

Affordability of Water Service Forecasted into the Next Half Decade

A new report highlights big improvements in the affordability of Austin Water's services that are projected to continue into the next half decade. The 2021 Affordability Metrics Report forecasts that customers will spend an estimated 1.19% of their annual income on water and wastewater bills in FY2022 - an improvement from 1.47% in FY2017. Austin Water has not had to raise rates since 2018 despite making continued investments to increase the performance and resilience of its infrastructure. Austinites saw rate reductions in FY2018, no rate increases since FY2019, and no increases proposed for FY2022.

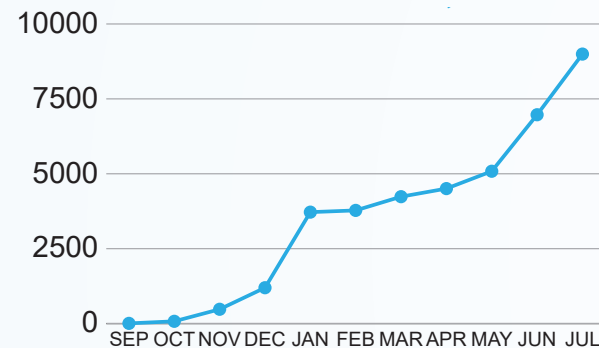
MONTHLY PERFORMANCE DASHBOARD

A report highlighting key performance indicators

July 2021

Business Excellence & Innovation

My ATX Water, Austin's Smart Water Meter System is in full swing, working to install 250,000 new digital water meters city-wide between now and 2025. As of July more than 8,000 meters have been installed. Aclara, Austin Water's certified contractor, will hire additional technicians to increase the number of meter installs each month. Customers have also been signing up for the [My ATX Water portal](#), where they can see their water use data in near-real-time, receive water alerts, and find ways to save water and money. The portal is currently around a 50% adoption rate after customers receive their new meter.



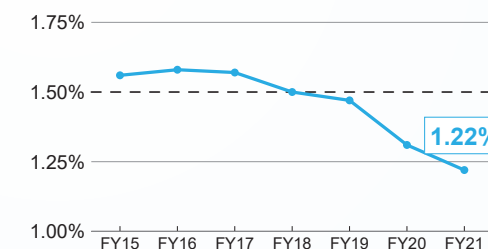
Affordability

Reduced residential water and wastewater rates were extended through October 31, 2020. Austin Water will continue a 10 percent reduction in water and wastewater rates for our most vulnerable low-income customers enrolled in the City of Austin's Customer Assistance Program (CAP) for the entirety of fiscal year 2021.

Rate Adjustment	Effective Date
0%	2018
▼ 4.8%	2018 Midyear Reduction
0%	2019
0%	2020
▼ 10%	2020 COVID-19 Reduction Continues
0%	FY2021
\$0.01 per 1,000 gal.	Temp. Winter Storm Uri Rate Reduction

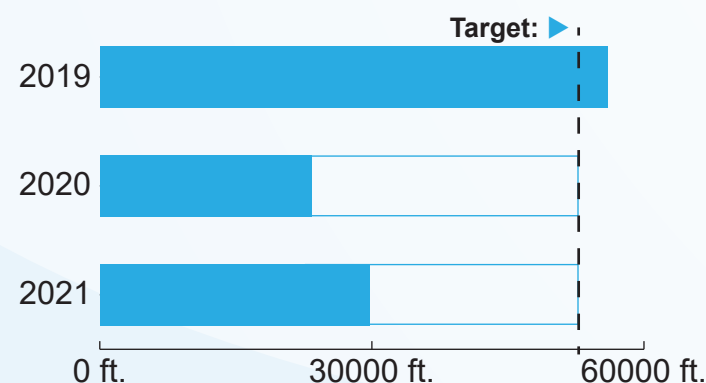
Annual Residential Bill is to stay at or below 1.5 percent of Austin Median Household Income (MHI)

Avg. Bill as % of MHI
FY 2020 Target <= 1.5%



Leak Detection Technology Linear feet of leak detection performed on large diameter water transmission lines

