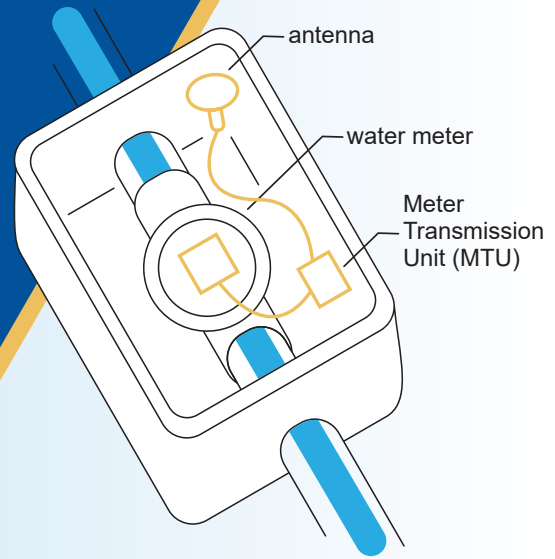


MyATX Water

Austin's Smart Water Meter System



My ATX Water, Austin's Smart Water Meter System, will replace analog water meters with electronically read meters connected to a wireless network. A customer portal will provide daily water use data and custom notifications. The project is an important strategy to achieve water conservation goals in Austin Water's 100-year water plan, known as Water Forward.

Since 2016, Austin Water staff have evaluated new water metering technologies, known as Advanced Metering Infrastructure, and conducted small-scale pilot projects. This analysis has helped us implement the best selected meter and data analytics solution for the utility and our customers.

On March 26, 2020, the Austin City Council approved contracts for full implementation of the new metering system and customer portal. A pilot project, including about 5,000 meters, will begin in the summer of 2020 to test the new technology. 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.

Austin Water is committed to affordability for our customers and has worked with the Texas Water Development Board to secure low interest loans to fund the majority of the project.

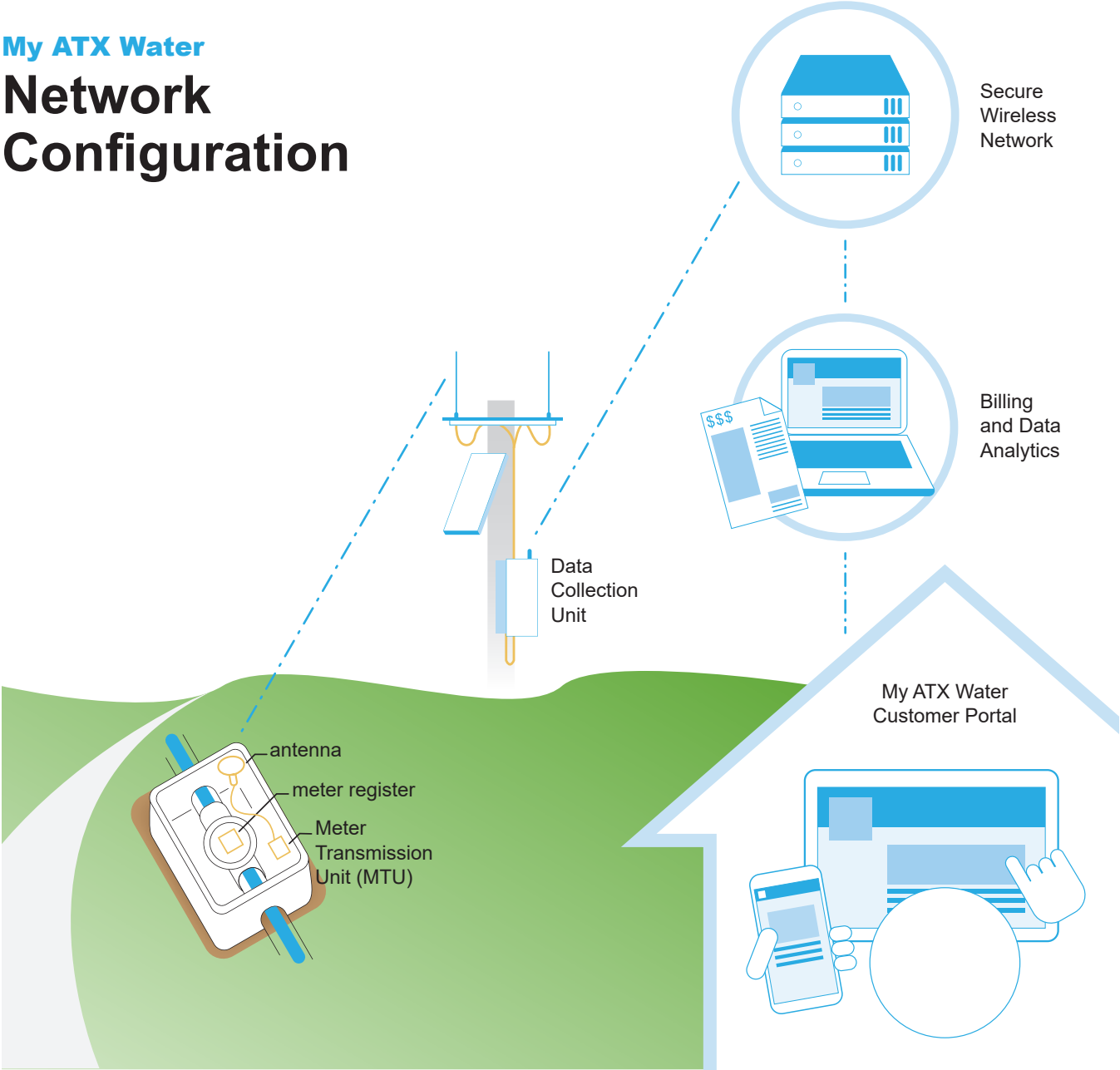
How it Works

- A new digital meter will be installed at each home or business.
- Water use will be collected and transmitted daily to a customer portal via a secure wireless connection.
- Customers need to sign up for the customer portal, where they can track water use and get alerts when water use increases, or possible leaks are detected.
- Customers will continue to receive a monthly bill for water and wastewater services.

Customer Benefits

- Customized Notifications – Sign up for custom notifications if your water use suddenly increases, indicating a possible water leak.
- Daily Water Use Updates – Your data is at your fingertips. Know how much water you are using.
- Water Budgeting Feature – Sign up for alerts if your water usage is exceeding your threshold.
- Tools to reduce your water use and save money – Water-use reports help you reduce your water use and save on your monthly bill.

My ATX Water Network Configuration



My ATX Water Timeline

