Financial assistance now offered to renters without a dedicated water meter and account

Building on an increasing portfolio of affordability measures, Austin Water announced that effective immediately, low income and vulnerable Austinites living in apartments and other multi-family dwellings will see a new credit on their monthly utility bill. The credit is designed to offset a portion of their monthly water and wastewater services. Eligible participants will automatically receive a maximum $200 a year credit, which will appear on monthly billing statements as the Austin Water Multi-Family CAP Program Discount. This program offers a safety net to thousands of customers who have traditionally been ineligible for Austin Water financial assistance through the Customer Assistance Program (CAP).

**Business Excellence & Innovation**

My ATX Water, Austin’s Smart Water Meter System is currently wrapping up its initial pilot project of about 5,000 new digital water meters. More than 230,000 additional meters will be installed starting now and continuing over the next 4 years. Customers can sign up for the My ATX Water customer portal now to see monthly water use data and will have access to near real-time data once the new digital meter is installed. Visit myatxwater.org for more information.

**Affordability**

Reduced residential 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.

**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.

<table>
<thead>
<tr>
<th>Year</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>72%</td>
</tr>
<tr>
<td>2018</td>
<td>76%</td>
</tr>
<tr>
<td>2019</td>
<td>80%</td>
</tr>
</tbody>
</table>

58% Participation Rate in 2019!

The higher the participation rate %, the truer picture we get about what our workforce likes or dislikes about working at Austin Water.

**Employee Turnover Rate**

FY Annual Target: < 8.5%

**Monthly Vacancy Rate Calendar Year 2020**

Monthly Target: < 5%
### Customer Collaboration

**Overall Industry Average**

- Current J.D. Power overall customer satisfaction index: 747

**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: 18/18

### 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

### 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
- Utility Target: less than 0.1 NTU
- 0.3 NTU
- 0.2 NTU
- 0.1 NTU
- 0.0 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.

- 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

**See the 2020 Annual Water Quality Report here**