EPA Recognizes Austin Water for Efforts to Restore Ecosystems

Austin Water’s Wildlands Conservation Division received First Place in the People’s Choice Category of the U.S. Environmental Protection Agency’s Outstanding Green Infrastructure and Low Impact Development Competition for a project that manages stormwater runoff in sensitive habitat areas in its Balcones Canyonlands Preserve. The project features a series of shallow troughs and hillside terraces, known as bioswales, to collect and control rainwater high in the landscape, while providing important rehydration benefits for lands downhill. The bioswales reduce potential flooding, slow runoff, and prevent erosion. Trees and shrubs planted in these areas provide enhanced carbon sequestration to mitigate the impacts of climate change.

My ATX Water, Austin’s Smart Water Meter System is in full swing, working to install 250,000 new digital water meters city-wide between now and 2025. As of August more than 10,000 meters have been installed. Aclara, Austin Water’s certified contractor, will hire additional technicians to increase the number of meter installs each month. Customers have also been signing up for the My ATX Water portal, where they can see their water use data in near-real-time, receive water alerts, and find ways to save water and money. The portal is currently around a 50% adoption rate after customers receive their new meter.

Current J.D. Power overall customer satisfaction index: 721

Overall Industry Average: 756

My ATX Water
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

Percentage of actual CIP spending to budgeted CIP spending
Annual Target: 80%

Reduce operational risks by successfully completing at least 80% of the Austin Water Capital Improvements Program on identified priority infrastructure needs annually.

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 Calendar 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.

0.3 NTU Permitted Level: less than 0.3 NTU
0.2 NTU
0.1 NTU Utility Target: less than 0.1 NTU
0.0 NTU

Wastewater Quality Calendar Year 2020
Keeps the Carbonaceous Biological Oxygen Demand (CBOD) concentration from our wastewater treatment plants discharging at 3.0 mg/L or less.

10 mg/l Permitted Level: less than 10.0 mg/l
8 mg/l
6 mg/l
4 mg/l
2 mg/l Utility Target: less than 3.0 mg/l
0 mg/l