Austin Water Stayed Prepared for Cyanotoxin Threat

Austin Water acquired new equipment that will allow in-house testing of raw source water and treated drinking water samples for cyanobacteria and cyanotoxins, reducing the wait for results to 24 hours and allowing more frequent testing as part of regular operations. In addition, Austin Water has enhanced treatment protocols based on EPA guidance and is prepared for rapid response should a positive detect occur. Austin Water’s conventional treatment processes and facilities effectively remove cyanobacterial cells, but the plants are also equipped to feed chlorine, Powdered Activated Carbon (PAC), and sodium permanganate to remove cyanotoxins from drinking water.

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.

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.

Employee Engagement

Employee Turnover Rate

FY Annual Target: < 8.5%

Monthly Vacancy Rate Calendar Year 2021

Monthly Target: < 5%

Customer Satisfaction

2022 Study Wave 2 of 4
JD Power Overall Index
**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

**Water Supply Sustainability**

- Austin’s water use Gallons Per Capita per Day (gpcd)
- New Conservation Measures Implemented

**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.

<table>
<thead>
<tr>
<th>Month</th>
<th>0.3 NTU</th>
<th>0.2 NTU</th>
<th>0.1 NTU</th>
<th>0.0 NTU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov-Dec</td>
<td>Jan</td>
<td>Feb</td>
<td>Mar</td>
<td>Apr</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Month</th>
<th>10 mg/l</th>
<th>8 mg/l</th>
<th>6 mg/l</th>
<th>4 mg/l</th>
<th>2 mg/l</th>
<th>0 mg/l</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov-Dec</td>
<td>Jan</td>
<td>Feb</td>
<td>Mar</td>
<td>Apr</td>
<td>May</td>
<td>Jun</td>
</tr>
</tbody>
</table>

**Utility Target**: less than 0.1 NTU
**Permitted Level**: less than 0.3 NTU

**Permitted Level**: less than 10.0 mg/L

**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

**Water Supply Sustainability**

- **Austin’s water use Gallons Per Capita per Day (gpcd)**
- **New Conservation Measures Implemented**

**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.

- **Utility Target**: less than 0.1 NTU
- **Permitted Level**: less than 0.3 NTU

- **Permitted Level**: less than 10.0 mg/L