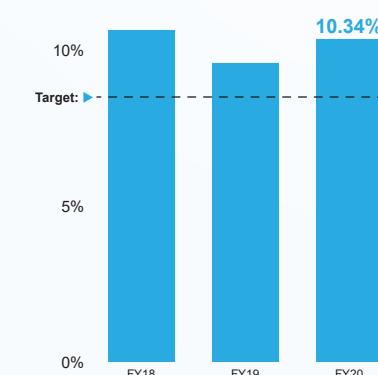
Annual Target: > 52,800



Employee Engagement

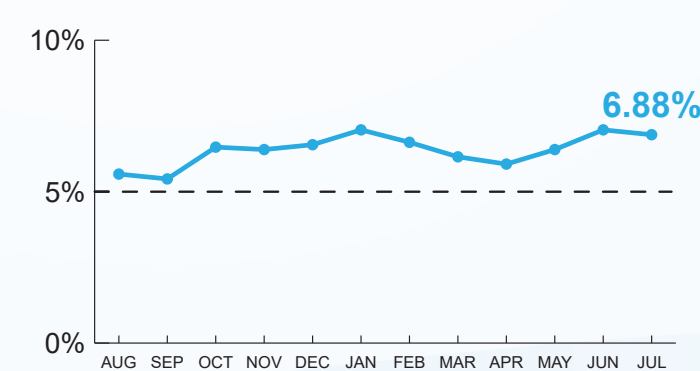
Employee Turnover Rate

FY Annual Target: < 8.5%



Monthly Vacancy Rate Calendar Year 2021

Monthly Target: < 5%



Financial Health

Standard & Poor's Bond Rating

AA

2019 Standard & Poor's rates companies on a scale from AAA to D. Austin Water's target is a rating of AA indicating a very strong capacity to meet financial commitments.

Financial Metrics	2020 Actual	2021 Target	2021 Estimate
Number of Days Cash (Operating)	318	245	246
Debt Service Coverage Ratio	1.84	1.85	1.74
Cash Financing of Annual Capital Improvement Projects (Pay as You Go)	31.5%	35% min. - 50% max.	47.2%

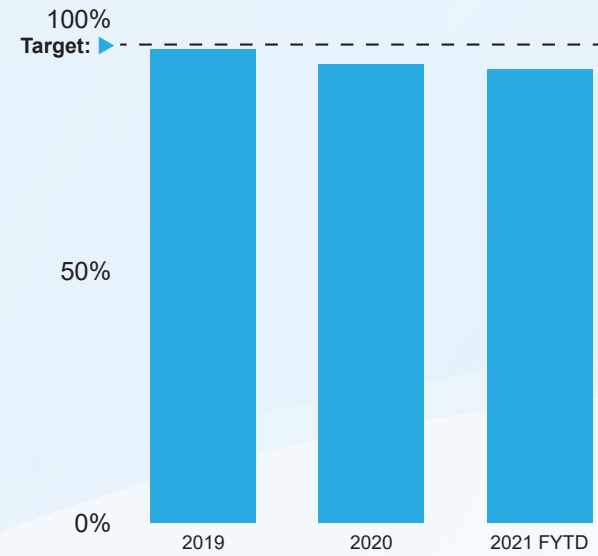
Customer Satisfaction



Customer Collaboration

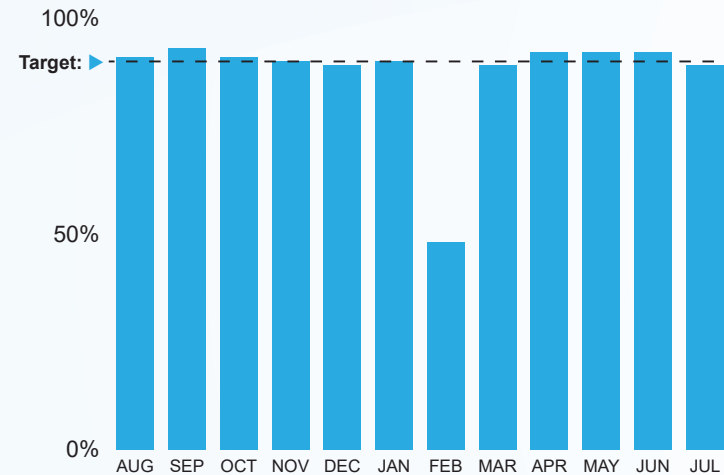
Sanitary Sewage Overflows
Investigated within **one hour** of customer calls

