

Customers Embrace My ATX Water Portal

More than 10,000 Austin Water customers have enrolled in the My ATX Water customer portal to monitor their water use and sign up for customized notifications. While all customers receive emergency alerts through the portal, the one-to-one communications with customers within a week of receiving an updated AMI meter has resulted in a current 35% adoption rate for the portal. This beats a 25% adoption rate experienced by other cities using a similar portal. To date, 15,400 continuous usage alerts have been sent through the portal to help customers detect leaks and avoid a high bill. Austin Water's Customer Service team works with notified customers to troubleshoot leaks and make bill adjustments. One satisfied customer reported, "Love my spouse, but they failed to tell me they left the hose running out back. This alert was extremely helpful." As adoption of the My ATX Water portal increases, this tool will allow customers to manage their water consumption better, resulting in higher satisfaction levels while meeting community goals for water conservation.

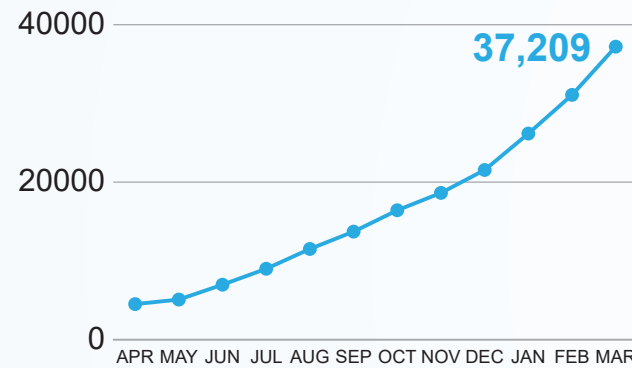
MONTHLY PERFORMANCE DASHBOARD

A report highlighting key performance indicators

March 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 March more than 35,000 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.

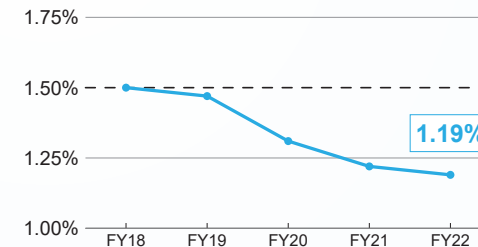


Affordability

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.

