

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).

MONTHLY PERFORMANCE DASHBOARD

A report highlighting key performance indicators

September 2020

Business Excellence & Innovation

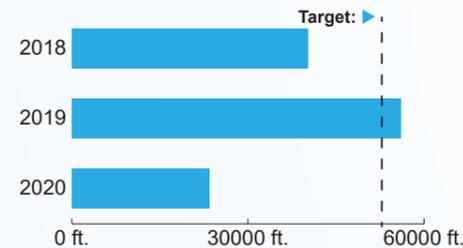


On March 26, 2020, the Austin City Council approved contracts for full implementation of My ATX Water, Austin's Smart Water Meter System. A pilot project to test the new system, including about 5,000 meters and a customer portal, is underway. Following the pilot, 250,000 new meters will be installed 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.

Leak Detection Technology

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

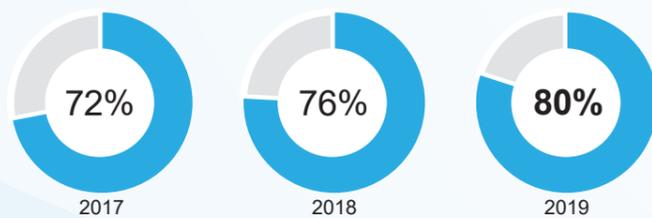
Annual Target: > 52,800



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.

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.

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%

Rate Adjustment	Effective Date
0%	2018
▼ 4.8%	2018 Midyear Reduction
0%	2019
0%	2020
▼ 10%	2020 COVID-19 Reduction Continues
0%	FY2021



Financial Health

Standard & Poor's Bond Rating

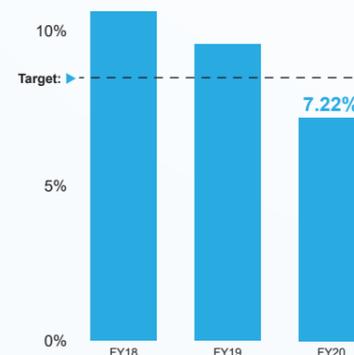
AA

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	2019 Actual	2020 Target	2020 Estimate
Number of Days Cash (Operating)	282	245	258
Debt Service Coverage Ratio	1.66	1.85	1.71
Cash Financing of Annual Capital Improvement Projects (Pay as You Go)	49.1%	35% min. - 50% max.	39.8%

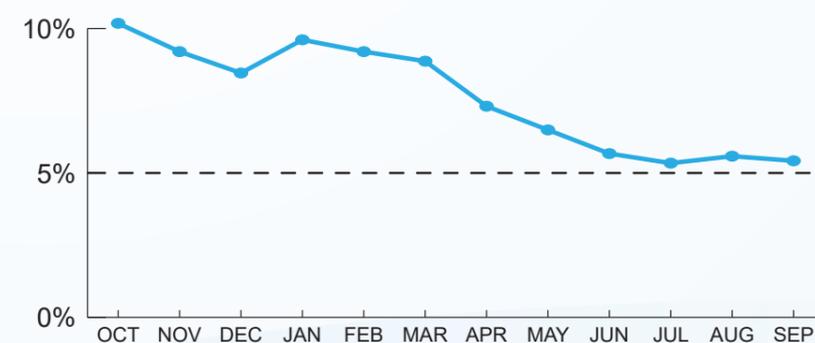
Employee Turnover Rate

FY Annual Target: < 8.5%



Monthly Vacancy Rate Fiscal Year 2020

Monthly Target: < 5%

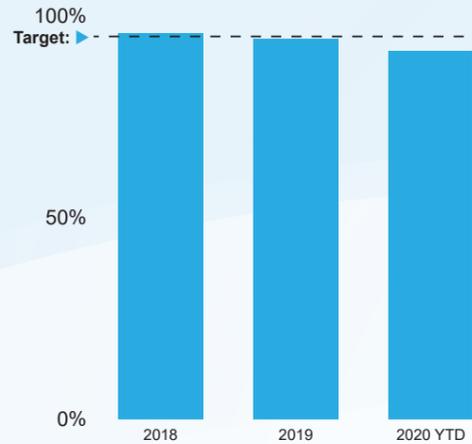


Customer Collaboration



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

Quarterly Target: 95%



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

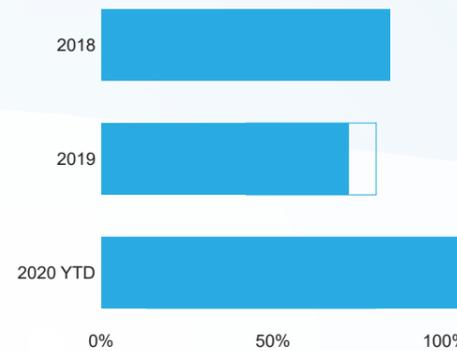
2019 Infrastructure Leak Index dropped to 3.71



