



RMC Monthly Report

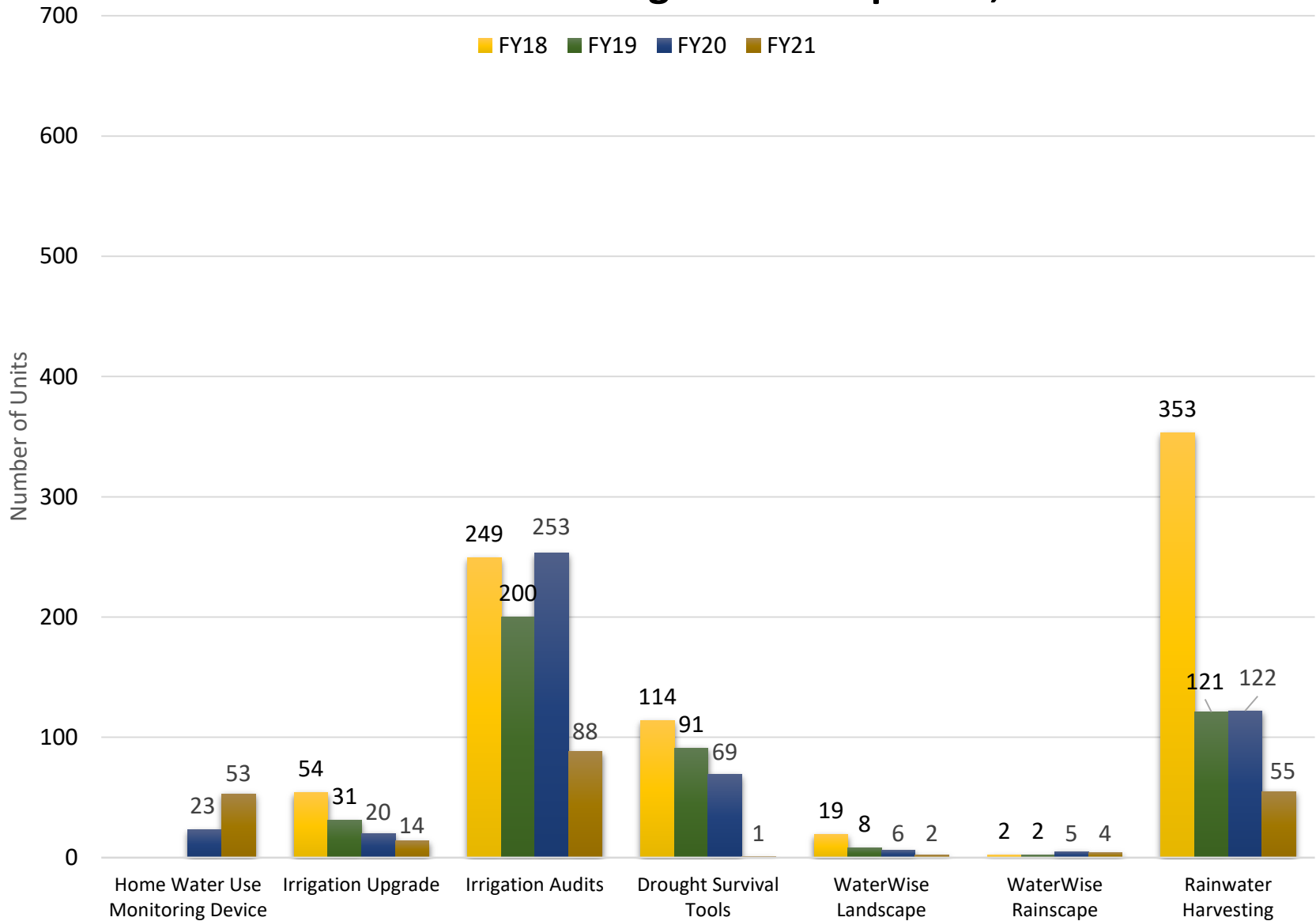
February 2021

FY21

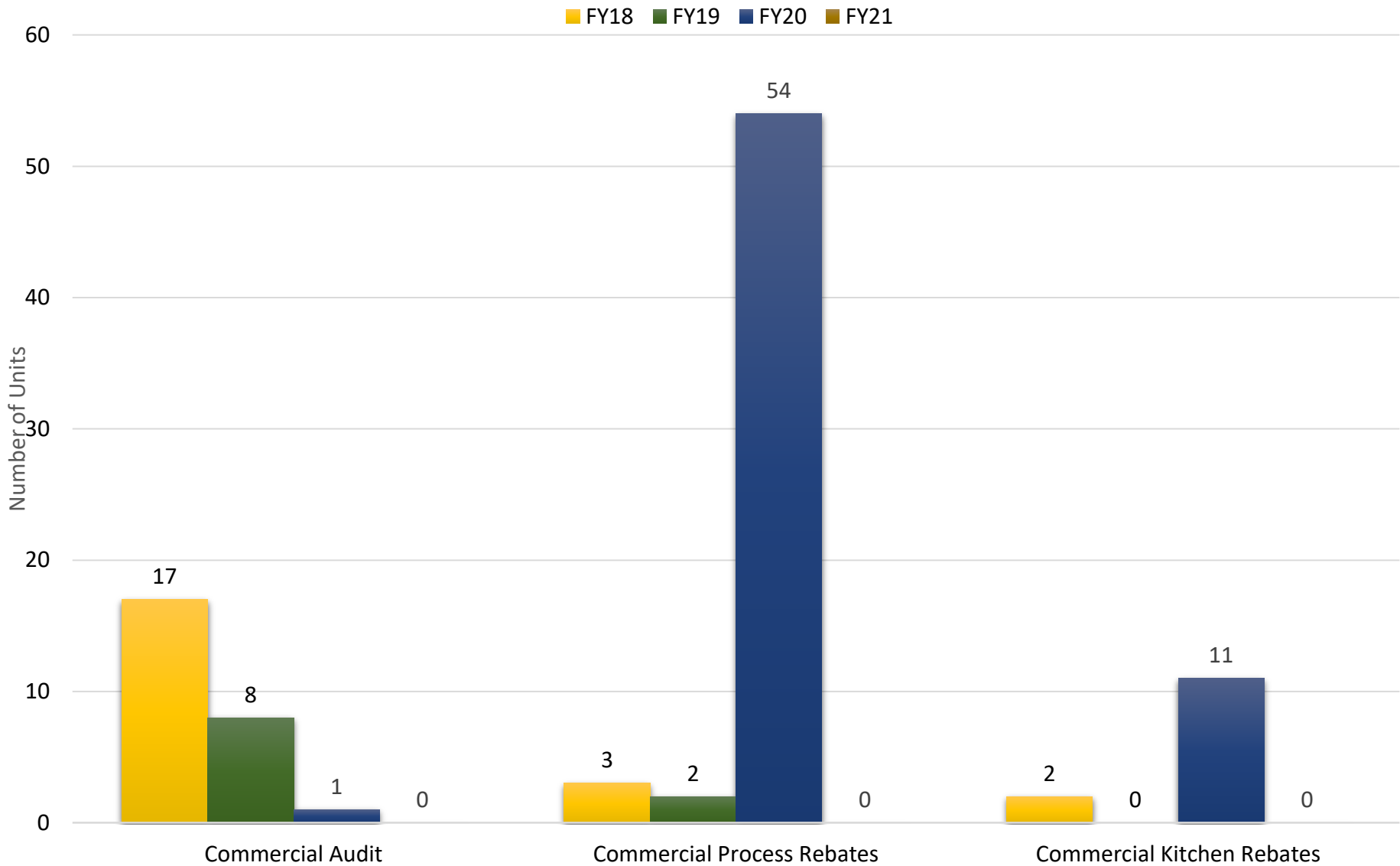
Mark Jordan
Water Conservation Division
City of Austin | Austin Water



