

Multifamily CAP Discount Receives Council Approval

An estimated 23,000 customers living in apartments and other multifamily dwellings will soon be eligible for financial assistance thanks to a new plan proposed by Austin Water and approved by Austin City Council. The plan will offset a portion of low-income and vulnerable Austinites' monthly water/wastewater expenses. Implementation will take place over the next several months and qualified customers can expect a savings of more \$200 annually with credits to their utility bill beginning as early as March 2021.

"This program will expand the services available to help vulnerable Austinites and it demonstrates the City's commitment to improving affordability in Austin," said **Austin City Manager, Spencer Cronk**. "I commend Austin Water for their continued work in providing high quality and affordable water and wastewater services."

The Austin Water Multifamily Customer Assistance Program Discount is one example of the many affordability initiatives Austin Water has introduced over the years. While many water utilities across the country have increased rates by as much as 5 percent year-over-year, Austin Water reduced rates in 2018 and has not increased them since. In addition, the utility offers rate reductions for CAP customers, generous rebates, programs to help low-income families with plumbing repairs, and more.

MONTHLY PERFORMANCE DASHBOARD

A report highlighting key performance indicators

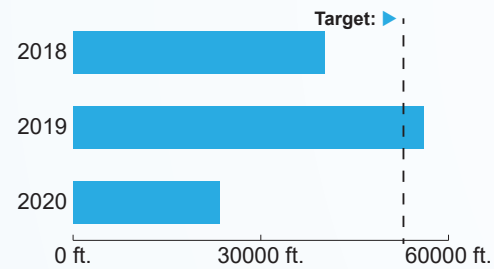
November 2020

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.

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



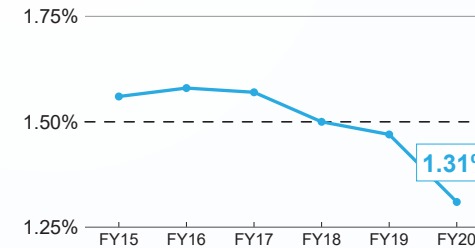
Annual Target:
> 52,800

Affordability

Reduced residential water (Tiers 1-3) and wastewater (Tiers 1-2) was 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.

Rate Adjustment	Effective Date
0%	2018
▼ 4.8%	2018 Midyear Reduction
0%	2019
0%	2020
▼ 10%	2020 COVID-19 Reduction Continues
0%	FY2021

Annual Residential Bill is to stay at or below 1.5 percent of Austin Median Household Income (MHI)
Avg. Bill as % of MHI
FY 2020 Target <= 1.5%



Financial Health

Standard & Poor's Bond Rating

AA

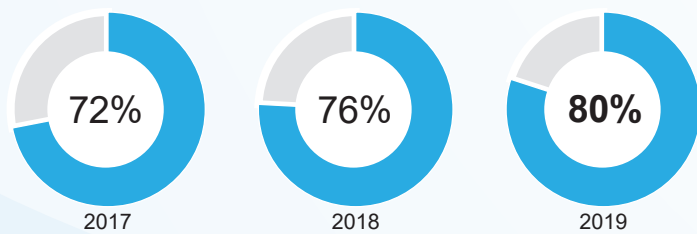
2019 Standard & Poor's rates companies on a scale from AAA to D. Austin Water's target is a rating of AA indicating a very strong capacity to meet financial commitments.

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

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.

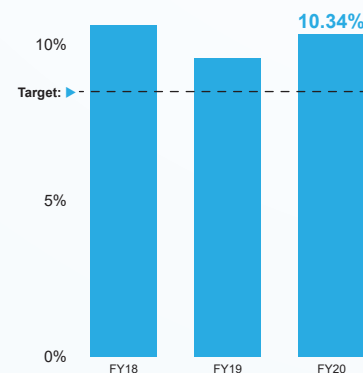


58% Participation Rate in 2019!

