

Website Improvements Launched

Austin Water unveiled several key website improvements to improve customer experience, accessibility, and usability. Austin Water used analytics to determine customers' most frequently searched pages and the viewing source for particular pages (mobile phone vs. desktop computer). The [AustinWater.org](https://www.austinwater.org) landing page now features a mobile-friendly layout reorganized for the top searched pages. Chat features are embedded on the top searched pages to provide an additional contact method for customer questions. An updated Outage Map is also available for customers to find the status of service impacts and repairs at their address. Website analytics will continue to be reviewed to improve navigation and functionality in the coming months.

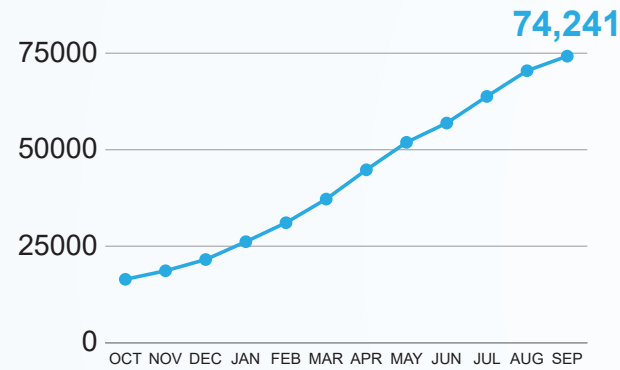
MONTHLY PERFORMANCE DASHBOARD

A report highlighting key performance indicators

September 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 September, 2022 more than 70,000 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](https://www.austinwater.org/myatx), 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.

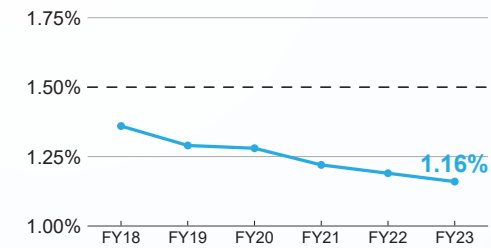


Affordability

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 and will continue for FY2023. Affordability efforts continue as Austin Water implemented a multifamily CAP program and continued debt management strategies for debt service savings.

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%

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
0%	FY2023



Financial Health

Standard & Poor's Bond Rating

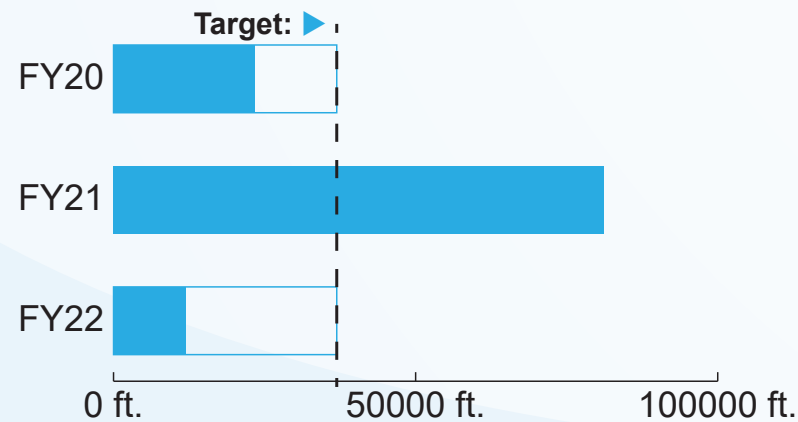
AA

2022 Standard & Poor's rates companies on a scale from AAA to D. Austin Water's rating of AA indicates a very strong capacity to meet financial commitments.

Financial Metrics	2021 Actual	2022 Estimate	2022 Target
Number of Days Cash (Operating)	280	307	245
Debt Service Coverage Ratio	1.75	1.91	1.85
Cash Financing of Annual Capital Improvement Projects (Pay as You Go)	35.0%	32.6%	35% min - 50% max