Quarterly Target: 95%



Priority 1 Leaks responded to within **three hours**

Monthly Target: 90%

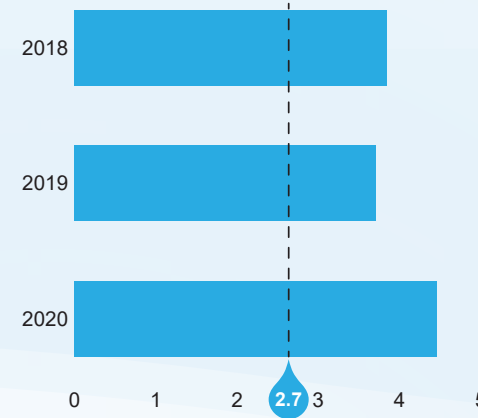


Infrastructure Stability

Water Leak Management Index (Infrastructure Leak Index)

The current annual real losses divided by the unavoidable annual real losses. The data that this calculation is based on is derived from the annual water loss audit.

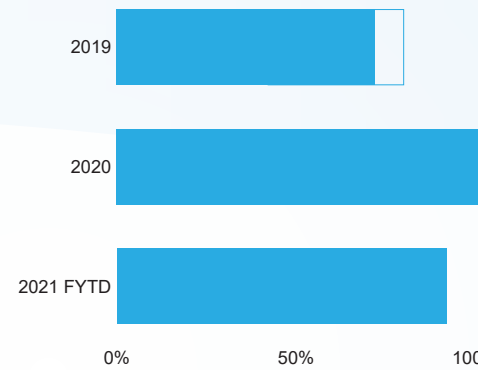
Annual Target: < 2.7



Reduce operational risks by successfully completing at least **80%** of the **Austin Water Capital Improvements Program** on identified priority infrastructure needs annually.

Percentage of actual CIP spending to budgeted CIP spending

Annual Target: 80%



Asset Upkeep

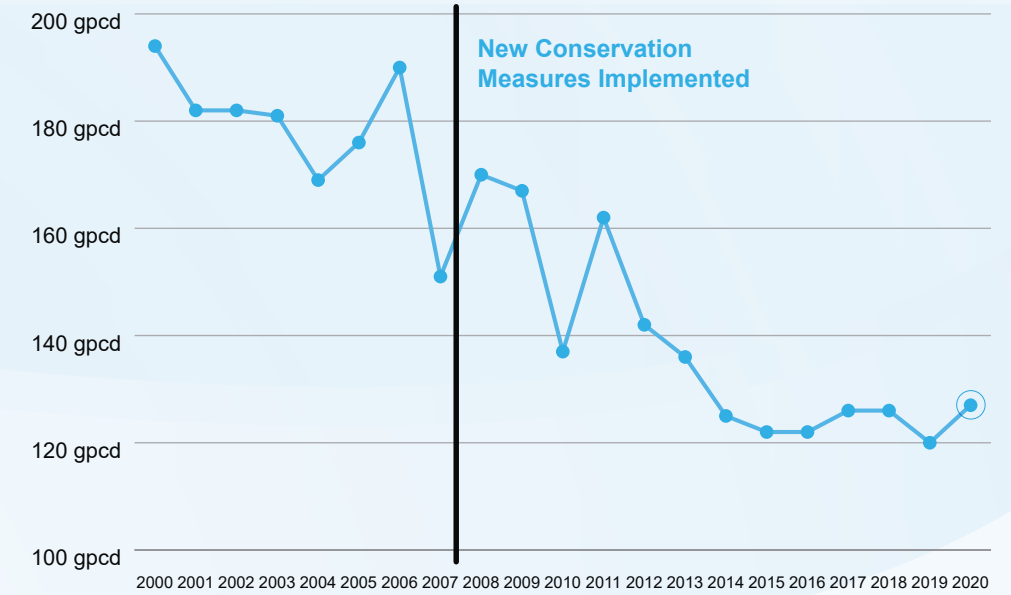
Preventative maintenance routine validation. Validating pipe network asset types.