| 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 |

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%



Financial Health

Standard & Poor's Bond Rating

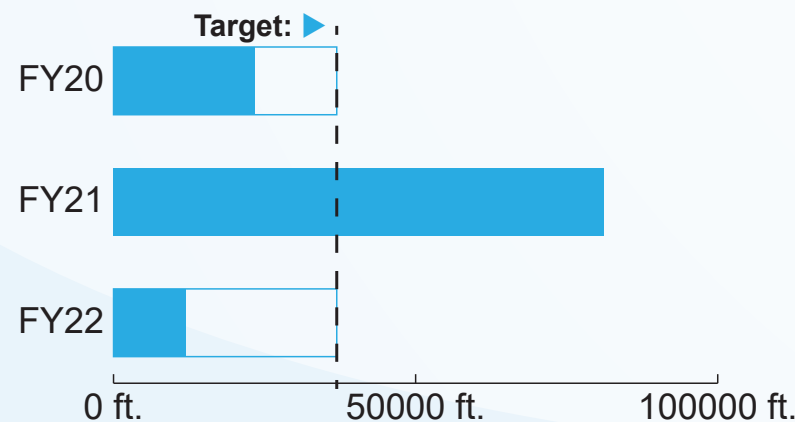
AA

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 |

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

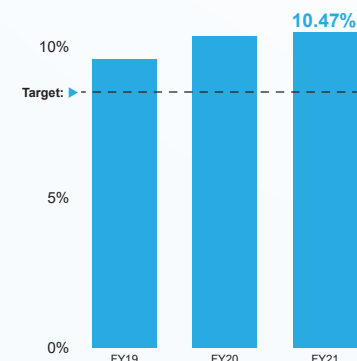
Annual Target: > 36,960



Employee Engagement

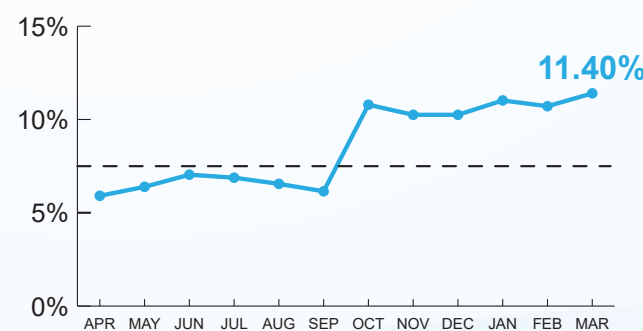
Employee Turnover Rate

FY Annual Target: < 8.5%



Monthly Vacancy Rate Calendar Year 2022

Monthly Target: < 5%



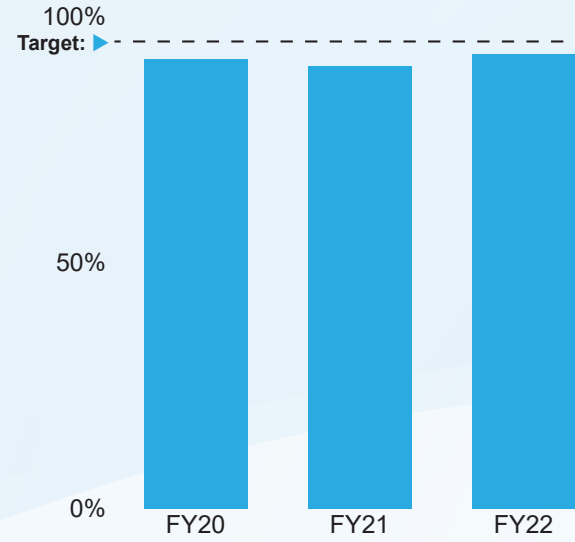
Customer Satisfaction



Customer Collaboration

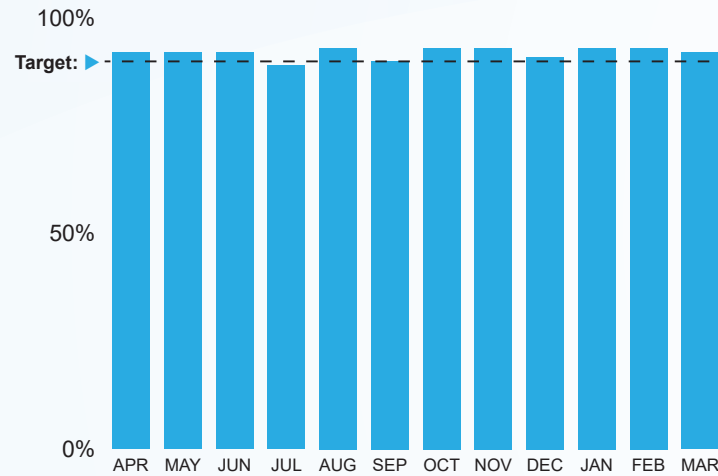
Sanitary Sewage Overflows
Investigated within **one hour** of customer calls

Quarterly
Target: > 95%



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

Monthly
Target: > 90%

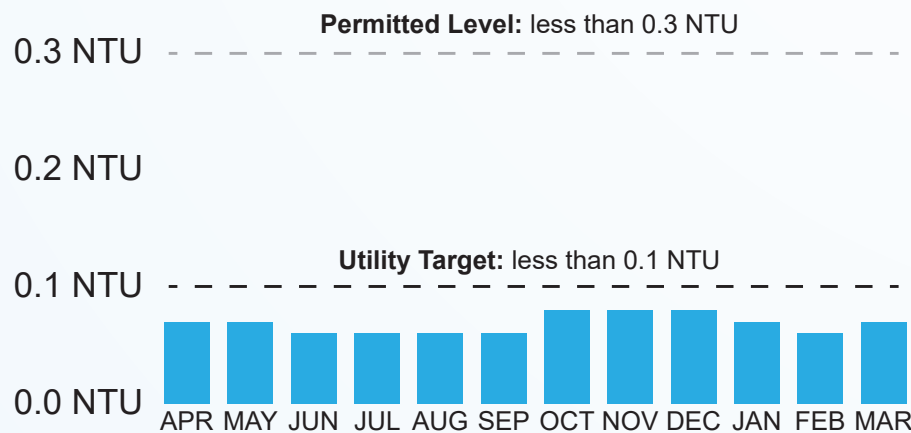


Product Quality

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

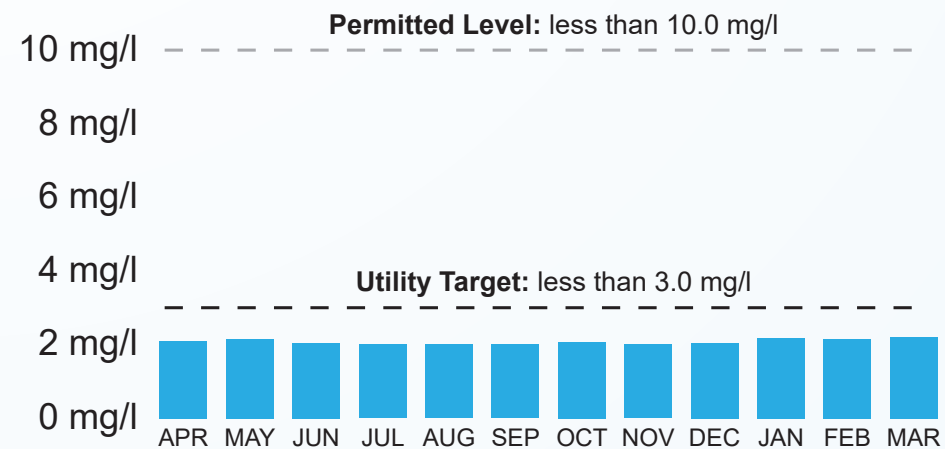
Measured turbidity "cloudiness of water" is the indicator of the effectiveness of our filtration systems.

