Austin Water Recognized as Utility of the Future Today

Austin Water received recognition as a 2020 Utility of the Future Today for its commitment to Effective Utility Management principles and community outreach and engagement efforts during development and adoption of the Water Forward Integrated Water Resource Plan. The recognition program honors forward-thinking, innovative water utilities that are providing resilient value-added service to communities. The Utility of the Future Today program was launched in 2016 by the National Association of Clean Water Agencies (NACWA), the Water Environment Federation (WEF), the Water Research Foundation (WRF) and the Water Reuse Association, with input from the U.S. Environmental Protection Agency (EPA).

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) volume rates in response to COVID-19 are currently in place and will be extended until October 31, 2021. 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.

Financial Health

Standard & Poor’s Bond Rating

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.

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.

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.
Customer Collaboration

- J.D. Power overall customer satisfaction index: 759
  - Current: 749
  - Overall Industry Average: 690
  - 2019: 707
  - 2018: 759

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 responded to within three hours
  - Monthly Target: 90%

Water Supply Sustainability

- New Conservation Measures Implemented
  - 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

Drinking Water Quality Fiscal 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.

<table>
<thead>
<tr>
<th>Month</th>
<th>0.3 NTU</th>
<th>0.2 NTU</th>
<th>0.1 NTU</th>
<th>0.0 NTU</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCT NOV DEC</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JAN FEB MAR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>APR MAY JUN</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JUL AUG SEP</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Utility Target: less than 0.1 NTU

Wastewater Quality Fiscal Year 2020

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

<table>
<thead>
<tr>
<th>Month</th>
<th>10 mg/l</th>
<th>8 mg/l</th>
<th>6 mg/l</th>
<th>4 mg/l</th>
<th>2 mg/l</th>
<th>0 mg/l</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCT NOV DEC</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JAN FEB MAR</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>APR MAY JUN</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JUL AUG SEP</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Utility Target: less than 3.0 mg/l

- Permitted Level: less than 10.0 mg/l

See the 2019 Annual Water Quality Report here