

WHAT IS THE DROPCOUNTR HOME WATER USE REPORT PROGRAM?

Austin Water contracted with Dropcountr Inc., to offer free, digital home water use reports. The reports can help customers save both water and money. Reports are available by mobile app and/or by internet and include:

- A customized household water use profile
- Information about a customer's past water use compared to:
 - Similar households
 - Utility bill rate tiers
 - Water efficiency standards
 - The customer's water saving goals
- Suggestions for ways to save water and links to Austin Water conservation programs
- Utility alerts and announcements about new conservation programs

HOW DO I SIGN UP?

- Create an account at the [Dropcountr website](#) or
- Download the Dropcountr mobile app from the [Apple](#) or [Android](#) App Stores.

If you have problems signing up, please email support@dropcountr.com.

DO I GET A SMART METER IF I SIGN UP FOR DROPCOUNTR?

Austin Water does not yet have “smart” meters to report water use on a daily, hourly or more frequent basis. You can use monthly and seasonal data to compare the same month in different years or look for water use trends.

HOW DOES DROPCOUNTR CHOOSE “SIMILAR HOUSEHOLDS” TO MY HOUSE?

A similar household is one that is like your home in property size and number of residents. Dropcountr uses census and county data along with participant-provided information to identify similar households. You can compare your water use to similar households within a 5-mile radius.

HOW DOES DROPCOUNTR CALCULATE MY WATER USE GOALS?

Dropcountr calculates your water use goals based on

- Customer-provided information
- Lot size information from the Travis Central Appraisal District
- Local and national water efficiency standards

HOW MUCH WATER WILL I SAVE?

In 2015, Austin residents had a combined indoor and outdoor water use average of 67 gallons a person a day. Dropcountr participants use about 4% less water on average than similar non-participants.

WHAT CAN I DO TO MEET MY WATER USE GOALS?

Austin Water offers [Water Saving Tips](#) and [Rebates](#) to help you save both indoors and out. Try the [Water Use Calculator](#) to see how small changes to your daily routine can produce big savings. To lower outdoor use, consider [converting your landscape](#) to low water-use plants. If you've already met your goals, you may still want to look for more ways to reduce your use to help keep water bills low.