Multifamily CAP Discount Receives Council Approval

An estimated 23,000 customers living in apartments and other multifamily dwellings will soon be eligible for financial assistance thanks to a new plan proposed by Austin Water and approved by Austin City Council. The plan will offset a portion of low-income and vulnerable Austinites’ monthly water/wastewater expenses. Implementation will take place over the next several months and qualified customers can expect a savings of more $200 annually with credits to their utility bill beginning as early as March 2021.

“\n"This program will expand the services available to help vulnerable Austinites and it demonstrates the City’s commitment to improving affordability in Austin,” said Austin City Manager, Spencer Cronk. “I commend Austin Water for their continued work in providing high quality and affordable water and wastewater services."

The Austin Water Multifamily Customer Assistance Program Discount is one example of the many affordability initiatives Austin Water has introduced over the years. While many water utilities across the country have increased rates by as much as 5 percent year-over-year, Austin Water reduced rates in 2018 and has not increased them since. In addition, the utility offers rate reductions for CAP customers, generous rebates, programs to help low-income families with plumbing repairs, and more.

Business Excellence & Innovation

On March 26, 2020, the Austin City Council approved contracts for full implementation of My ATX Water, Austin’s Smart Water Meter System. A pilot project to test the new system, including about 5,000 meters and a customer portal, is underway. Following the pilot, 250,000 new meters will be installed over 4 years beginning in 2021. Customers will be notified prior to their scheduled installation and will receive information about how to register for the customer portal when it is available.

Affordability

Reduced residential water (Tiers 1-3) and wastewater (Tiers 1-2) was 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.

Employee Engagement

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.

Employee Turnover Rate
FY Annual Target: < 8.5%

Monthly Vacancy Rate Calendar Year 2020
Monthly Target: < 5%
Customer Collaboration

- **Current J.D. Power overall customer satisfaction index**: 755
- **2019 Overall Industry Average**: 749
- **2018 Overall Industry Average**: 707
- **2017 Overall Industry Average**: 690

Sanitary Sewage Overflows

Investigated within one hour of customer calls

- **Quarterly Target**: 95%

Priority 1 Leaks responded to within three hours

- **Monthly Target**: 90%

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.**

**Utility Target**: less than 0.1 NTU

- **0.3 NTU**
- **0.2 NTU**
- **0.1 NTU**
- **0.0 NTU**

**Permitted Level**: less than 0.3 NTU

Water Supply Sustainability

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

- **200 gpcd**
- **180 gpcd**
- **160 gpcd**
- **140 gpcd**
- **120 gpcd**
- **100 gpcd**
- **80 gpcd**
- **60 gpcd**

**New Conservation Measures Implemented**

- **200 gpcd**
- **180 gpcd**
- **160 gpcd**
- **140 gpcd**
- **120 gpcd**
- **100 gpcd**
- **80 gpcd**
- **60 gpcd**

**2019 Infrastructure Leak Index**: dropped to 3.71

**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**:

- **2017**: [Graph showing percentage]
- **2018**: [Graph showing percentage]
- **2019**: [Graph showing percentage]
- **2020**: [Graph showing percentage]
- **2021 FYTD**: [Graph showing percentage]

**Asset Upkeep**

Preventative maintenance routine validation. Validating pipe network asset types.

- **Total Validated Asset Types**: 18

**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**: 80%

- **2017**: [Graph showing percentage]
- **2018**: [Graph showing percentage]
- **2019**: [Graph showing percentage]
- **2020**: [Graph showing percentage]
- **2021 FYTD**: [Graph showing percentage]

**Water 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.

- **10 mg/l**
- **8 mg/l**
- **6 mg/l**
- **4 mg/l**
- **2 mg/l**
- **0 mg/l**

**Utility Target**: less than 10.0 mg/L

- **10 mg/l**
- **8 mg/l**
- **6 mg/l**
- **4 mg/l**
- **2 mg/l**
- **0 mg/l**

**Reclaimed Water Customers**:

- **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.**

**See the 2019 Annual Water Quality Report here**