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

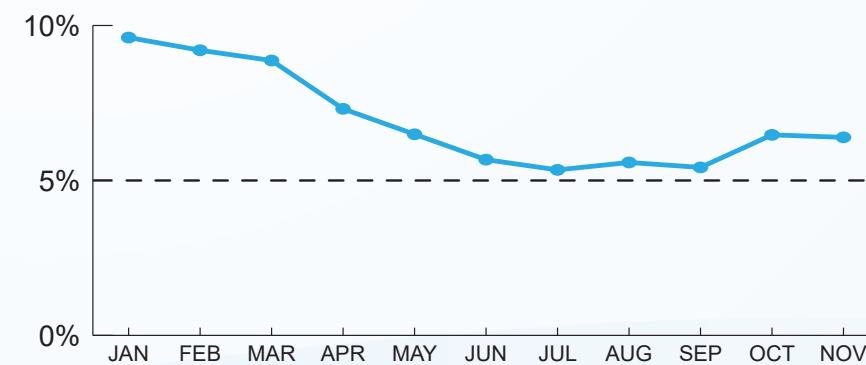
Employee Turnover Rate

FY Annual Target: < 8.5%

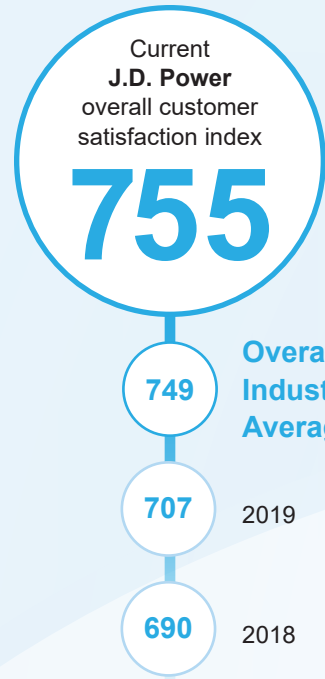


Monthly Vacancy Rate Calendar Year 2020

Monthly Target: < 5%

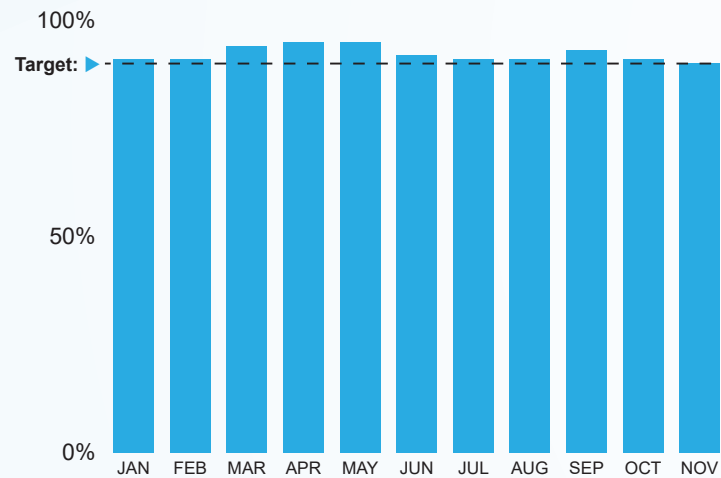
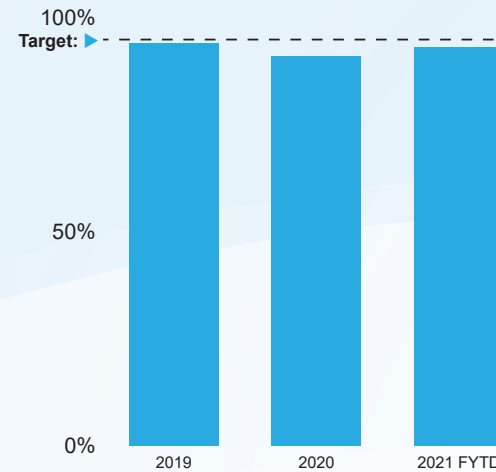


Customer Collaboration



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

Quarterly Target: 95%

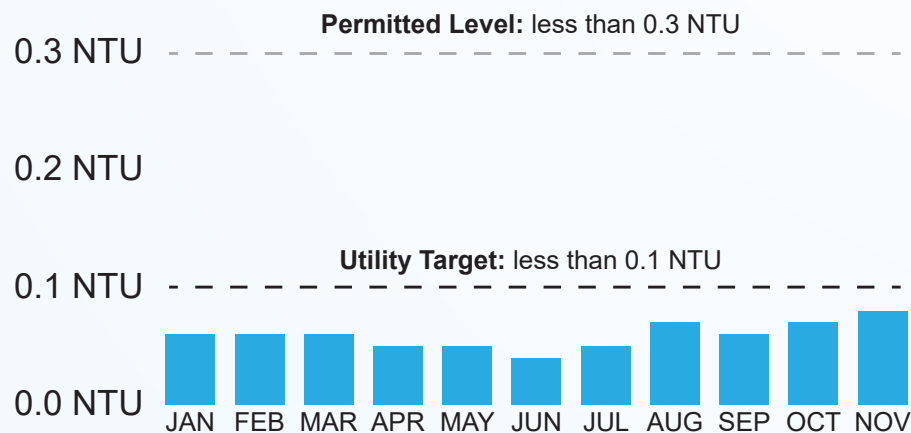


Product Quality

Drinking Water Quality Calendar Year 2020: Cloudiness of water (turbidity)

