

My ATX Water PROGRAM UPDATE

Austin Water Oversight Committee

October 27, 2021



Agenda:

- May 13, 2021 AW Oversight Committee Briefing
- Deployment Progress
 - Cumulative Meter Installations
 - Citywide Full Implementation
 - Disaster Recovery and Meter-to-Bill Certification
 - Improving Resilience
- Customer Outreach / Portal Engagement
- Preliminary Data – Alerts & Notifications





DEPLOYMENT PROGRESS

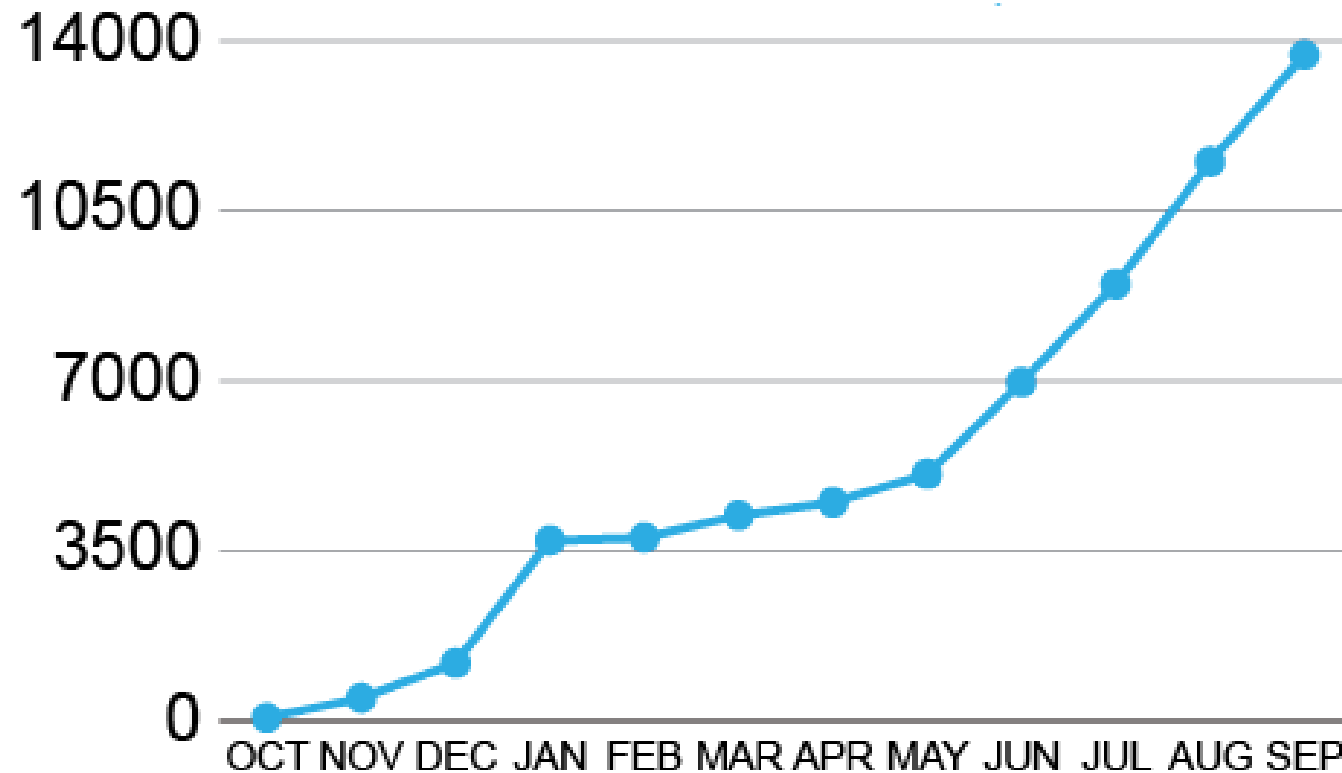


The image shows a worker in a high-visibility vest and safety gear working on a device in a field. The worker is wearing a yellow safety vest, a black face mask, and safety glasses. They are kneeling on the grass, and a black device is visible on the ground. The background shows some vegetation and a metal structure.