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.

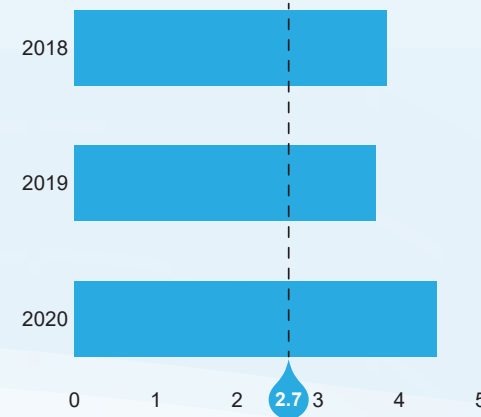


Infrastructure Stability

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.

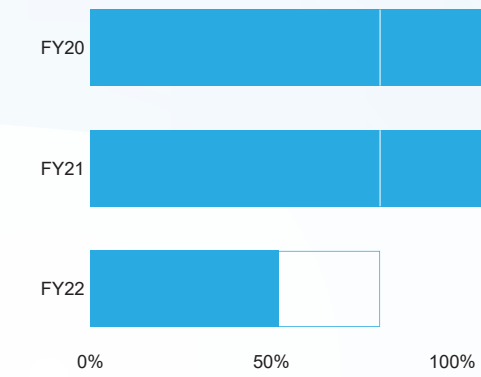
Annual Target: < 2.7



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

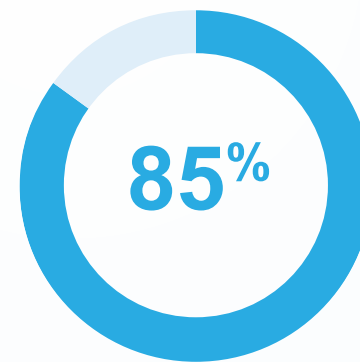
Annual Target: > 80%



Facility Assets in Fair or Better Condition

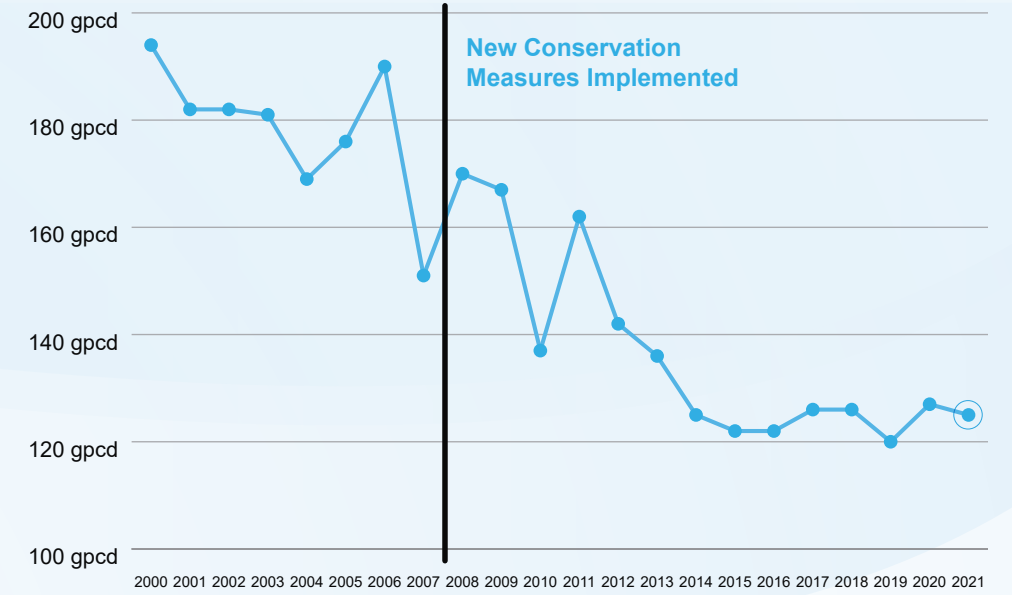
The state of the assets that comprise the treatment, pumping, and storage facilities.

Annual Target: > 80%



Water Supply Sustainability

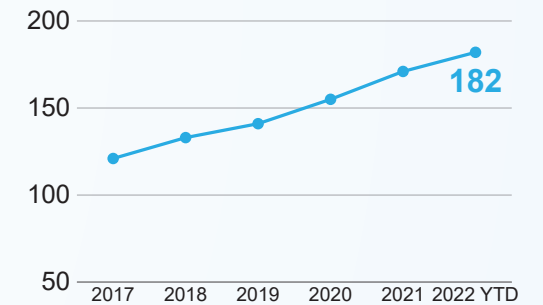
Austin's water use Gallons Per Capita per Day (gpcd)



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 **2020 Annual Water Quality Report** here

