Austin Water Recognized for Excellence in Government Finance

The Government Finance Officers Association recognized Austin Water in this year’s Awards for Excellence in Government Finance, specifically for its debt management strategies. Austin Water’s creative approach successfully balances two essential priorities: increasing affordability for customers, while improving and maintaining critical infrastructure for extreme weather and a growing population. The utility’s debt management methods have saved customers nearly $700 million since 2016. These savings have been returned to customers. Austin Water has not raised its rates since 2018. Since April of 2020, Austin Water was able to provide $6.8 million in bill relief and $10 million in payment assistance funding for customers in response to the COVID-19 pandemic. Last year, the utility provided $6.5 million emergency reductions after Winter Storm Uri.

Business Excellence & Innovation

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 January more than 26,000 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.

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

Annual Target: > 36,960

Affordability

Austin Water continued 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 2022. Affordability efforts continue as Austin Water implemented a multifamily CAP program in 2021 and continued debt management strategies for debt service savings.

Annual Residential Bill is to stay at or below 1.5 percent of Austin Median Household Income (MHI)

Avg. Bill as % of MHI FY 2022 Target <= 1.5%

Employee Engagement

Employee Turnover Rate FY Annual Target: < 8.5%

Monthly Vacancy Rate Calendar Year 2021 Monthly Target: < 5%

Financial Health

Standard & Poor’s Bond Rating

2020 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.

Customer Satisfaction

JD Power Overall Index

2022 Study Wave 2 of 4 JD Power Overall Index

2020 2021 2019

Overall Industry Average 756 737 743

698

austinwater.org
**Customer Collaboration**

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

- **Quarterly Target:** > 95%

**Priority 1 Leaks**
Responded to within three hours

- **Monthly Target:** > 90%

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**Infrastructure Stability**

**Water Leak Management Index**
(Infrastucture 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

**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%

**Facility Assets in Fair or Better Condition**

The state of the assets that comprise the treatment, pumping, and storage facilities.
- **Annual Target:** > 80%

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**Water Supply Sustainability**

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

- **New Conservation Measures Implemented**

**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.

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**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.

**Permitted Level:** less than 0.3 NTU

- 0.3 NTU
- 0.2 NTU
- 0.1 NTU
- 0.0 NTU

**Utility Target:** less than 0.1 NTU

- 0.1 NTU
- 0.0 NTU

**Wastewater Quality Calendar**

Year 2020:

- **Permitted Level:** less than 10.0 mg/l
  - 10 mg/l
  - 8 mg/l
  - 6 mg/l
  - 4 mg/l
  - 2 mg/l
  - 0 mg/l

- **Utility Target:** less than 3.0 mg/l
  - 0 mg/l
  - 2 mg/l
  - 4 mg/l
  - 6 mg/l
  - 8 mg/l
  - 10 mg/l

See the 2020 Annual Water Quality Report here

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