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

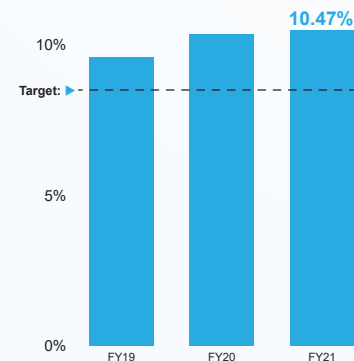
Annual Target: > 36,960



Employee Engagement

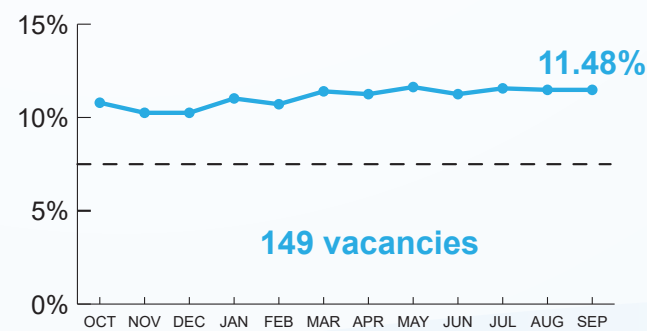
Employee Turnover Rate

FY Annual Target: < 8.5%



Monthly Vacancy Rate Calendar Year 2022

Monthly Target: < 5%



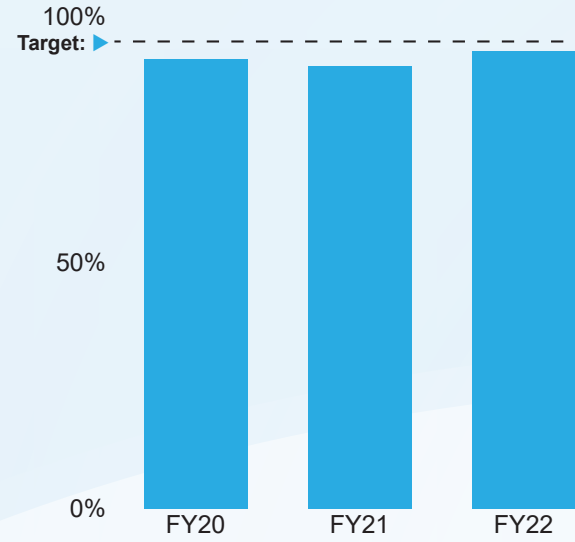
Customer Satisfaction



Customer Collaboration

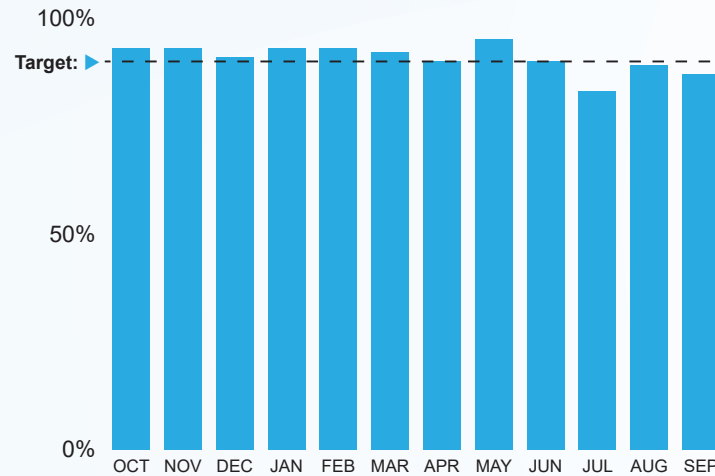
Sanitary Sewage Overflows
Investigated within **one hour** of customer calls

Quarterly Target: > 95%



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

Monthly Target: > 90%

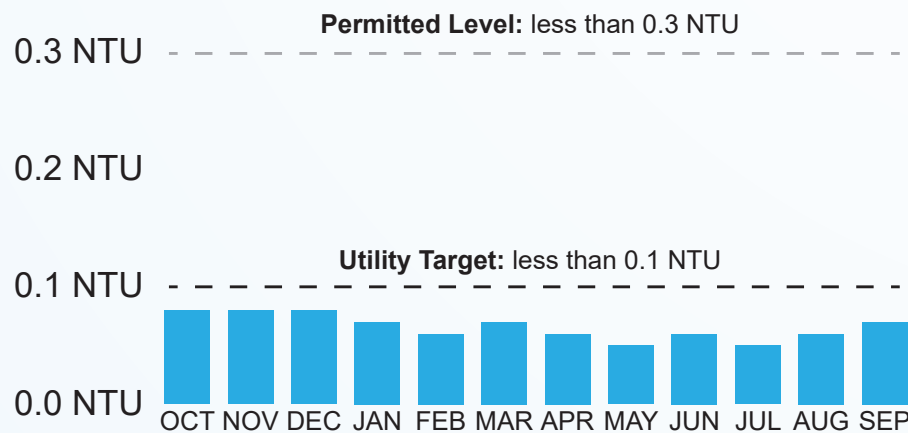


Product Quality

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

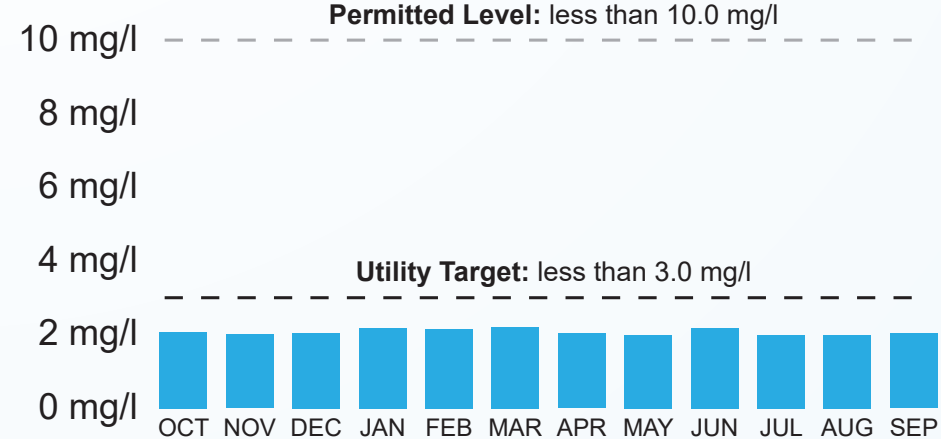
Measured turbidity "cloudiness of water" is the indicator of the effectiveness of our filtration systems.