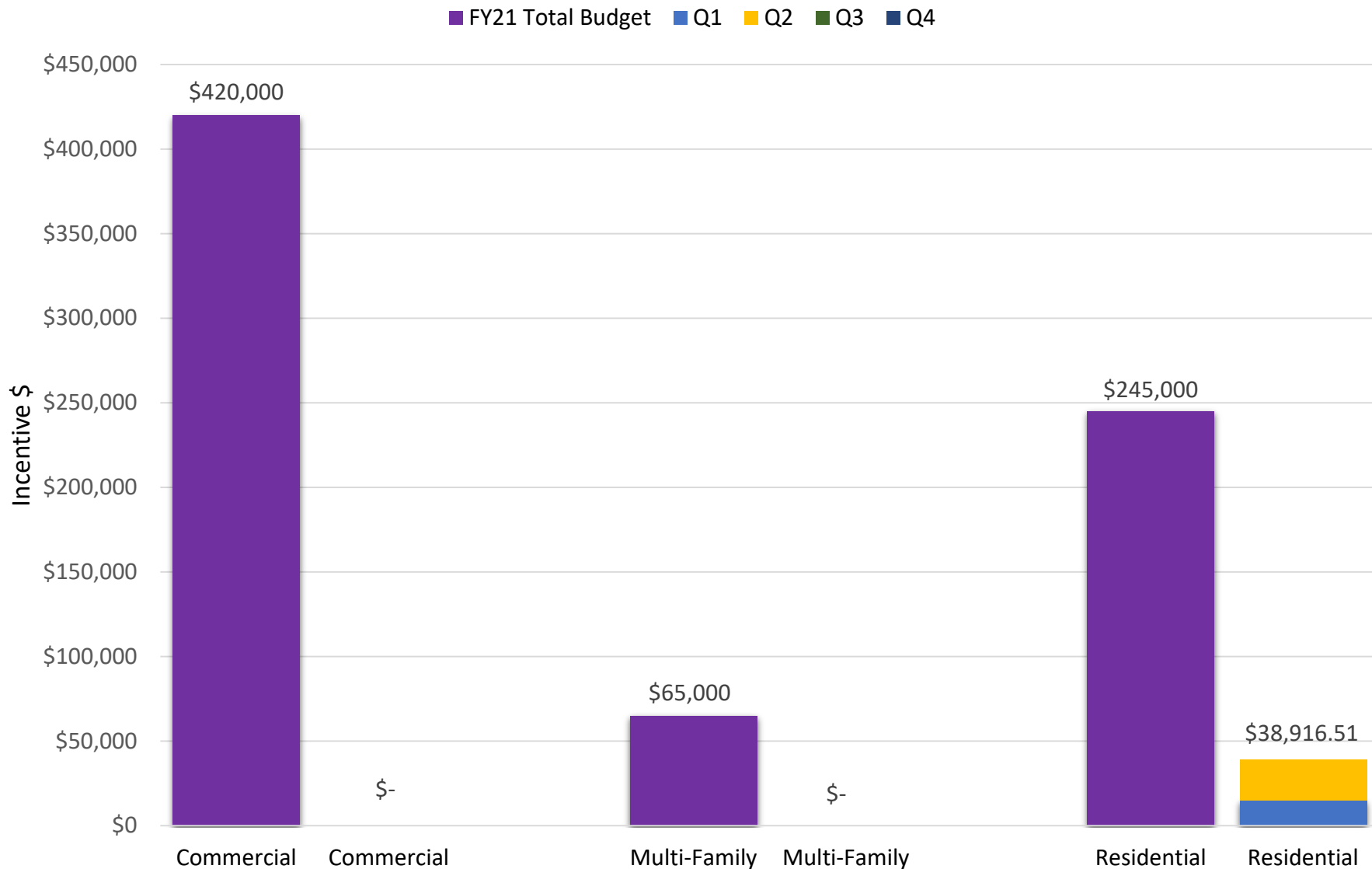
Residential Program Participation, FY21 YTD



Commercial & Multifamily Program Participation, FY21 YTD



Rebates and Incentives Budget, FY21 YTD

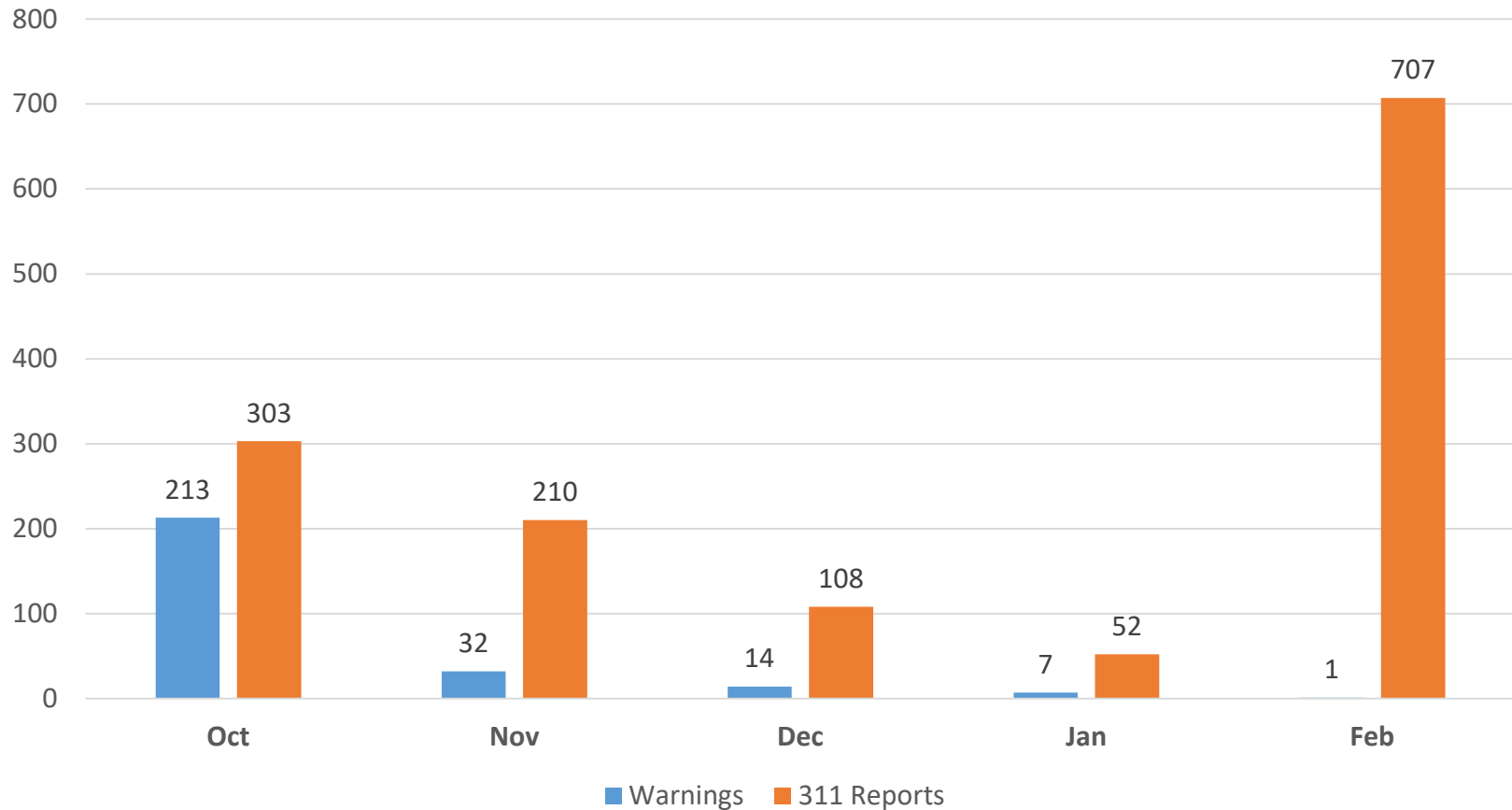


Helping Hands Outreach (H2O) Programs

- **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.

