## Austin Water Recognized for Excellence in Wastewater Treatment

The National Association of Clean Water Agencies (NACWA) has recognized Austin Water’s Walnut Creek and South Austin Regional Wastewater Treatment Plants with Gold Peak Performance Awards for 2020. Gold Awards are presented to facilities with no National Pollutant Discharge Elimination System (NPDES) permit violations for the entire calendar year. The NPDES permit program, created in 1972 by the Clean Water Act, helps address water pollution by regulating point sources that discharge pollutants to waters of the U.S. This NACWA recognition honors Austin Water’s everyday commitment to ensuring that Austin’s wastewater is cleaned into high quality effluent before being safely returned to the Colorado River.

## My ATX Water

### Business Excellence & Innovation

**My ATX Water** is a program that involves the installation of new digital water meters city-wide between now and 2025. As of June, more than 7,000 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

Leak Detection Technology involves monitoring large diameter water transmission lines for leaks. The annual target is to perform leak detection on at least 52,800 linear feet.

## Affordability

Reduced residential water and wastewater rates were extended through October 31, 2020. Austin Water will continue 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 2021.

### Annual Residential Bill

- **FY 2020 Target:** <= 1.5%
- **Avg. Bill as % of MHI:**
  - **FY 2021:** 1.25%
  - **Temp. Winter Storm Uri Rate Reduction:** 1.25%
  - **FY 2022:** 1.50%
  - **FY 2023:** 1.75%

### Financial Health

**Standard & Poor’s Bond Rating**

2019 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

- **Number of Days Cash (Operating):**
  - **2020 Actual:** 318
  - **2021 Target:** 245
  - **2021 Estimate:** 246
- **Debt Service Coverage Ratio:**
  - **2020:** 1.84
  - **2021 Target:** 1.85
  - **2021 Estimate:** 1.74
- **Cash Financing of Annual Capital Improvement Projects (Pay as You Go):**
  - **2020:** 31.5%
  - **2021 Target:** 35% min. - 50% max.
  - **2021 Estimate:** 47.2%

## Employee Engagement

### Employee Turnover Rate

**FY Annual Target:** <= 8.5%

### Monthly Vacancy Rate Calendar Year 2021

**Monthly Target:** < 5%

## Customer Satisfaction

### J.D. Power

- **Overall Industry Average:** 743
- **Current J.D. Power overall customer satisfaction index:**
  - **2019:** 707
  - **2020:** 737

## Business Excellence & Innovation
Customer Collaboration

Sanitary Sewage Overflows
Investigated within one hour of customer calls
Quarterly Target: 95%

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%

Water Supply Sustainability

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

Water 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.

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.

See the 2020 Annual Water Quality Report here