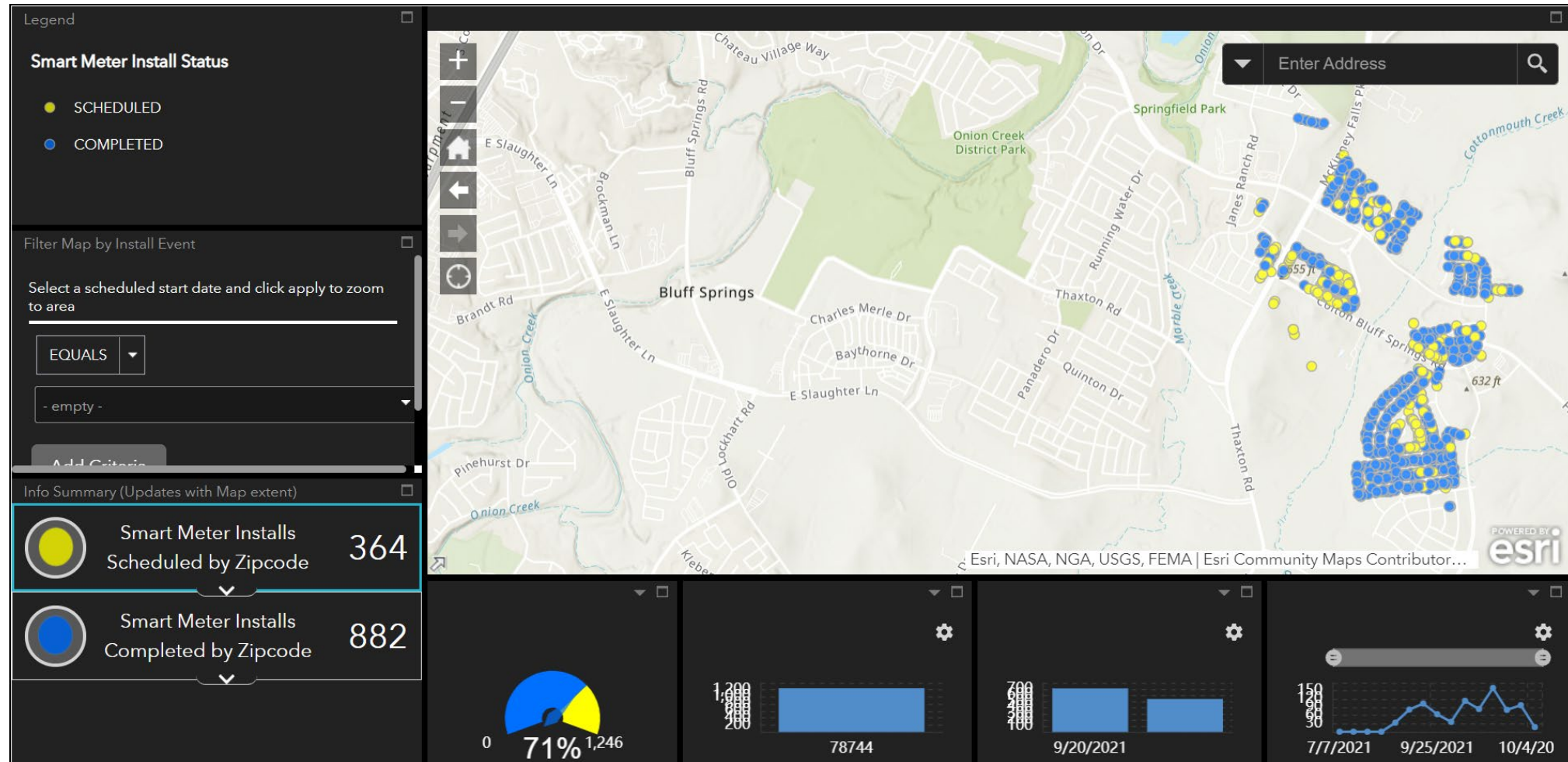
Cumulative Meter Installations

💧 13,714 meters installed



Meter Installation Map

myatxwater.org



Citywide Full Implementation

💧 Citywide Deployment

- 28% Data Collection Units installed
- ~32,500 field surveys complete
- Supply chain adjustments