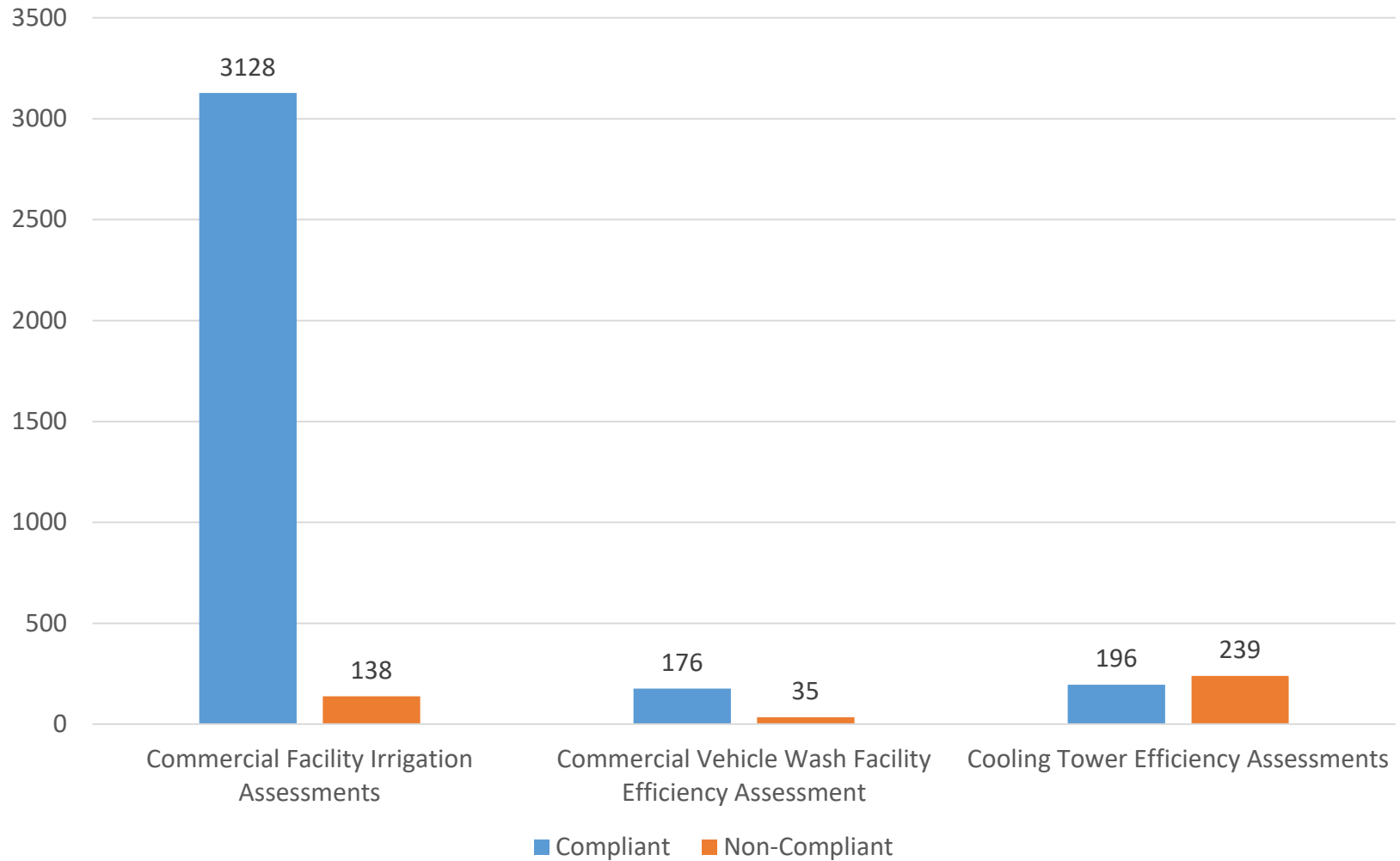
Water Waste/Watering Restrictions Enforcement Activity, FY21 YTD

