

# Austin's Newest Water Reservoir is Online and Serving Customers

Our city's oldest water storage reservoir has been replaced with a new, modern one that will improve resiliency for the entire water system. The North Austin Reservoir was built in 1913 and served Austin Water's customers for more than 100 years, but had exceeded its useful life. In 2020, the utility began construction to demolish the old reservoir and build a new one in its place. This month, the new reservoir was filled with 8 million gallons of drinking water and put back into service, about six months earlier than originally anticipated due to efforts of the project team and contractor. Austin's water treatment plants refill the 40 reservoirs in the system overnight to be ready to serve customers' water needs the next day. During high water demand periods, such as our hot summer days, this infrastructure increases our system's reliability. Reservoir levels and water treatment plant production is coordinated and monitored by staff at an Austin Water control center around the clock, every day of the year.

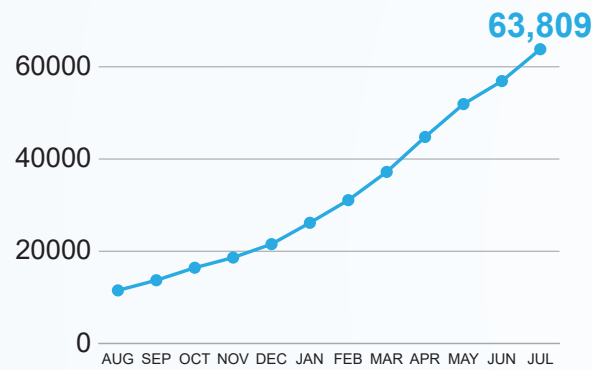
# MONTHLY PERFORMANCE DASHBOARD

A report highlighting key performance indicators

July 2022

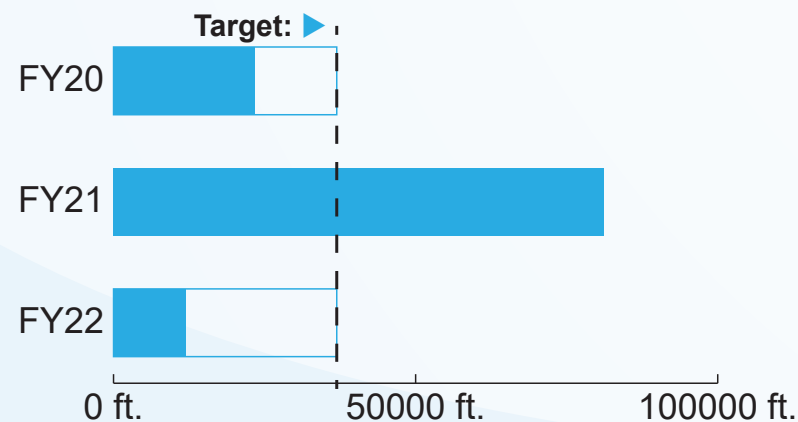
## Business Excellence & Innovation

**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 July more than 60,000 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

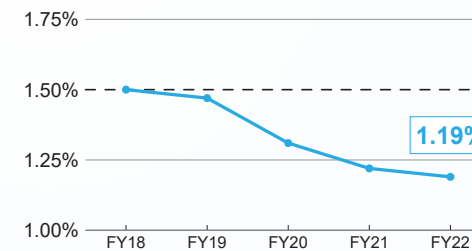
Austin Water continued a 10 percent reduction in water and wastewater rates for our most vulnerable low-income customers enrolled in the City of Austin's Customer Assistance Program (CAP) for the entirety of fiscal year 2022.

Affordability efforts continue as Austin Water implemented a multifamily CAP program 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%

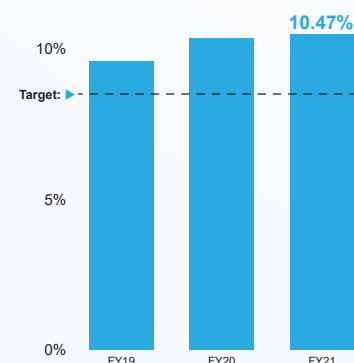
Rate Adjustment	Effective Date
▼ 4.8%	2018 Midyear Reduction
0%	2019
0%	2020
▼ 10%	2020 COVID-19 Reduction Continues for CAP
0%	FY2021
\$0.01 per 1,000 gal.	Temp. Winter Storm Uri Rate Reduction FY2021
0%	FY2022



## Employee Engagement

**Employee Turnover Rate**

FY Annual Target: < 8.5%



**Monthly Vacancy Rate Calendar Year 2022**

Monthly Target: < 5%



## Financial Health

Standard & Poor's Bond Rating

**AA**

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.