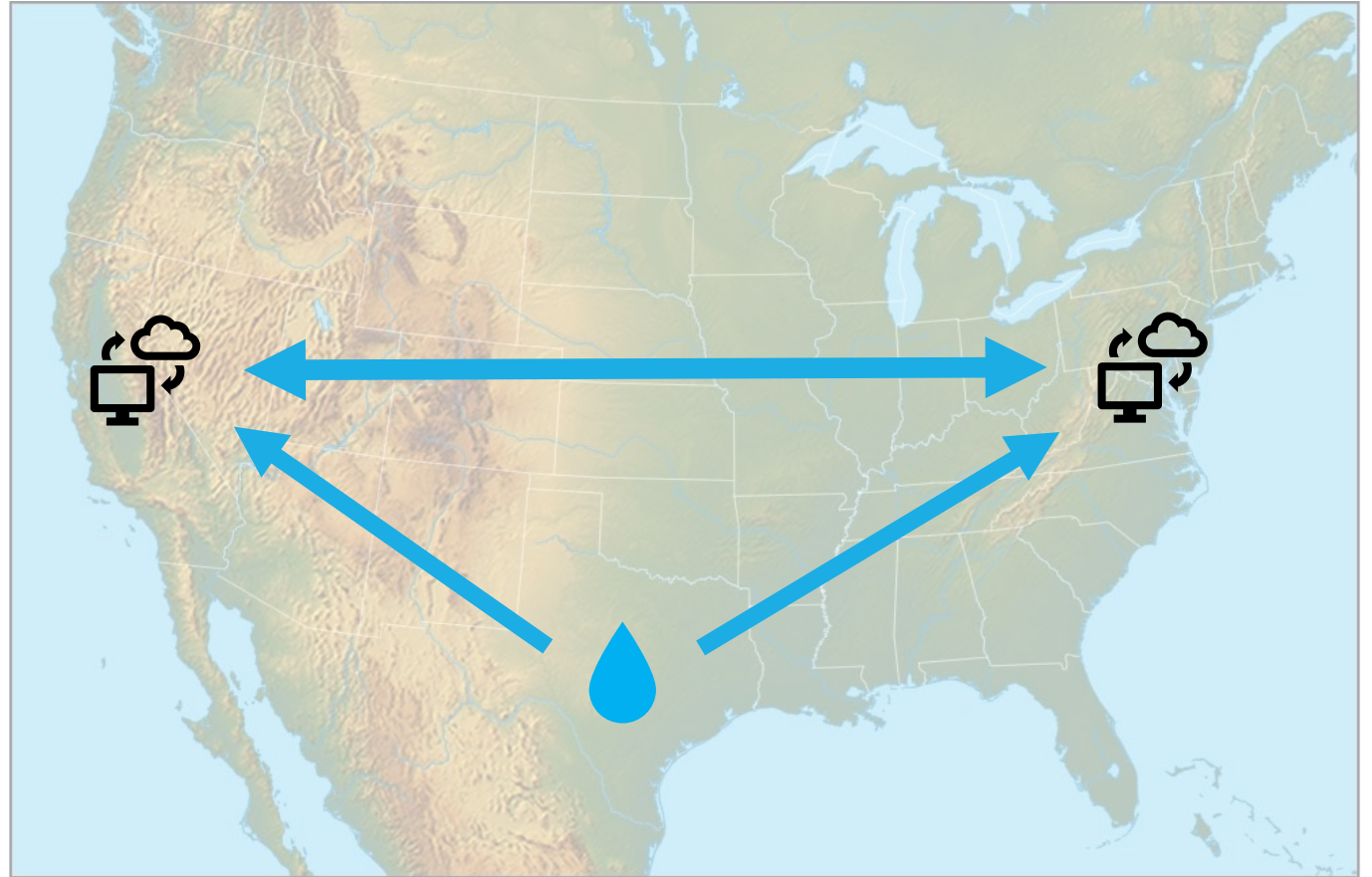
💧 Workforce Development

- AW – New full-time positions
- Aclara – Install technicians



Disaster Recovery and Meter-to-Bill Certification

- ♦ IT Integration
 - Disaster Recovery Scope Completed
- ♦ Meter Certification Process
 - Test meters for accurate reads
 - Inspect for consistency and reliability
 - Assess data integrity
 - 10 criteria for validation



Improving Resilience

- Winter Storm Uri impacted water infrastructure first in SW Austin
- Several thousand My ATX Water meters installed throughout SW Austin
- Enables near real-time monitoring of water loss during future extreme events
 - Improved communications
 - Enhanced resilience



CUSTOMER OUTREACH & PORTAL ENGAGEMENT

Your new **smart water meter** has been installed.

Action Needed: We recommend you clear sediment in your water line by running an outside spigot and cold water in a bath tub for 10 minutes before using any other indoor water. You may also need to clean screens on faucets and shower heads.



