**Significant Mitigation Milestone for Zebra Mussels**

Austin Water has achieved a significant milestone in its efforts to manage Zebra Mussels at its three water treatment plants. The utility has been working to counteract the impacts of this invasive species in a responsible way with the health and safety of utility employees, customers and the environment at the forefront. Construction and commissioning of chemical feed systems at Ullrich Water Treatment Plant and Davis Water Treatment Plant was completed in early October 2020. A similar system began operation at Handcox Water Treatment Plant in September 2019.

Austin Water will use these new systems to deter future infestations by feeding a low dose of liquid copper sulfate pentahydrate to kill off any Zebra Mussels in the pipes and deter others from attaching to the water treatment infrastructure. Looking toward the future, Austin Water is working to design a Copper Ion Generator system that will use electricity and copper electrodes to release copper ions into the raw water pipelines. This proposed system will eliminate the need to deliver, handle, and store large amounts of copper sulfate chemicals onsite.

**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.

<table>
<thead>
<tr>
<th>Year</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>58% Participation Rate in 2019!</td>
<td>72%</td>
<td>76%</td>
<td>80%</td>
</tr>
</tbody>
</table>

**Rate Adjustment**

<table>
<thead>
<tr>
<th>Rate Adjustment</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>2018</td>
</tr>
<tr>
<td>▼4.8%</td>
<td>2018 Midyear Reduction</td>
</tr>
<tr>
<td>0%</td>
<td>2019</td>
</tr>
<tr>
<td>▼10%</td>
<td>2020</td>
</tr>
<tr>
<td>0%</td>
<td>FY2021</td>
</tr>
</tbody>
</table>

**Financial Health**

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.

**Monthly Performance Dashboard**

A report highlighting key performance indicators

October 2020
**Customer Collaboration**

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

**Priority 1 Leaks**
- Investigated within one hour of customer calls
- **Quarterly Target**: 95%
- **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
- **2019 Infrastructure Leak Index dropped to 3.71**

**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
- **Priority 1 Leaks**
- Investigated within three hours
- **Monthly Target**: 90%

**Water Supply Sustainability**

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

- **New Conservation Measures Implemented**
- **Current Overall Industry Average**: 755
- **2018**: 690
- **2019**

**Drinking Water Quality Calendar Year 2020**: Cloudiness of water (turbidity)
- **Permitted Level**: less than 0.3 NTU
- **Utility Target**: less than 0.1 NTU

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

**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.
- **Permitted Level**: 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:**
- 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 136 miles of mains and over 8 billion gallons used annually.

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