Warnings and 311 Reports



Current Drought Response Stage: Conservation Stage

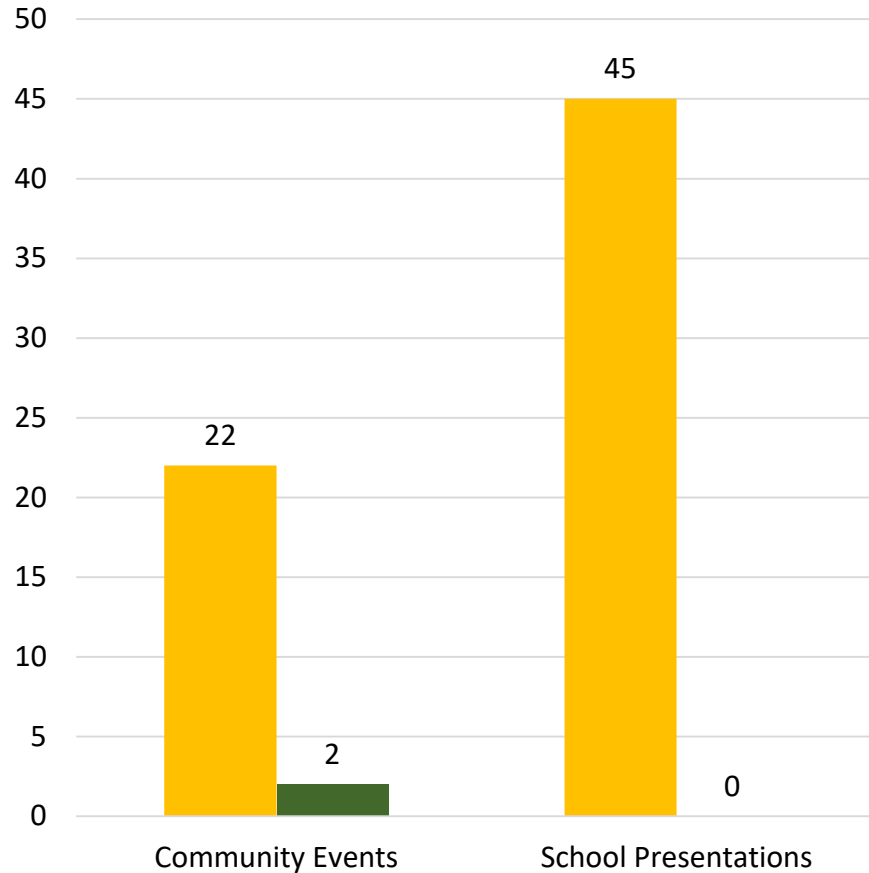
Regulated Activity Compliance Activity



Total Public Outreach Activity, FY21 YTD

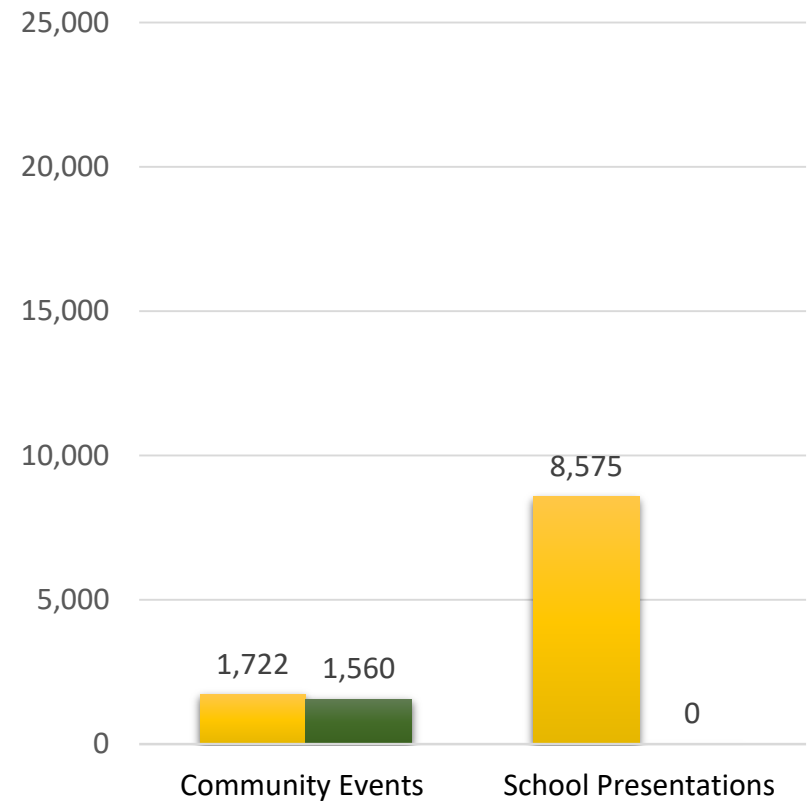
Number of Events