MyATXwater
Smart Water Meter Systems



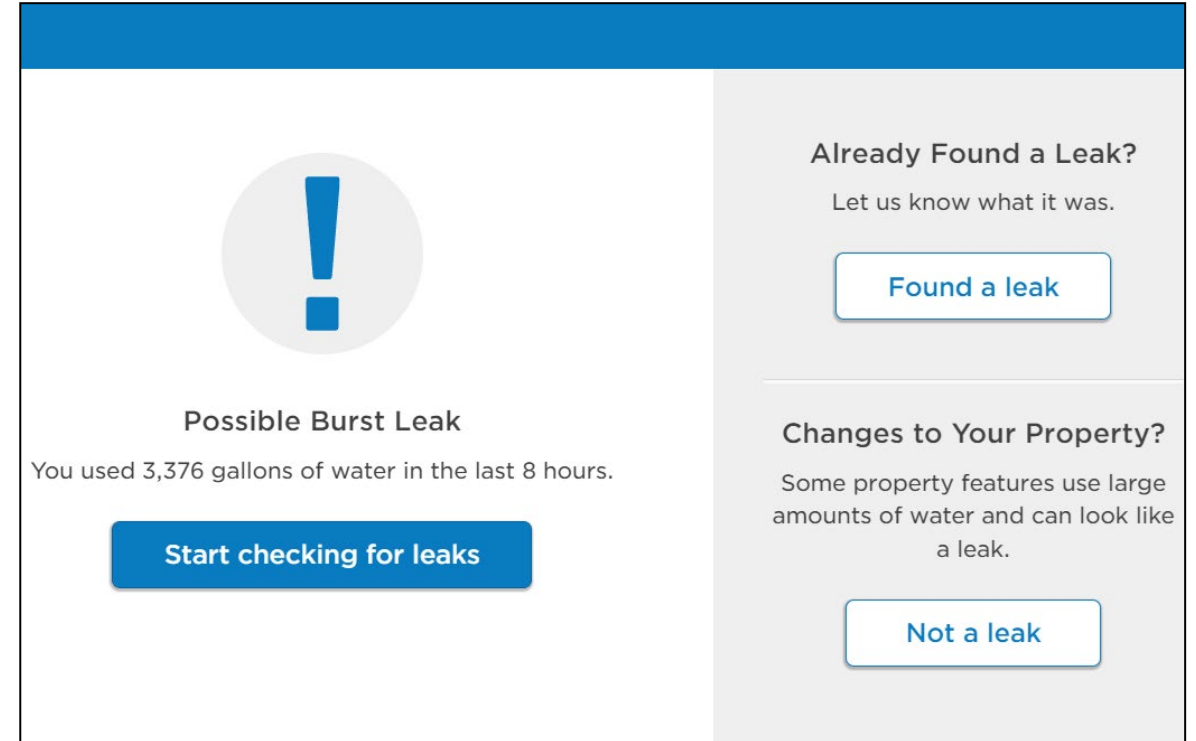
Customer Outreach

- 💧 Virtual community information meetings
- 💧 Customer mailer (2-4 weeks prior to install)
- 💧 Email (~1 week prior to install)
- 💧 Neighborhood yard signs
- 💧 NextDoor posts
- 💧 HOA/Neighborhood Association notification

