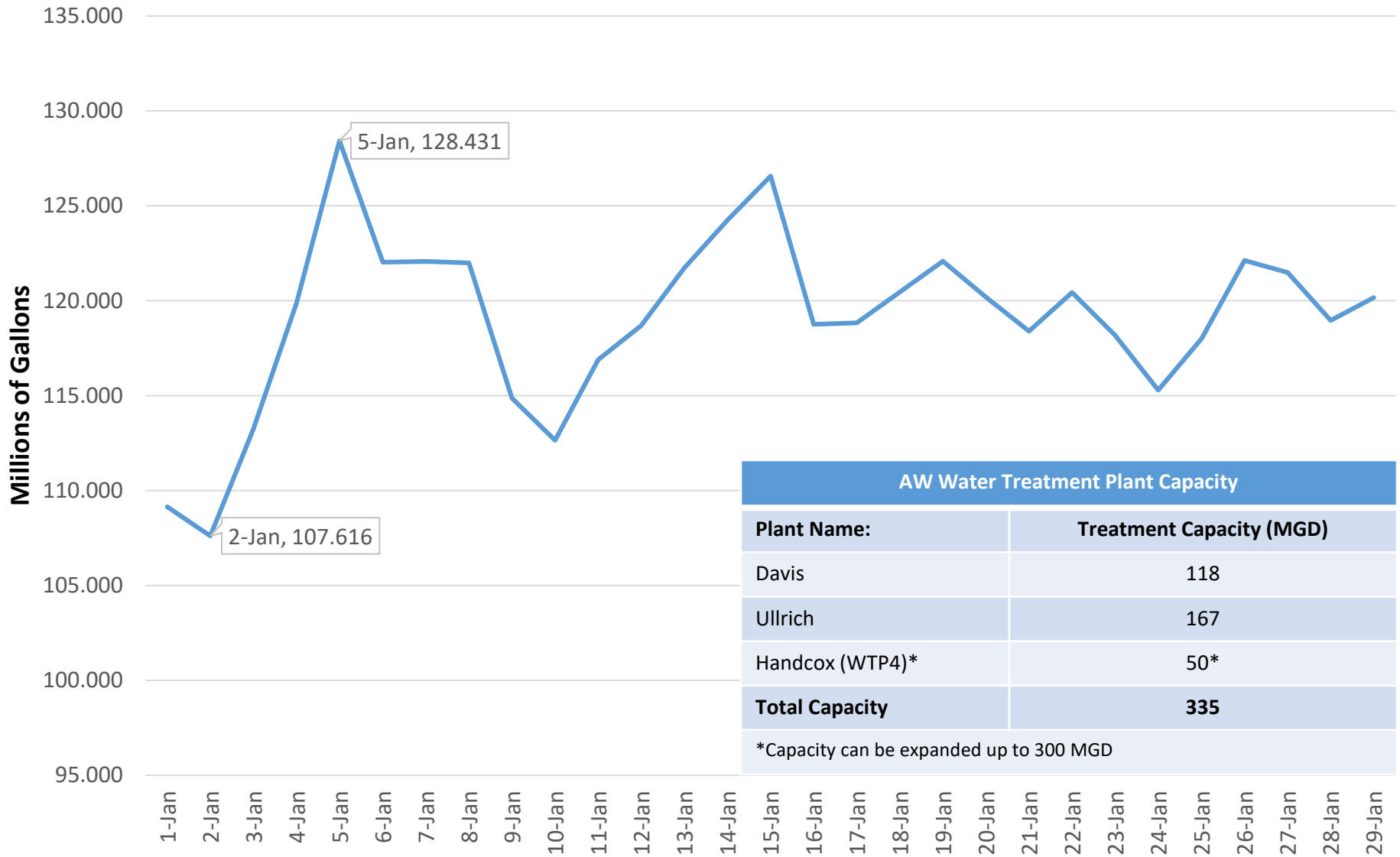
Water Use - Gallons Per Capita Per Day (GPCD)