FY20 FY21

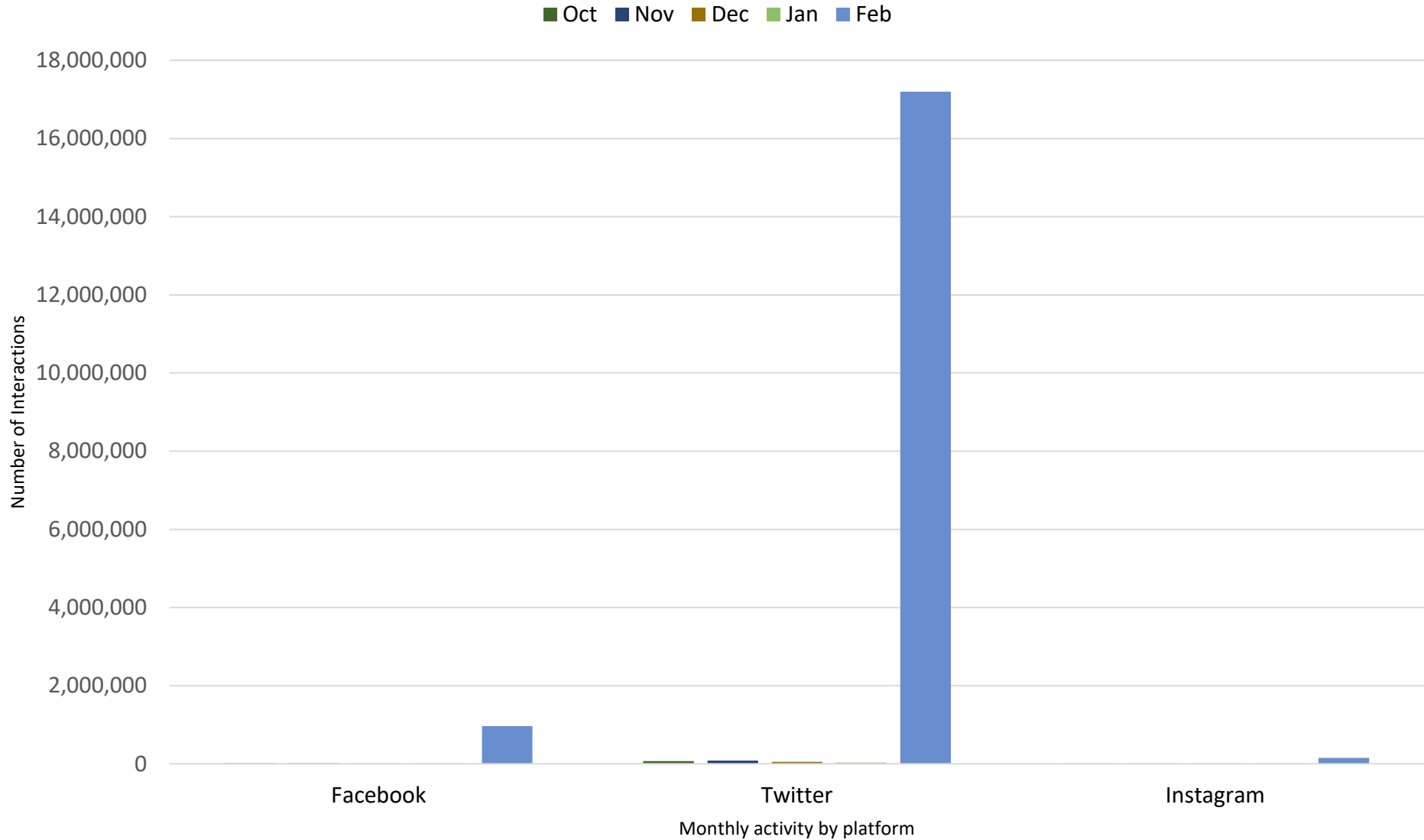


Populations Reached

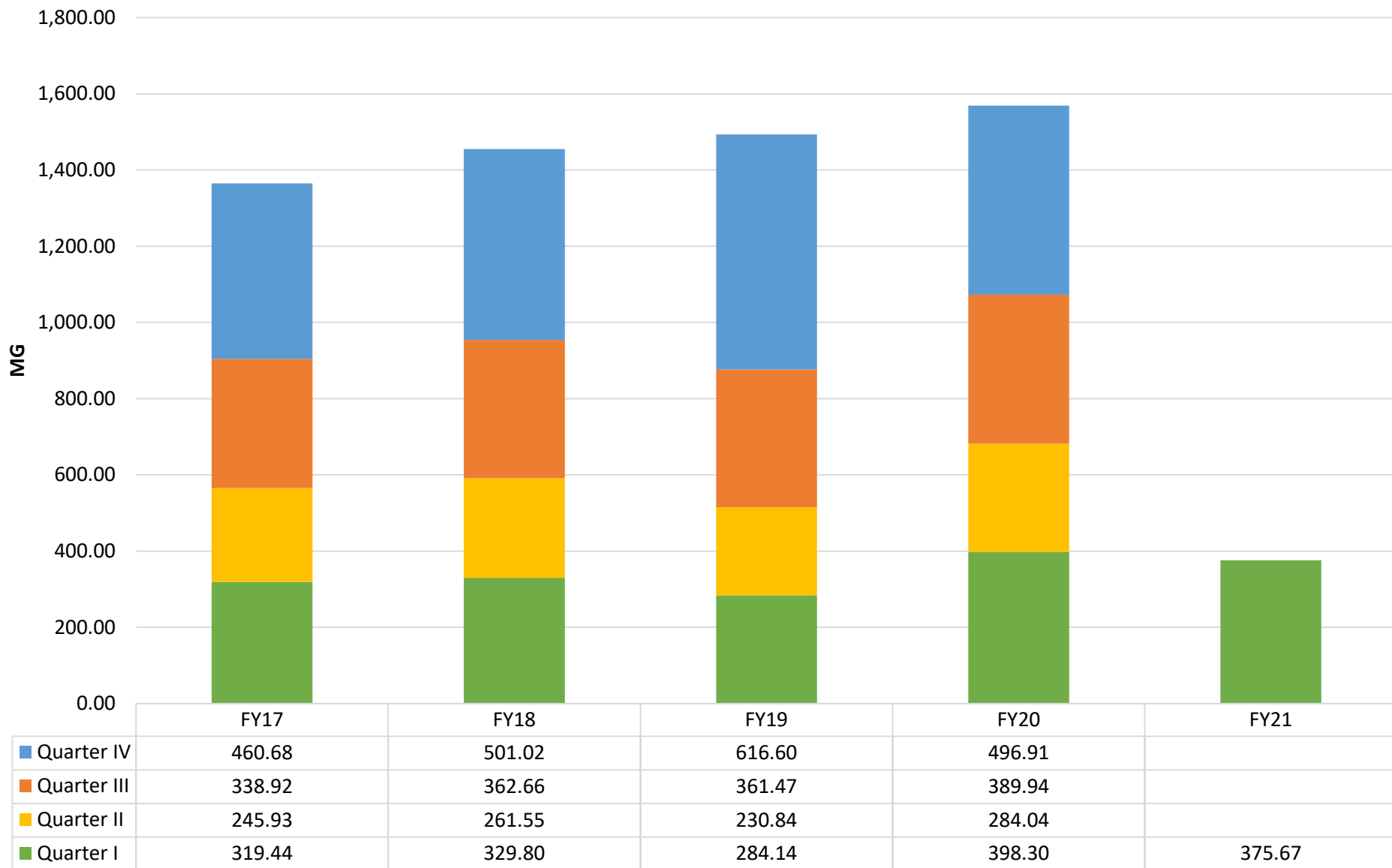
FY20 FY21



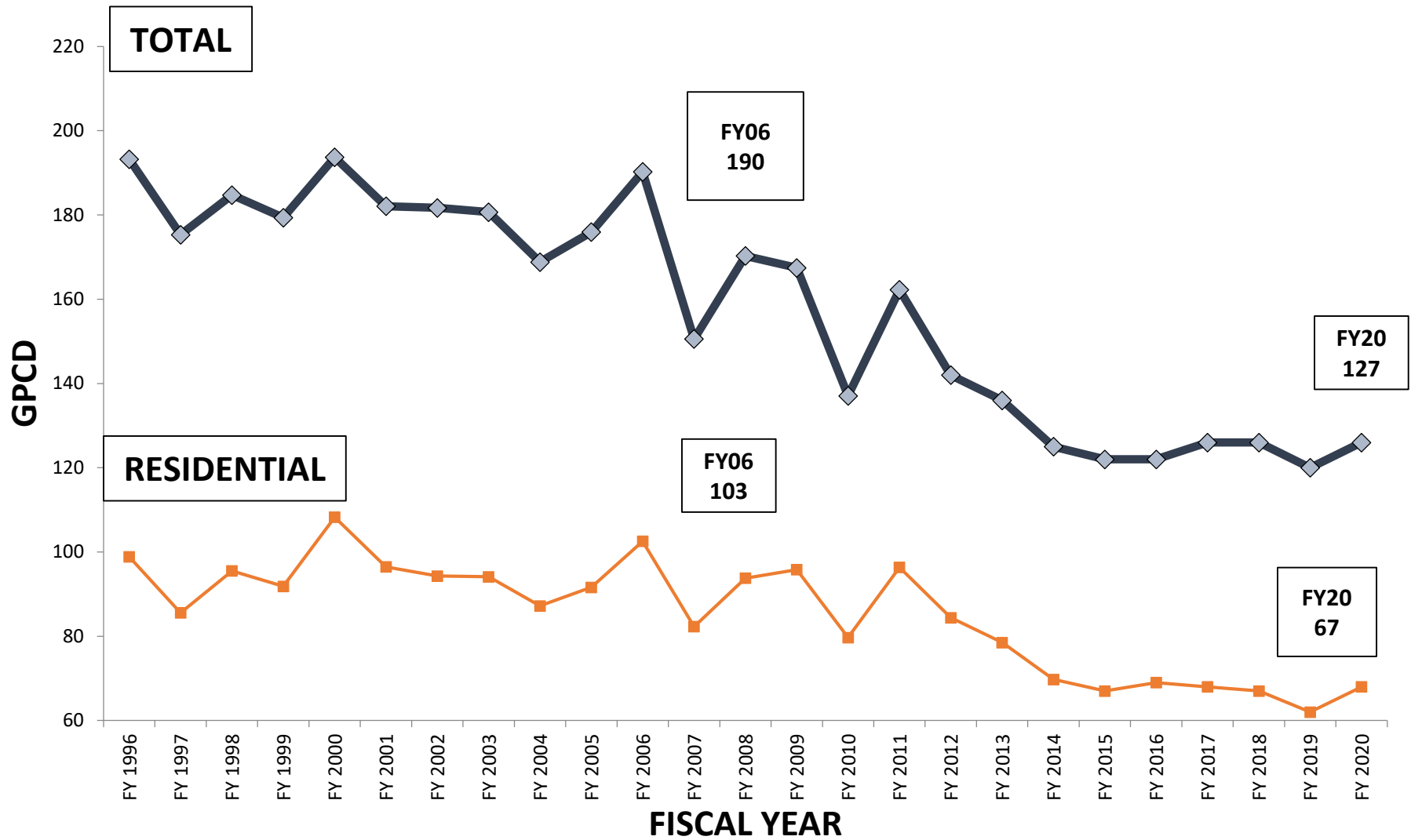
Total Social Media Activity, FY21 YTD



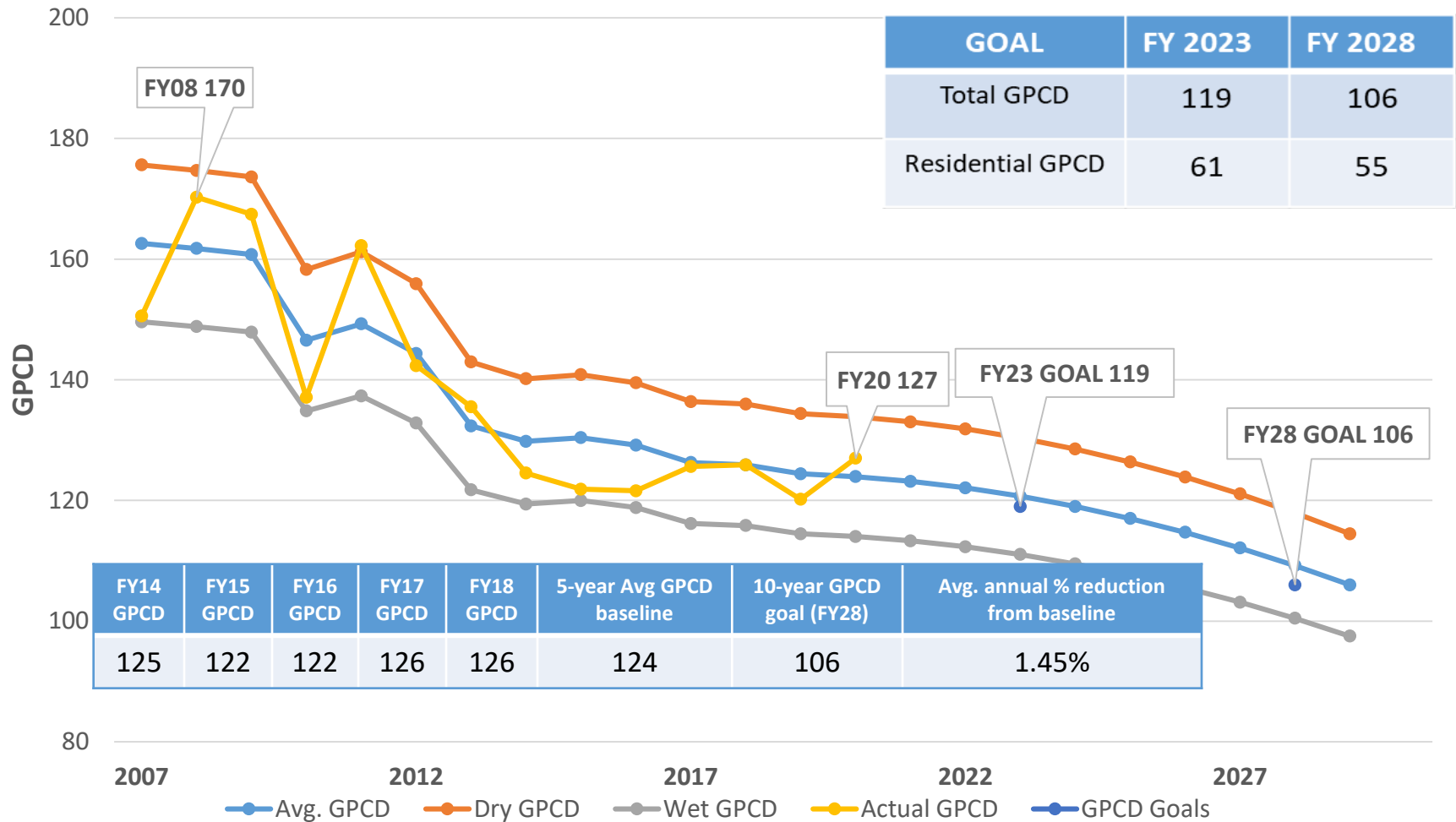
Reclaimed Water