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.

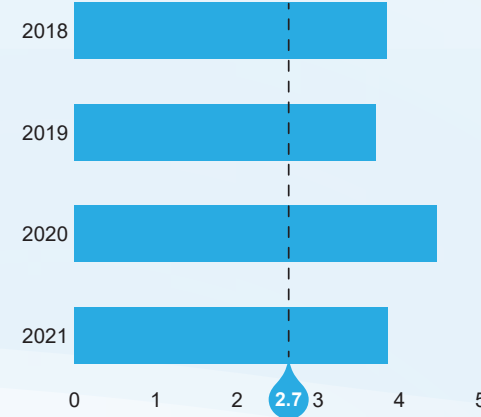


Infrastructure Stability

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.

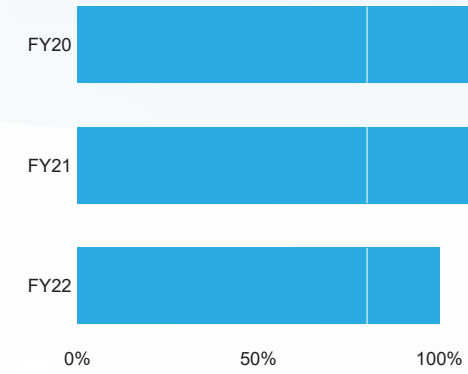
Annual Target: < 2.7



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

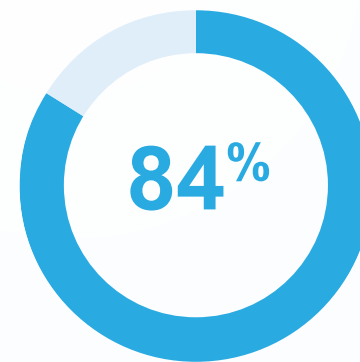
Annual Target: > 80%



Facility Assets in Fair or Better Condition

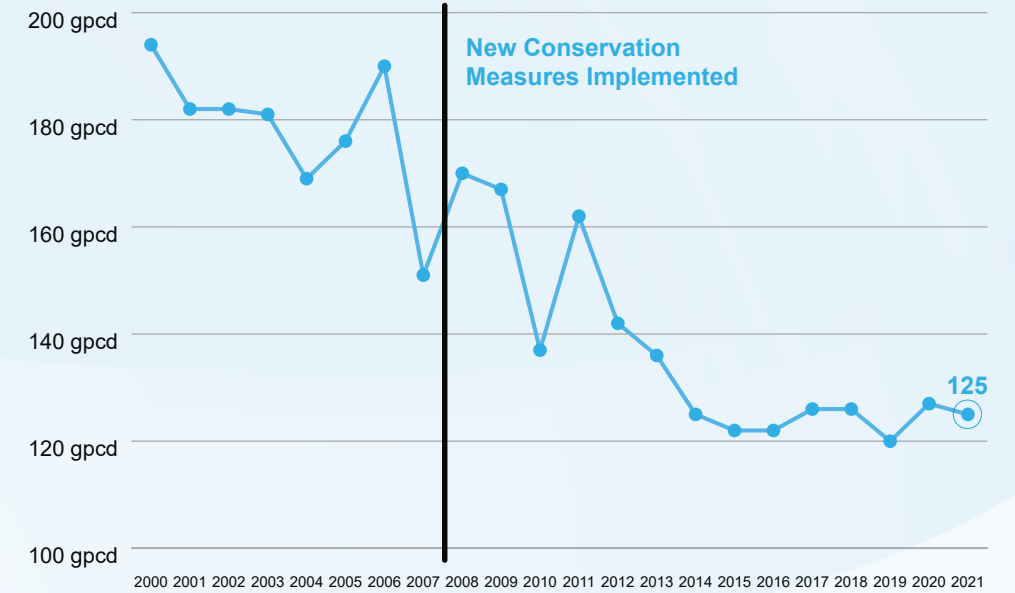
The state of the assets that comprise the treatment, pumping, and storage facilities.

Annual Target: > 80%



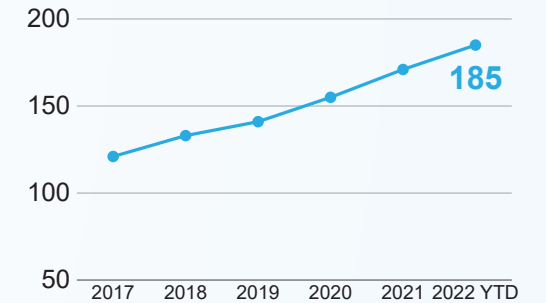
Water Supply Sustainability

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 **2021 Annual Water Quality Report** here

