City of Austin Utility Bill Assistance
Since the start of this fiscal year, City of Austin Utilities have provided $1.9 million in bill relief for nearly 7,000 Plus 1 customers. Of those totals, nearly $897,000 of financial help has been provided to more than 3,200 residential customers through the City’s Plus 1 Emergency Financial Support Program, which went into effect in April in response to the COVID-19 pandemic.

Austin Water will continue to provide support to the people in our community facing financial hardship during this challenging time. We are all in this together.

Business Excellence & Innovation
The Advanced Metering Infrastructure contract was executed the last week of April. A pilot installation of 5,000 meters will begin in the fall, supported by software integrations to allow for billing and data analysis, as well as customer notifications through a customer portal. Full installation will commence in about one year.

Affordability
Utility bill relief in response to COVID-19 included a 10% rate reduction (Blocks 1-3) and $5M contribution to Plus 1 Program approved by Austin City Council.

Temporary bill relief took effect April 9, 2020

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

Annual Target: > 52,800

Employee Engagement
Monthly Vacancy Rate Fiscal Year 2020
Monthly Target: < 5%

Listening to the Workforce survey – Employee Satisfaction
Respondents that noted a positive response (Strongly Agree or Agree) about their overall job satisfaction level at Austin Water.

58% Participation Rate in 2019!
The higher the participation rate %, the truer picture we get about what our workforce likes or dislikes about working at Austin Water.

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.

<table>
<thead>
<tr>
<th>Financial Metrics</th>
<th>2019 Actual</th>
<th>2020 Target</th>
<th>2020 Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Days Cash (Operating)</td>
<td>282</td>
<td>245</td>
<td>244</td>
</tr>
<tr>
<td>Debt Service Coverage Ratio</td>
<td>1.66</td>
<td>1.85</td>
<td>1.85</td>
</tr>
<tr>
<td>Cash Financing of Annual Capital Improvement Projects (Pay as You Go)</td>
<td>49.1%</td>
<td>35% min. - 50% max.</td>
<td>35% min. - 50% max.</td>
</tr>
</tbody>
</table>

MONTHLY PERFORMANCE DASHBOARD
A report highlighting key performance indicators
May 2020
**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**
  - **Annual Target: < 2.7**
  - 2019 Infrastructure Leak Index dropped to 3.71

- **Asset Upkeep**
  - Preventative maintenance routine validation
  - Validating pipe network asset types
  - **Total Validated Asset Types: 18**

**Water Supply Sustainability**

- **Customer Collaboration**
  - **South Large Utility Average**
  - **J.D. Power overall customer satisfaction index 738**

- **Product Quality**
  - **0 mg/l**
  - **Permitted Level: less than 10.0 mg/l**
  - **Keeps the Carbonaceous Biological Oxygen Demand (CBOD) concentration from our wastewater treatment plants discharging at 3.0 mg/l or less.**

- **Wastewater Quality Fiscal Year 2020**
  - **10 mg/l**
  - **Permitted Level: less than 10.0 mg/l**
  - **Keeps the Carbonaceous Biological Oxygen Demand (CBOD) concentration from our wastewater treatment plants discharging at 3.0 mg/l or less.**

- **Surface Water Quality**
  - **Permitted Level: less than 0.1 NTU**
  - **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.**

- **Zebra Mussel mitigation shows progress at Handcox WTP with use of copper sulfate addition and underwater inspection**
- **Feeding Powdered Activated Carbon (PAC) at Ulrich and Davis WTPs for odor control seems to have a secondary benefit of controlling ZM proliferation**
- **Customers can find facts and information about the safety and quality of their drinking water and how all federal and state standards were met in the Austin Water 2019 Annual Water Quality Report available now on the utility’s website.**

**Zebra Mussel mitigation shows progress at Handcox WTP with use of copper sulfate addition and underwater inspection**

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