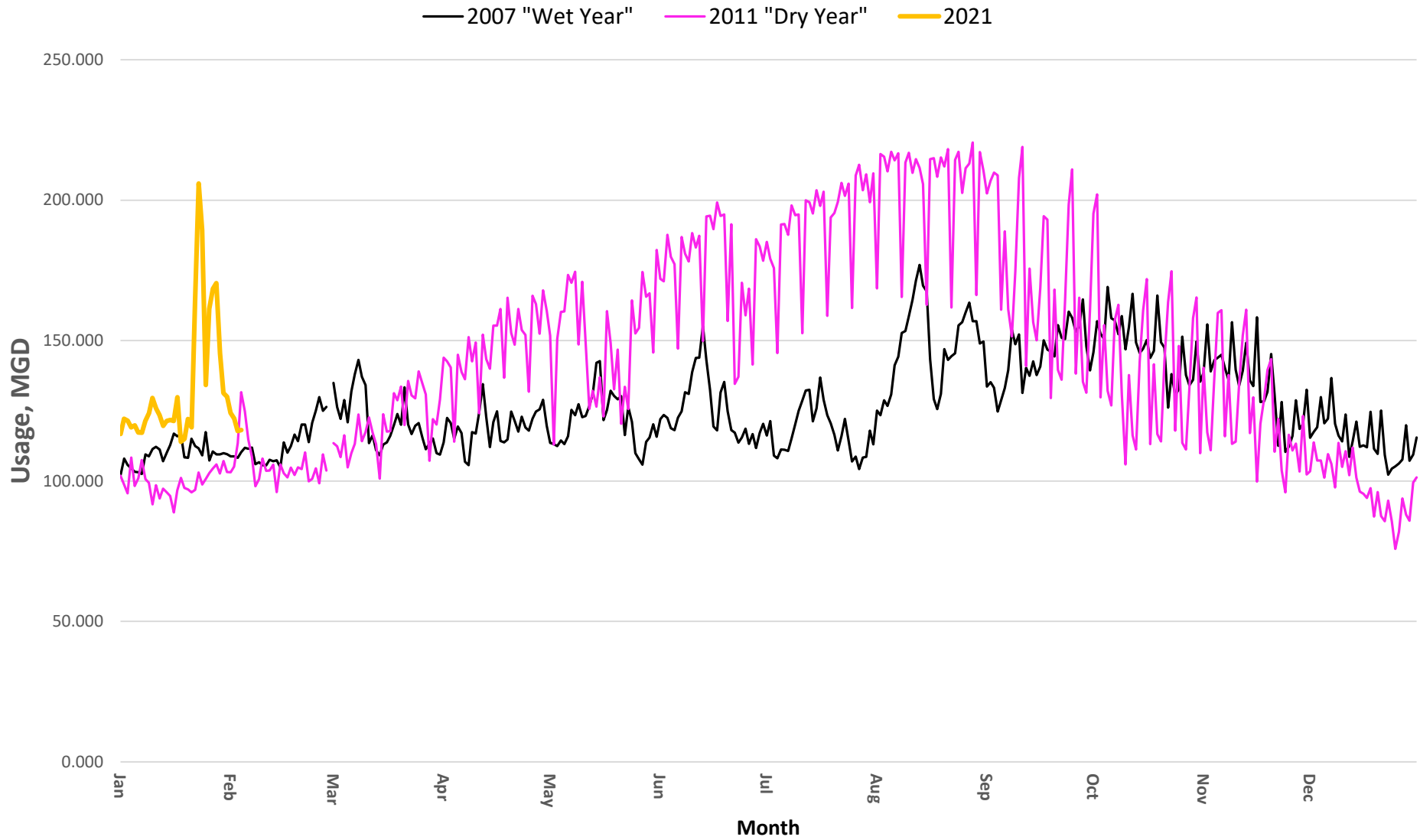
WATER USE - GALLONS PER CAPITA PER DAY (GPCD)



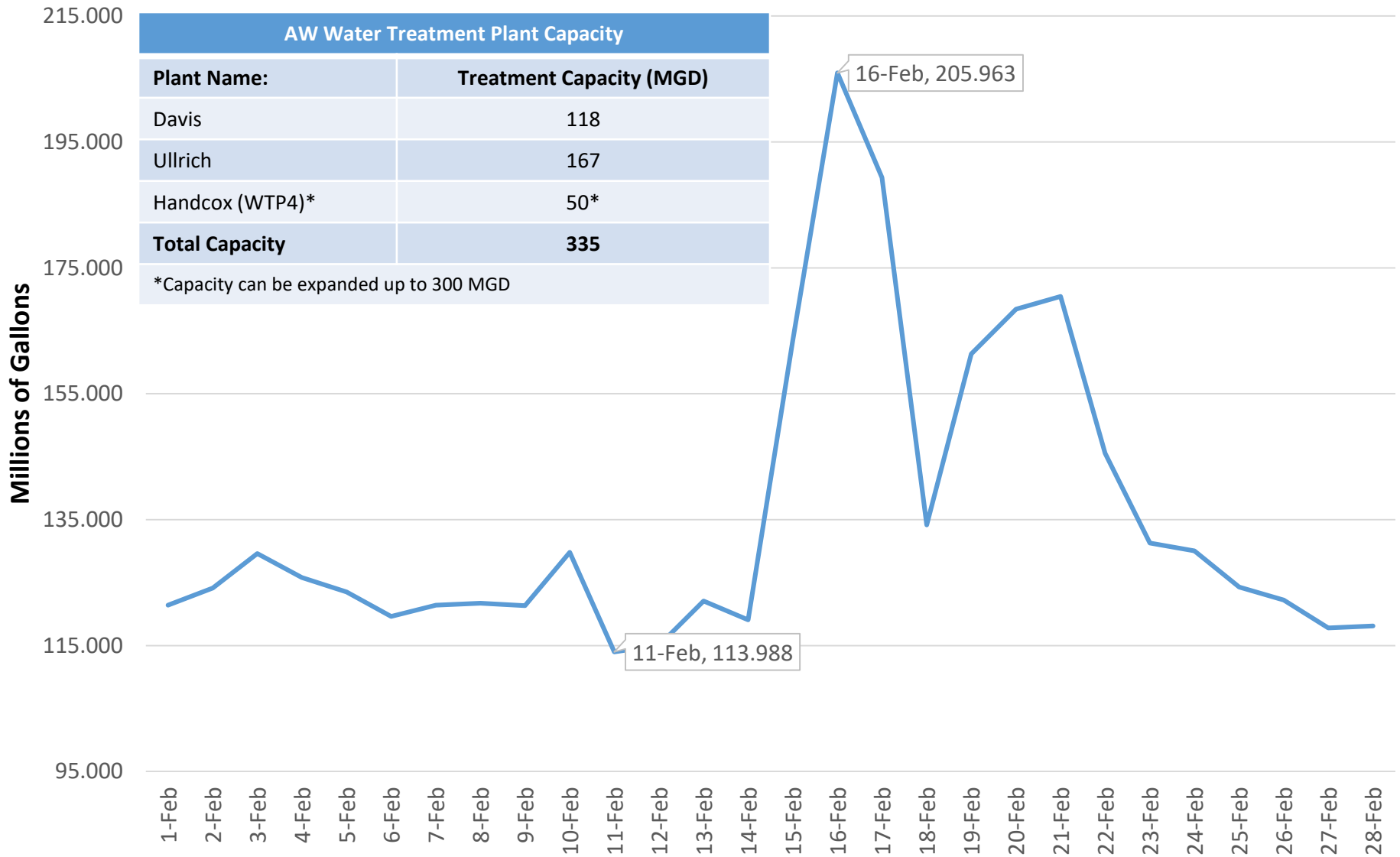
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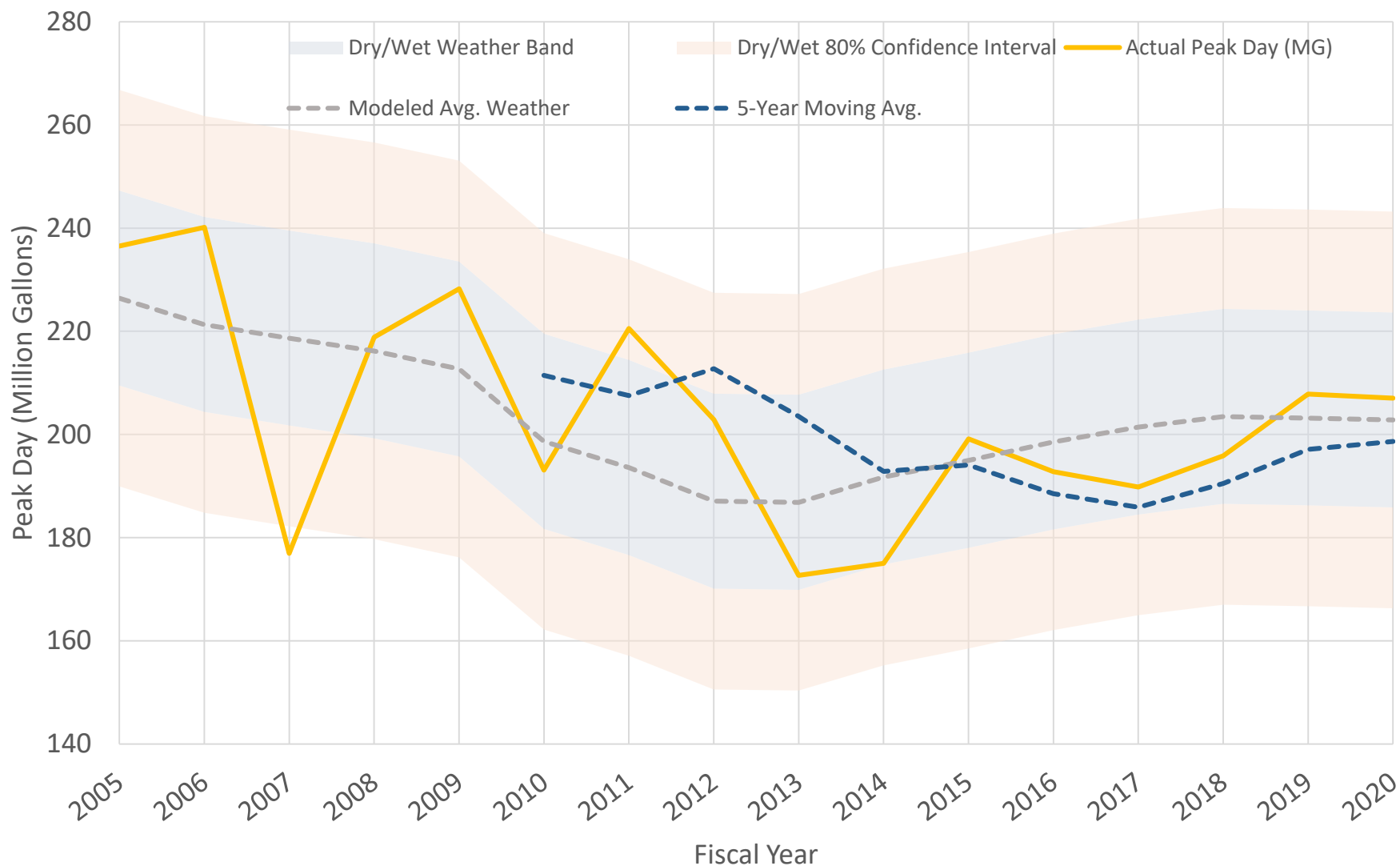
Multi-Year Daily Water Usage