Financial Metrics	2021 Actual	2022 Estimate	2022 Target
Number of Days Cash (Operating)	280	282	245
Debt Service Coverage Ratio	1.75	1.82	1.85
Cash Financing of Annual Capital Improvement Projects (Pay as You Go)	35.0%	36.2%	35% min - 50% max

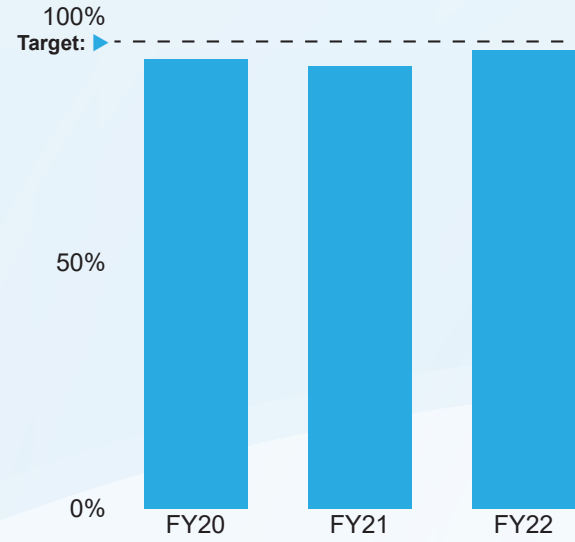
## Customer Satisfaction



## Customer Collaboration

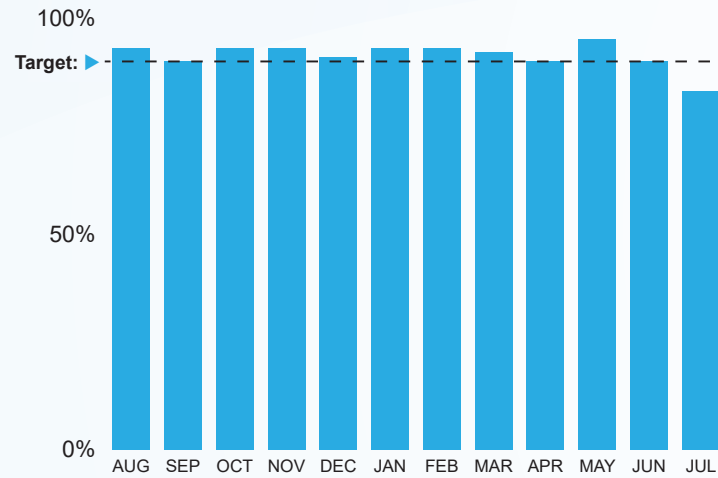
**Sanitary Sewage Overflows**  
Investigated within **one hour** of customer calls

**Quarterly**  
Target: > 95%



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

**Monthly**  
Target: > 90%

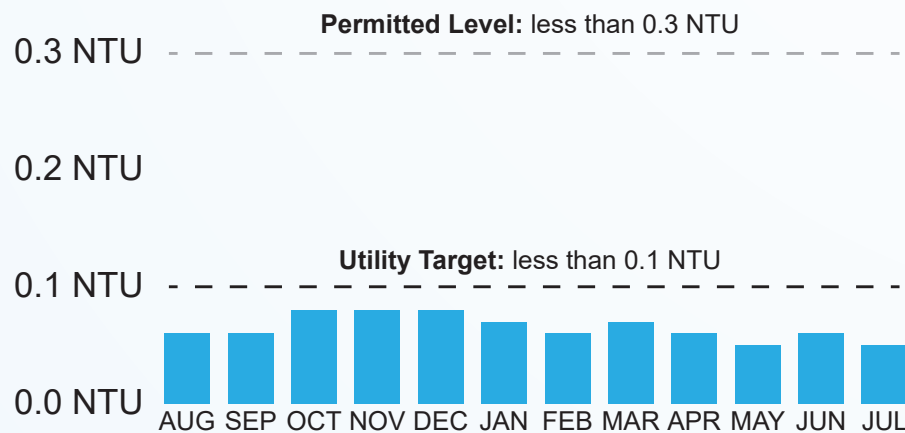


## Product Quality

**Drinking Water Quality Calendar Year 2022:** Cloudiness of water (turbidity)

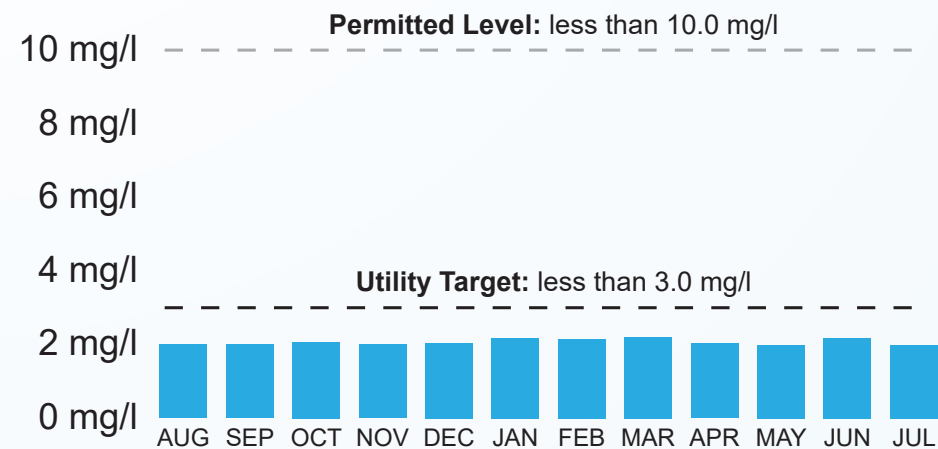
Measured turbidity "cloudiness of water" is the indicator of the effectiveness of our filtration systems.