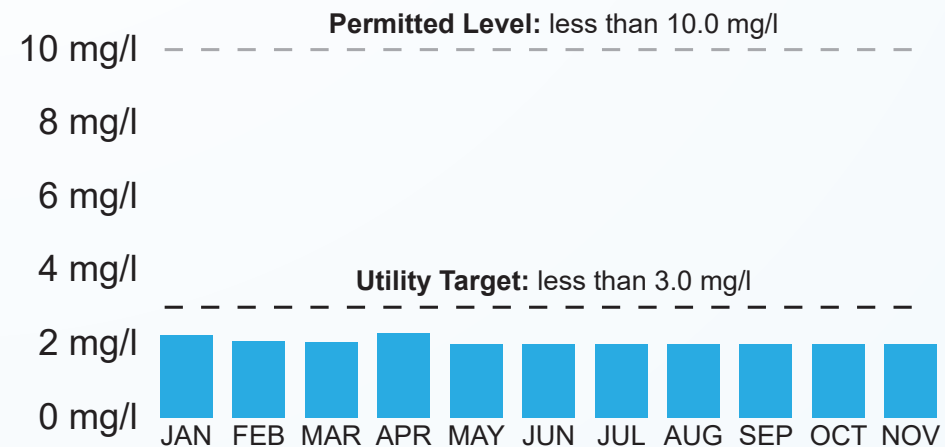
Measured turbidity "cloudiness of water" is the indicator of the effectiveness of our filtration systems.

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

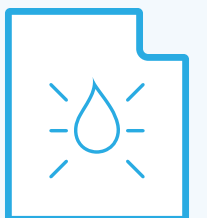


Wastewater Quality Calendar Year 2020

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



See the **2019 Annual Water Quality Report** here



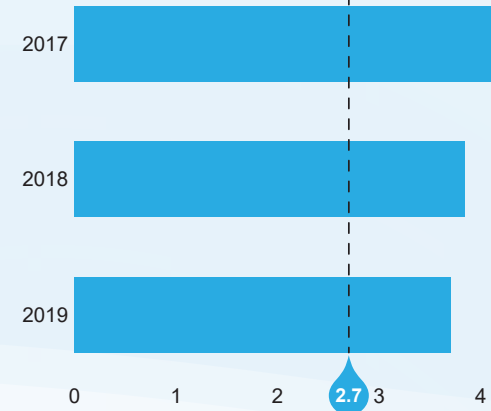
Infrastructure Stability

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

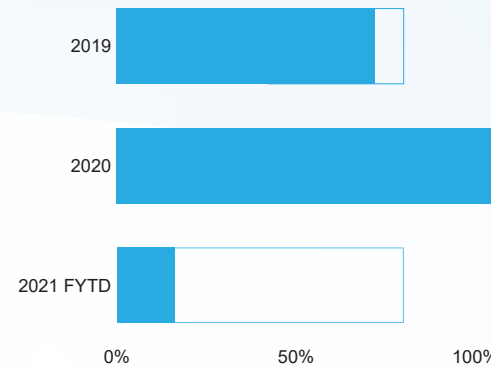
2019 Infrastructure Leak Index dropped to 3.71



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

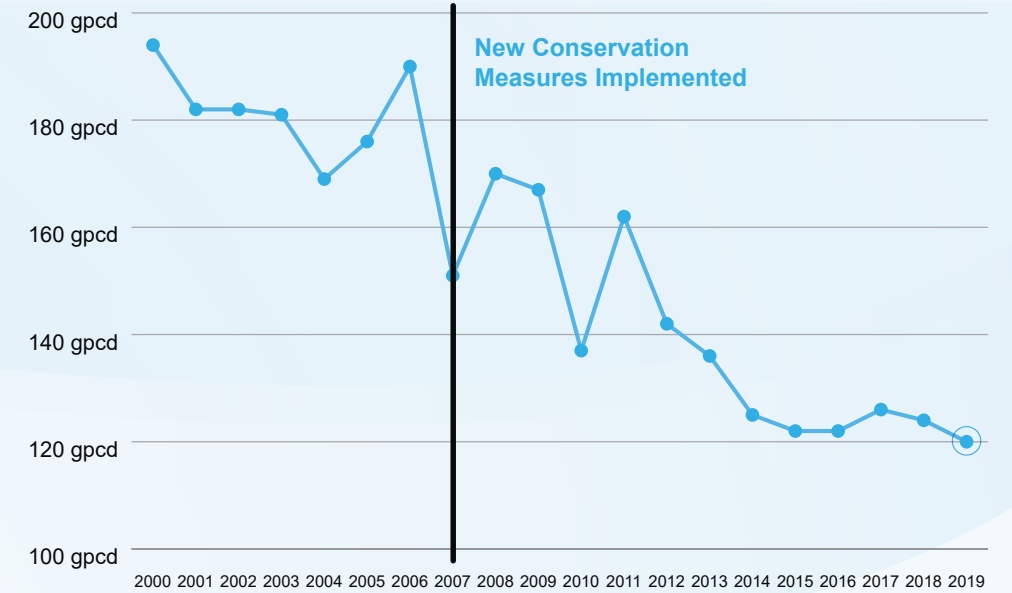
Preventative maintenance routine validation. Validating pipe network asset types.

Total Validated Asset Types: 18



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