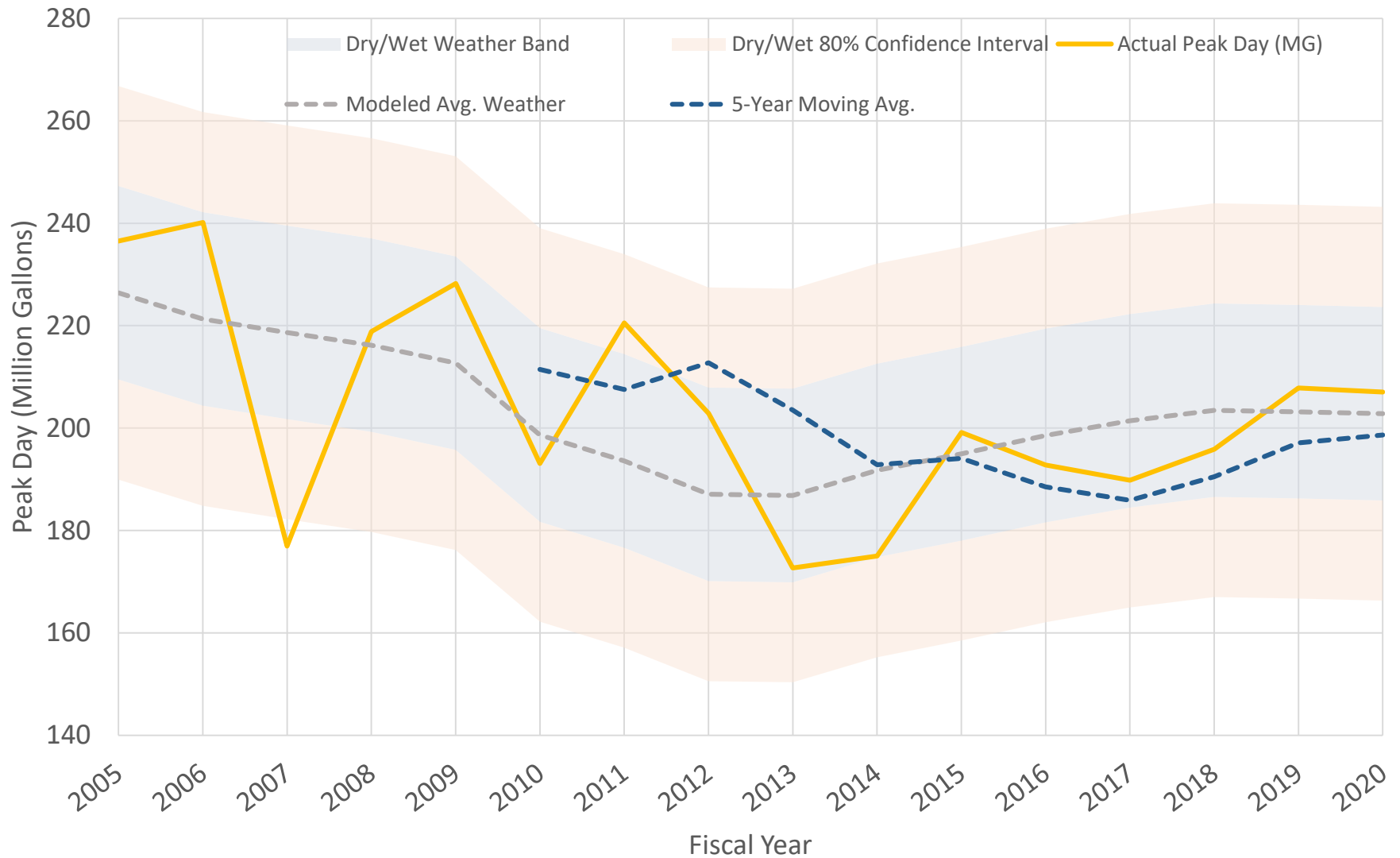
Multi-Year Daily Water Usage



Daily Water Usage - January 2021



Water Use – Peak Day Pumpage



System Water Loss

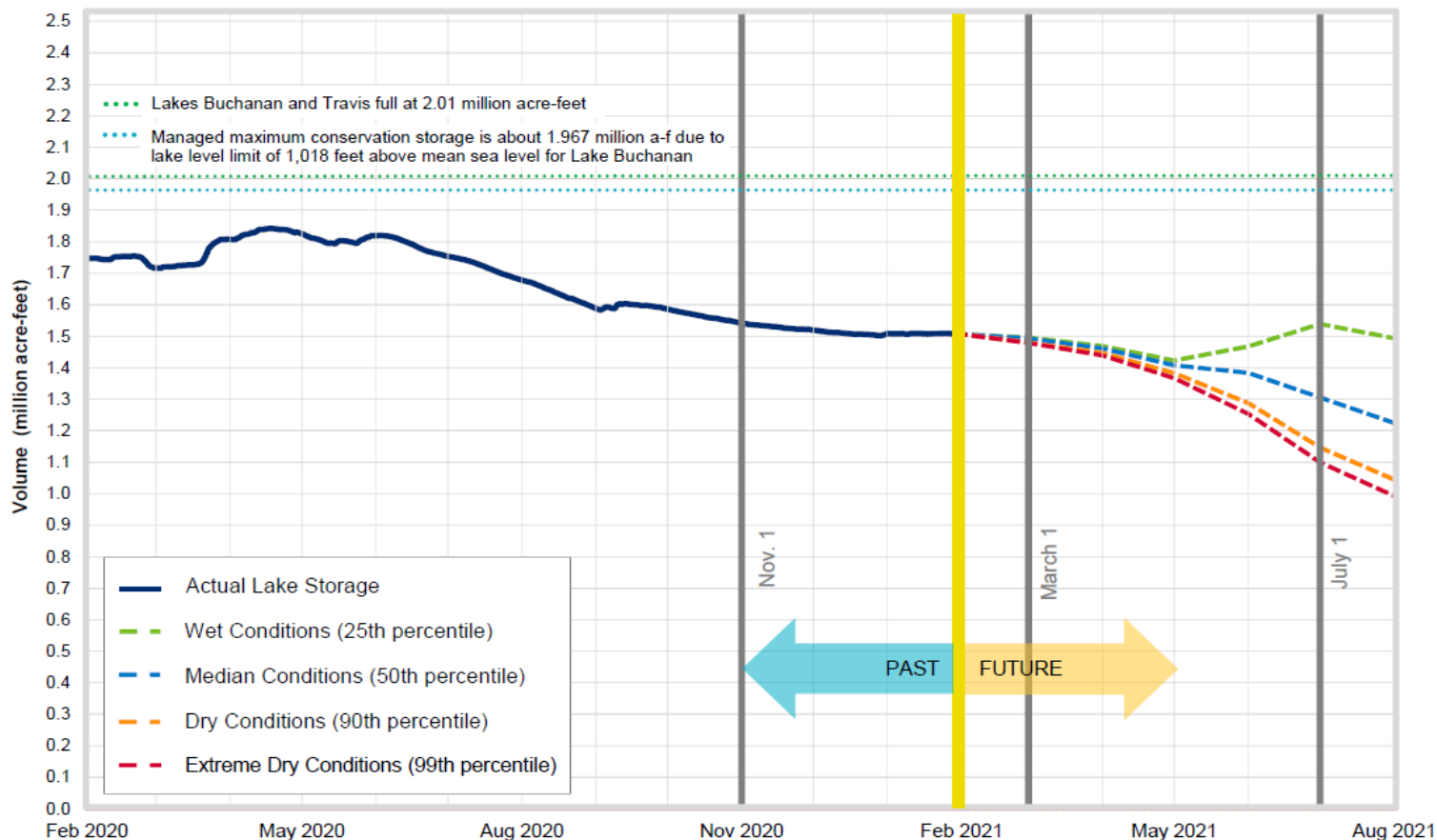
Historical Water Loss As reported to TWDB

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



Date: Feb. 1, 2021
 Note: One acre-foot equals 325,851 gallons

City of Austin Drought
 Contingency Plan
 Drought Response
 Stage Triggers:

Conservation Stage:
 Above 1.4 MAF

Stage I:
 1.4 MAF

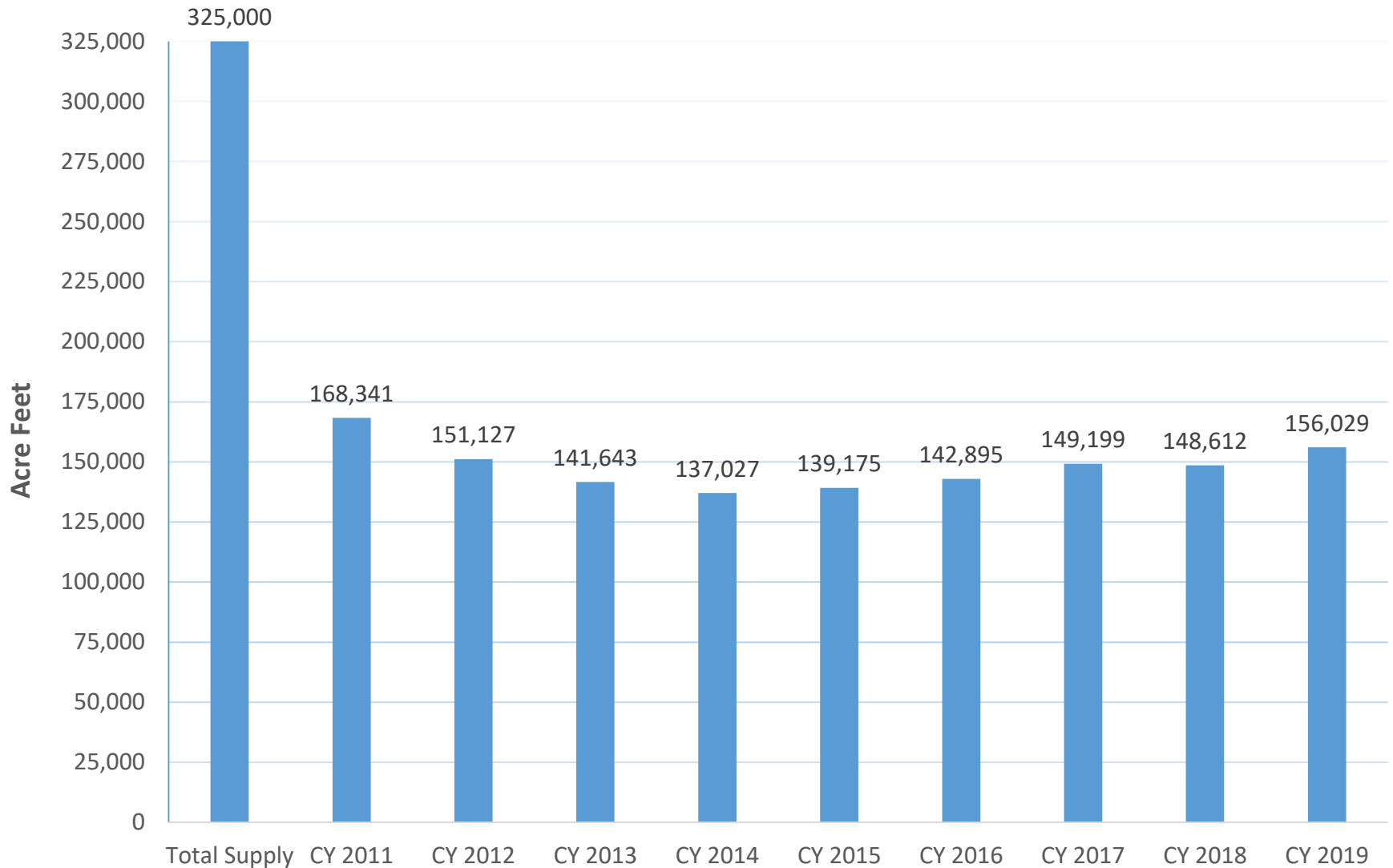
Stage II:
 900,000 AF

Stage III:
 600,000 AF

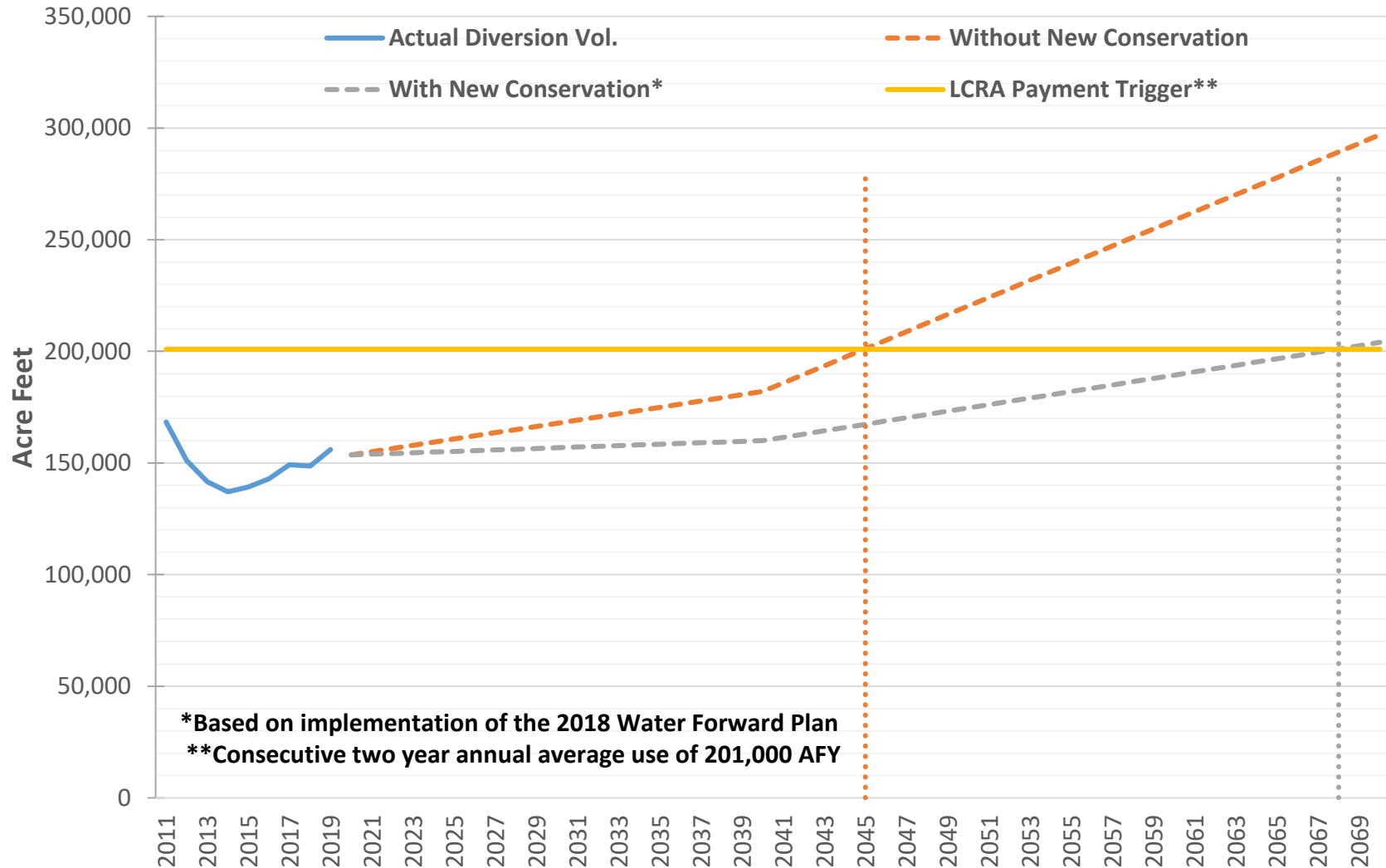
**Emergency
 Response
 Stage IV:**
 Catastrophic event
 including prolonged
 drought

Highland Lakes Storage summary as of February 7, 2021
Combined lake storage: 1.501 million acre feet
Combined reservoir total: 75%

Annual Amount of Raw Water Diverted for Municipal Use



Projected Amount of Raw Water Diverted for Municipal Use



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

UTILITY INFORMATION

Water Service
 Your water meter will be on or about 11/13/2020.
 Keep water use low throughout the year. Your wastewater averaging period is 11/13/2020 to 2/12/2021. Use this period to restrict outdoor water use and conserve water to save money throughout the year.

Account Information
 Account Number: 12345 67890
 Bill Cycle: 12345
 Bill Date: 11/13/2020
 Bill Period: 11/13/2020 to 2/12/2021

Summary of Service
 CUSTOMER: JOHN DOE
 Service Address: 123 Residential Blvd
 Account Number: 12345 67890
 Bill Period: 11/13/2020 to 2/12/2021

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

Current Activity/Charges
 Water Service: \$100.00
 Wastewater Service: \$100.00
 Other Charges: \$0.00
 Total Amount Due: \$200.00

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

Total Amount Due
 Do Not Direct Payment: Your Bill
 Electronic AutoPayment on: 11/13/2020

Continued On

Account: 12345 67890
 New Address: 12345 Main St
 City: Austin, TX 78701
 State: TX 78701
 Phone: (512) 555-1234

Total Amount Due: \$200.00
 Date Due: 11/13/2020
 Payment After Due Date: \$100.00
 Total Due After 11/13/2020: \$300.00
 GSP Contribution: \$0.00
 Public School Energy Fund: \$0.00
 Total Paid: \$0.00

Do Not Send Payment. Your Bill is Scheduled for Electronic AutoPayment on 11/13/2020.

Austin WATER
 AustinWater.org

- Wastewater averaging takes place during the November-March and determines a cap on the volume of wastewater billed for each month for the next year.
- Customers are encouraged to conserve water to reduce their wastewater average.
- Calculator on website helps customers estimate their upcoming wastewater average.



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