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

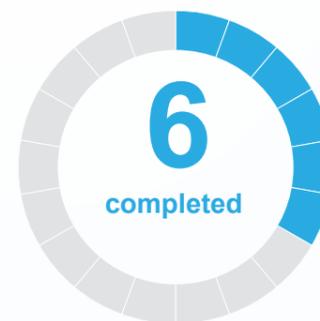
Annual Target: 80%



Asset Upkeep

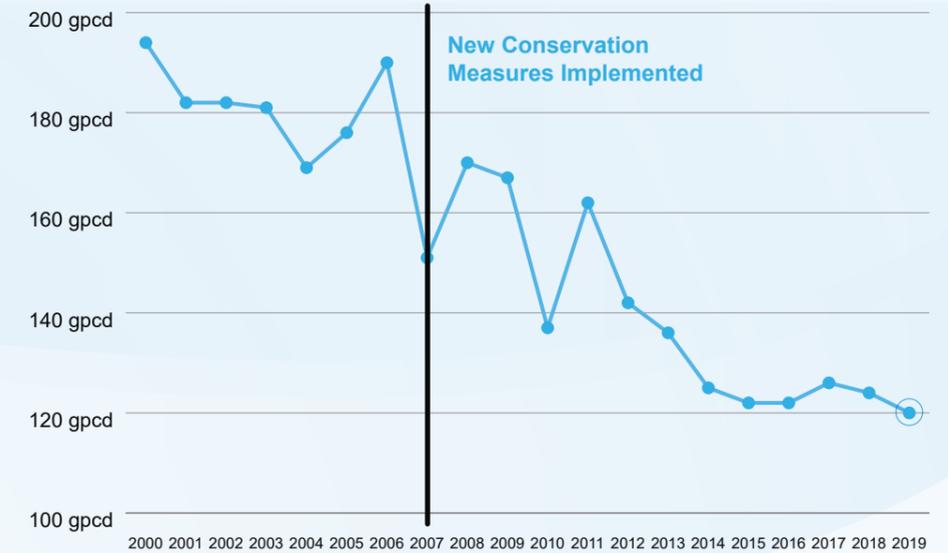
Preventative maintenance routine validation. Validating pipe network asset types.

Total Validated Asset Types: 18



Water Supply Sustainability

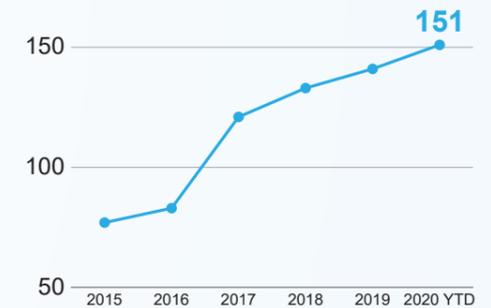
Austin's water use Gallons Per Capita per Day (gpcd)



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

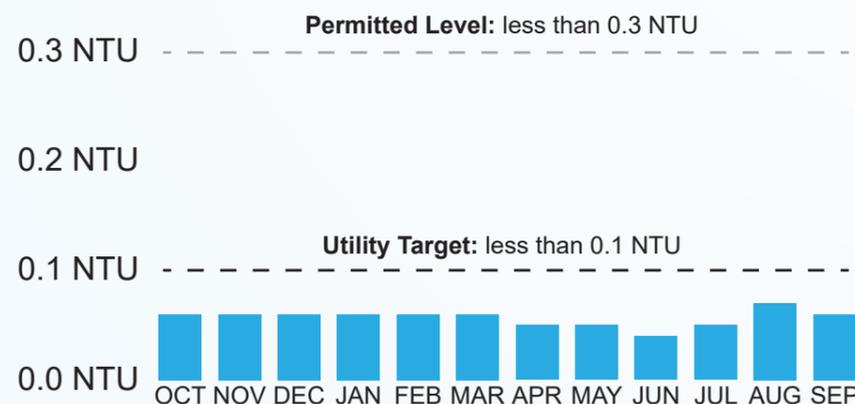


Product Quality

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

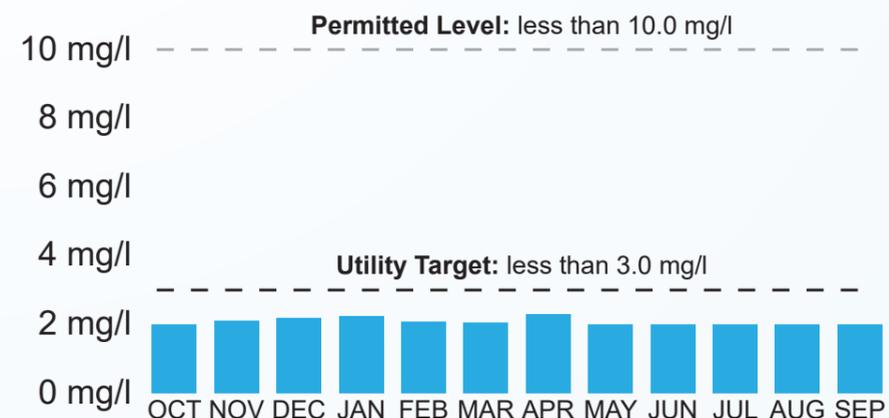
Measured turbidity "cloudiness of water" is the indicator of the effectiveness of our filtration systems.

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



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.



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

