Austin Water prioritizes affordability

In February, Austin Water contributed $5 million in additional funding for COVID-19 emergency bill relief through the City of Austin Utilities Financial Support Plus 1 program, which provides emergency financial help for residential customers that are having temporary difficulty paying their utility bills. Since April 2020, the City of Austin has distributed $10.8 million in bill relief to nearly 15,000 households.

Austin Water also identified bill relief measures in March to mitigate high bills due to dripping faucets, leaks, or broken pipes due to Winter Storm Uri. Customer bills were estimated based on typical water consumption and rate reductions were put in place through April 26. Fees for late payments and emergency shut-offs were also waived. These efforts were designed to help the entire community rebound from the freeze event as quickly as possible.

Business Excellence & Innovation

On March 26, 2020, the Austin City Council approved contracts for full implementation of My ATX Water, Austin's Smart Water Meter System. A pilot project to test the new system, including about 5,000 meters and a customer portal, is underway. Following the pilot, 250,000 new meters will be installed over 4 years beginning in 2021. Customers will be notified prior to their scheduled installation and will receive information about how to register for the customer portal when it is available.

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.

Financial Health

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.

Employee Engagement

Listening to the Workforce survey – Employee Satisfaction Respondents that noted a positive response (Strongly Agree or Agree) about their overall job satisfaction level at Austin Water.

Employee Turnover Rate

FY Annual Target: < 8.5%

Monthly Vacancy Rate Calendar Year 2020

Monthly Target: < 5%
### 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%

**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%

**Asset Upkeep**
- Preventative maintenance routine validation.
- Validating pipe network asset types.
- Total Validated Asset Types: 17/18

### 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.
- **Utility Target:** less than 0.1 NTU
- **Permitted Level:** less than 0.3 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.
- **Utility Target:** less than 3.0 mg/l
- **Permitted Level:** less than 10.0 mg/l

### 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 2019 Annual Water Quality Report here**