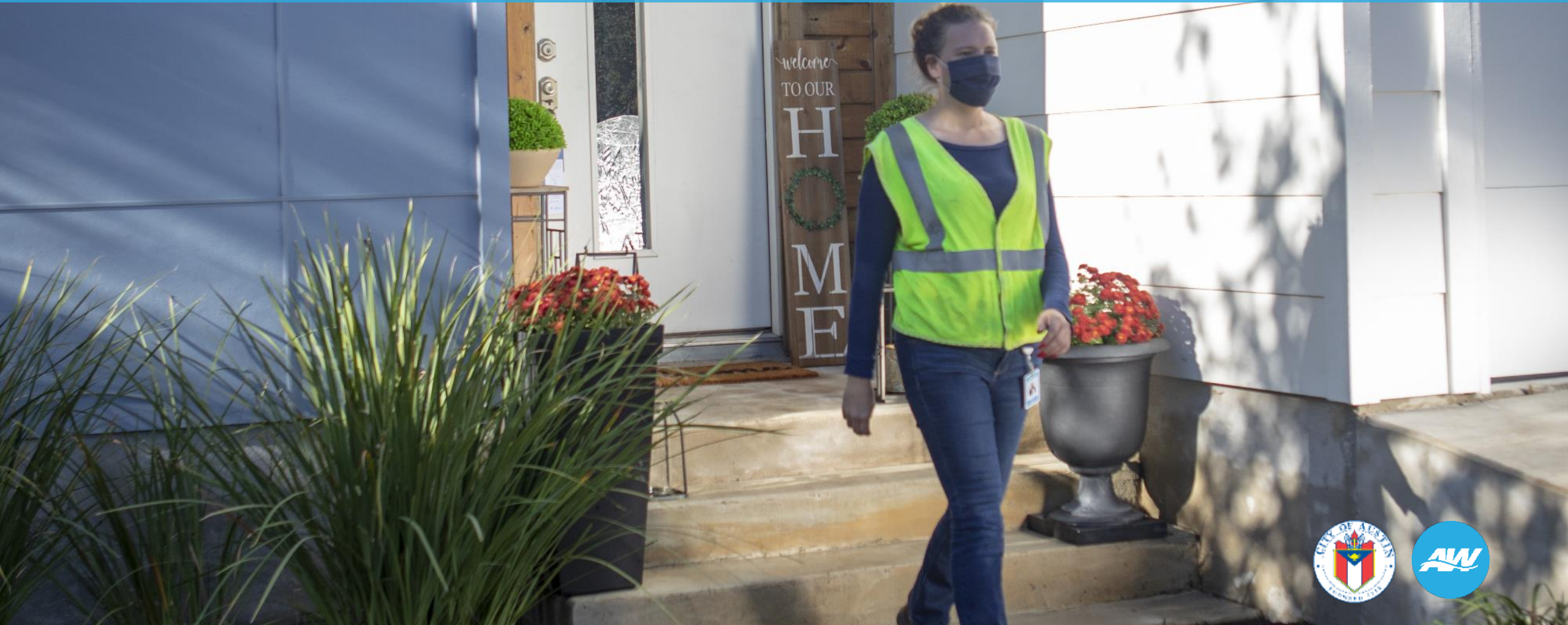


Portal Engagement

- Portal registrations – 5,668 customers
 - Invitation one week after meter install
 - 75% of registrations from email invites
- Portal notifications – more than 1 million
 - Invitations to register
 - Preinstall notifications
 - Continuous Use (Leak) Detection
 - High Use notifications
 - Billing / Conservation messaging
 - Emergency messaging





PRELIMINARY DATA: Alerts & Notifications



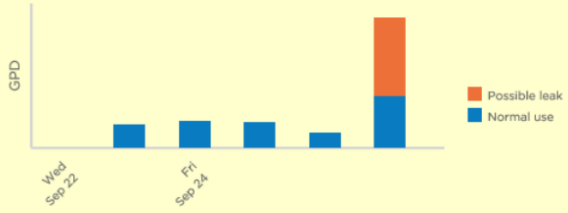
Portal Notifications

Irregular Water Use: You may have a leak

 Austin's Smart Water Meter System


Irregular Water Use
You used 2,348 gallons of water in 8 hours, beginning at 1:00 AM on Monday, September 27, 2021.
[Investigate possible leak »](#)

Your most recently recorded water use:



Date	Normal use (GPD)	Possible leak (GPD)
Wed Sep 22	~10	0
Fri Sep 24	~10	0
Sep 27	~10	~2338


What's next?
1. Check for leaks.
[Here's how »](#)
2. Tell us what you found
[I found a leak »](#) [This was not a leak »](#)

Property owners are responsible to investigate the source of any potential leak on their property. For more information, please visit <http://www.austintexas.gov/department/high-water-bill-options>



[Home](#) [Billing](#) [Track](#) [Take Action](#) [Services & Forms](#) [Settings](#)

SERVICE ADDRESS **ACCOUNT NUMBER**

I Want To...
[Pay my bill](#)
[Understand a high bill](#)
[Sign up for unusual use alerts](#)
[Apply for a rebate](#)

My Daily Use
57
Gallons Per Day [View use](#)
[Compare your past use for this billing period.](#) **-21%** 

Period	GPD
Jul-Aug 2021	72
Aug-Sep 2021	57

Notifications
Alert - yesterday 
Possible Burst Leak
You used 2,348 gallons of water in 8 hours.
[Investigate Unusual Use](#)
Reminder 
Enroll in Alerts
Protect your property and get pe...
[read more](#)



Leak Alerts - Preliminary Data

- 💧 8,482 Continuous Usage Alerts
 - 7,894 emails
 - 278 texts
 - 41 robocalls
 - 519 letters
- 💧 AW Customer Service Division assists with trouble-shooting private-side leaks and bill adjustments

Leak Explanations



Customer Satisfaction

“Love my spouse, but they didn’t tell me they forgot to shut off our hose out back. 😊

Also, this alert was extremely useful.

Thank you!”



Questions?