Total Validated Asset Types: 18/18



Water Supply Sustainability

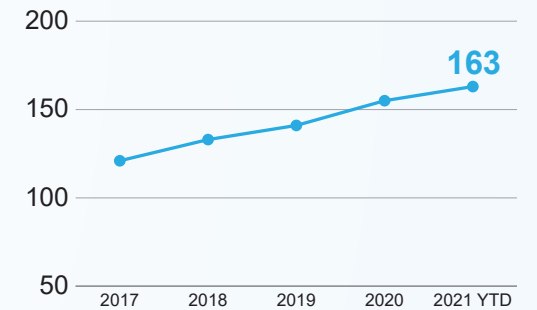
Austin's water use Gallons Per Capita per Day (gpcd)



Reclaimed Water Customers:

Customers using reclaimed wastewater for beneficial purposes.

- Provided reclaimed water for irrigation in 1974, making our system one of the oldest in the Texas
- Approximately **1.4 billion gallons** of water used in 2018, about 3% of the City's total water demand
- Consists of **63.4 miles** of reclaimed water transmission mains
- Future plans for the system consist of over **130 miles** of mains and over **8 billion gallons** used annually

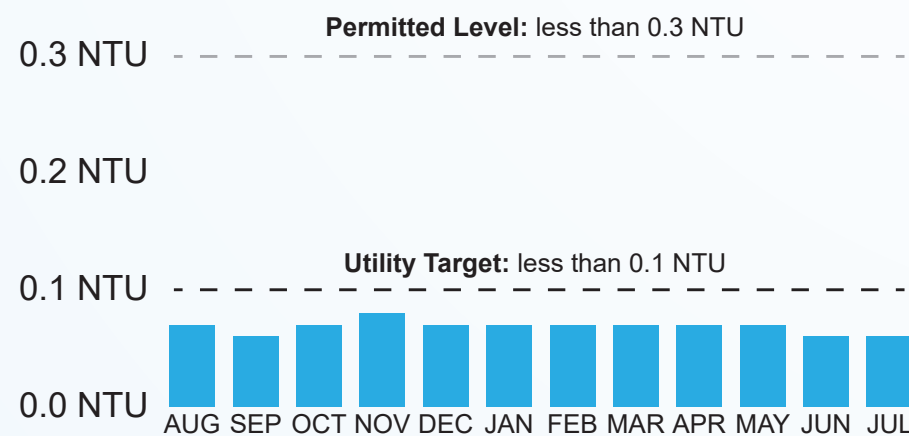


Product Quality

Drinking Water Quality Calendar Year 2020: Cloudiness of water (turbidity)

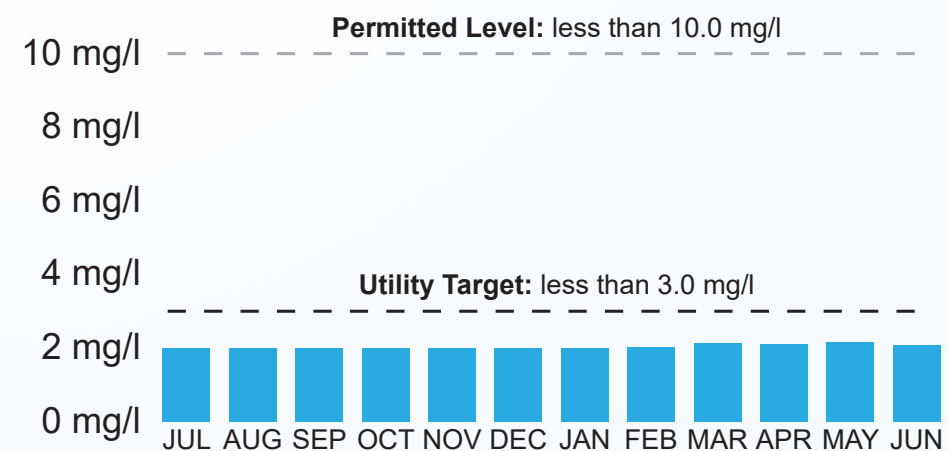
Measured turbidity "cloudiness of water" is the indicator of the effectiveness of our filtration systems.

Our target is to keep treated drinking water turbidity level at 0.10 Nephelometric Turbidity Unit (NTU) or less.



Wastewater Quality Calendar Year 2020

Keeps the Carbonaceous Biological Oxygen Demand (CBOD) concentration from our wastewater treatment plants discharging at 3.0 mg/L or less.



See the **2020 Annual Water Quality Report** here