Our target is to keep treated drinking water turbidity level at 0.10 Nephelometric Turbidity Unit (NTU) or less.



**Wastewater Quality Calendar Year 2022:**

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

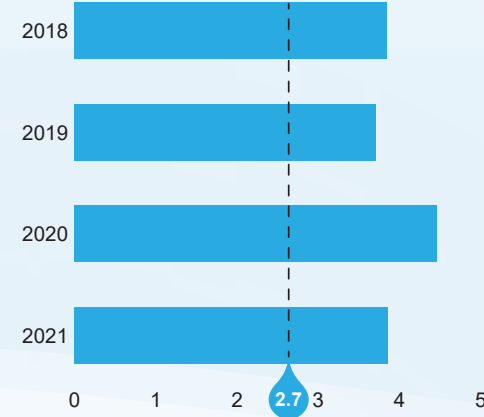


## Infrastructure Stability

**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.

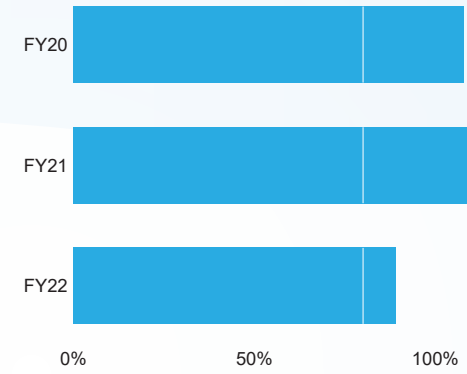
**Annual Target: < 2.7**



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

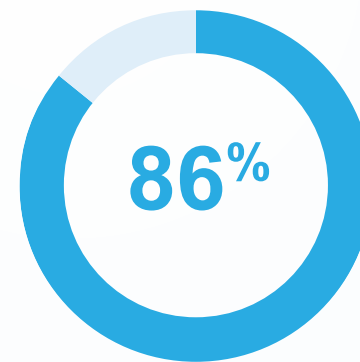
**Annual Target: > 80%**



**Facility Assets in Fair or Better Condition**

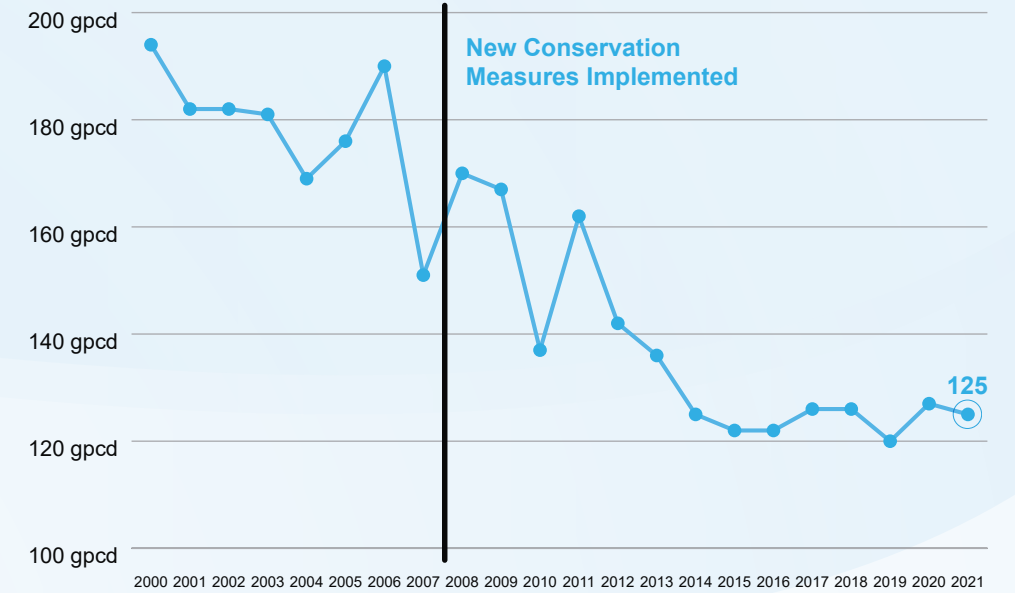
The state of the assets that comprise the treatment, pumping, and storage facilities.

**Annual Target: > 80%**



## Water Supply Sustainability

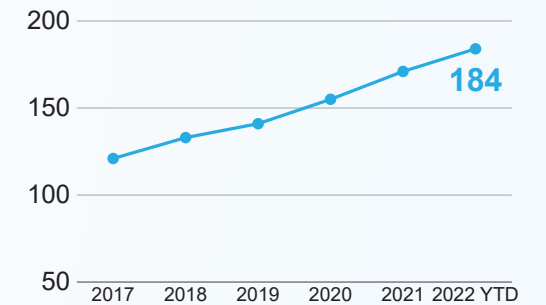
Austin's water use Gallons Per Capita per Day (gpcd)



**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



See the **2021 Annual Water Quality Report** here