Daily Water Usage - February 2021



Water Use – Peak Day Pumpage



System Water Loss

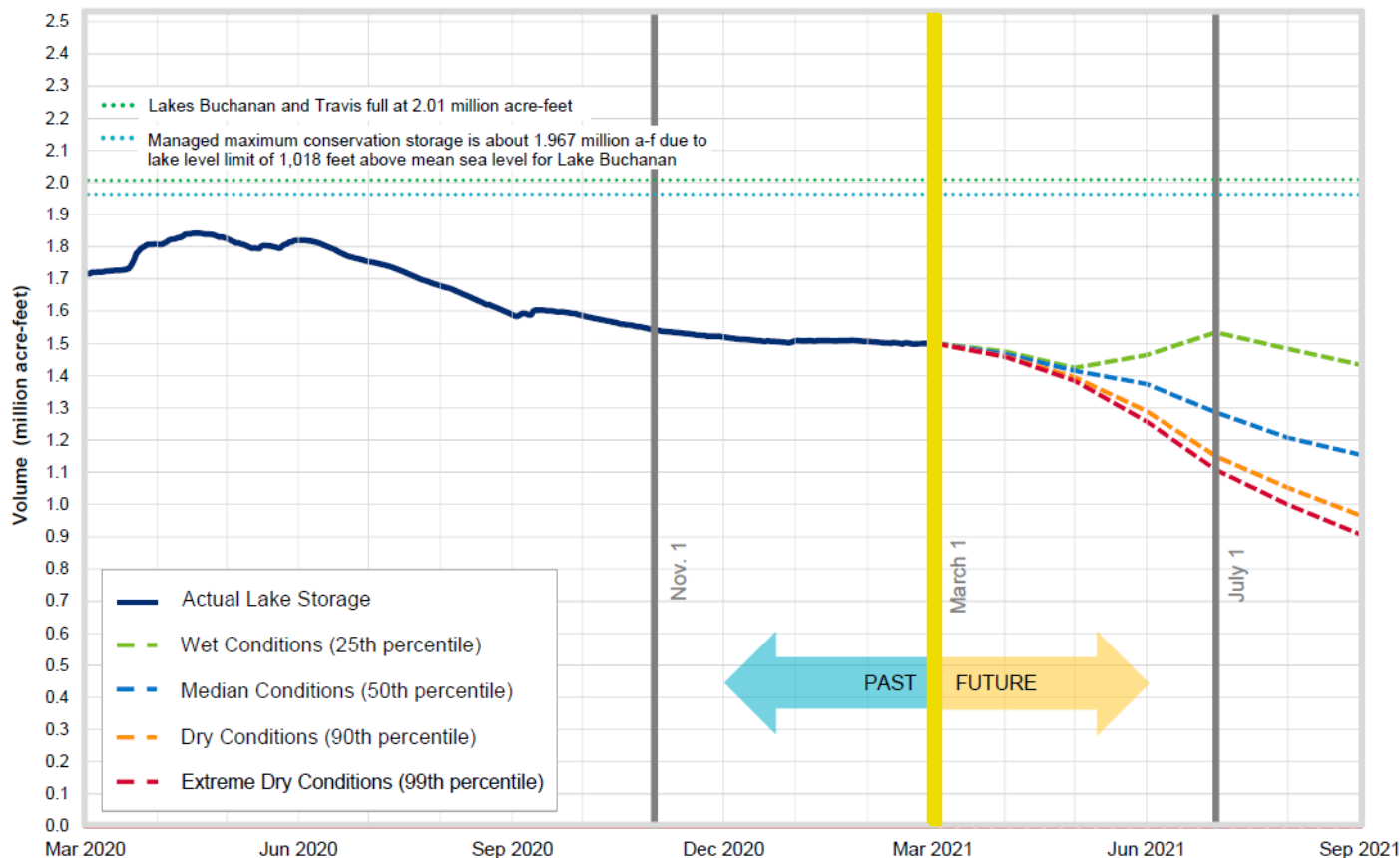
Historical Water Loss As reported to TWDB

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: March 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

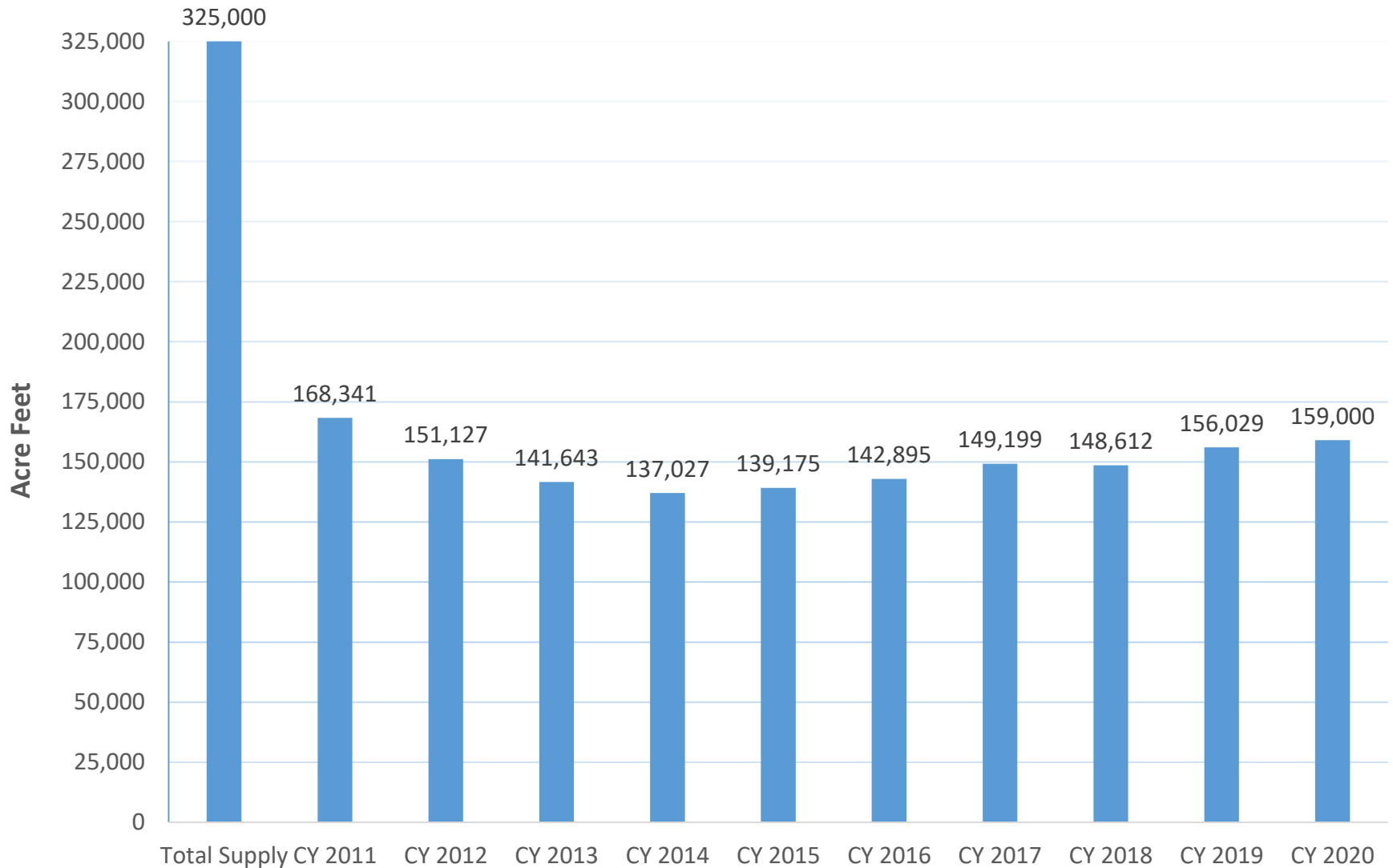
**Emergency
Response
Stage IV:**
Catastrophic event
including prolonged
drought

Highland Lakes Storage summary as of March 8, 2021

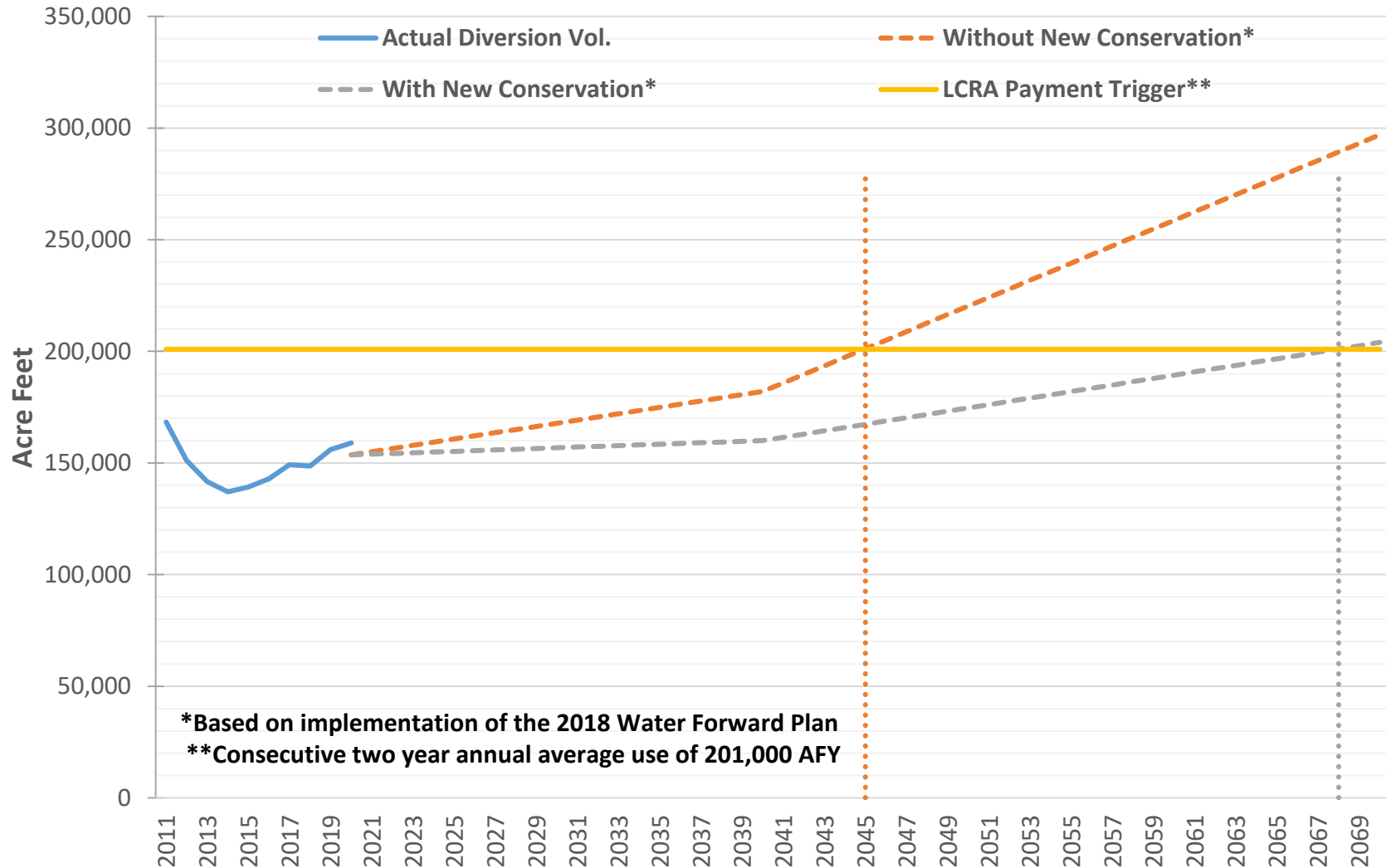
Combined lake storage: 1.498 million acre feet

Combined reservoir total: 75%

Annual Amount of Raw Water Diverted for Municipal Use



Projected Amount of Raw Water Diverted for Municipal Use



Winter Storm Uri

- AW Customer Recovery Assistance:
 - \$10 million approved by City Council for utility bill relief
 - \$1 million financial assistance for low-income emergency home repairs
- Emergency Water Use Restrictions:
 - Enforced emergency water use restrictions including the prohibition of water use by commercial car washes and irrigation systems
- Community Outreach:
 - Bottled water distribution
 - Followed-up with apartments and nursing homes after water outage:
 - Provided access to alternative potable water sources including fire hydrants and plumbing repair consulting





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