

2019 Water Quality Report is Now Available

You can now view the [2019 Annual Water Quality Report](#) on the utility website and learn about the safety and quality of your drinking water. Austin’s drinking water met all national and state water quality standards in 2019. The U.S. Environmental Protection Agency (EPA) requires that all drinking water suppliers provide a water quality report to their customers on an annual basis.

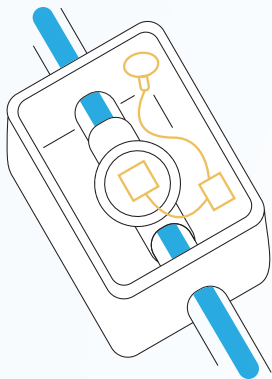
MONTHLY PERFORMANCE DASHBOARD

A report highlighting key performance indicators

April 2020

Business Excellence & Innovation

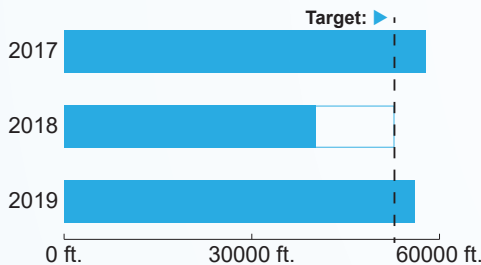
The Advanced Metering Infrastructure contract was executed the last week of April. A pilot installation of 5,000 meters will begin in the Fall, supported by software integrations to allow for billing and data analysis, as well as customer notifications through a customer portal. Full installation will commence in about one year.



Leak Detection Technology

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

Annual Target: > 52,800



Affordability

Yearly rate adjustment of **Average Residential Bill**
Rate reduction approved by Austin City Council for Austin Water retail residential and commercial customers.

Decreases in rates took effect May 1, 2018

Rate Adjustment	Effective Date
0%	2018
▼4.8%	2018 Midyear Reduction
0%	2019
0%	2020 Approved

Financial Health

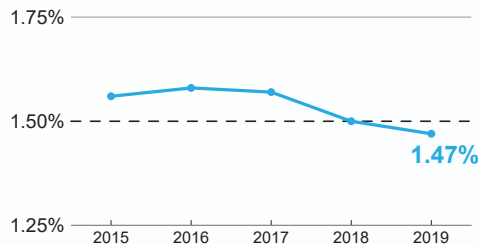
Standard & Poor's Bond Rating

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.

Annual Residential Bill is to stay at or below 1.5 percent of Austin Median Household Income (MHI)

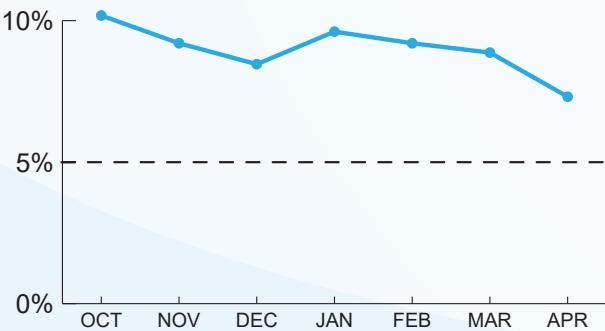
Avg. Bill as % of MHI
FY 2019 Target <= 1.5%



Employee Engagement

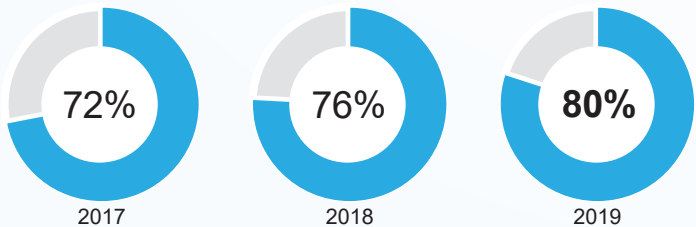
Monthly Vacancy Rate Fiscal Year 2020

Monthly Target: < 5%



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.

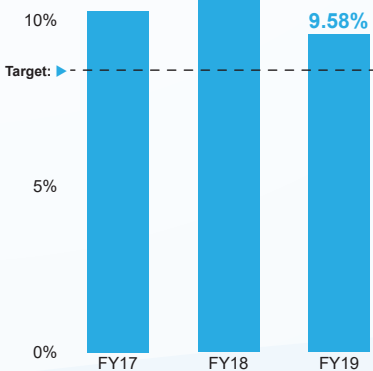


58% Participation Rate in 2019!

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%



Financial Metrics	2019 Actual	2020 Target	2020 Estimate
Number of Days Cash (Operating)	282	245	244
Debt Service Coverage Ratio	1.66	1.85	1.85
Cash Financing of Annual Capital Improvement Projects (Pay as You Go)	49.1%	35% min. - 50% max.	35% min. - 50% max.

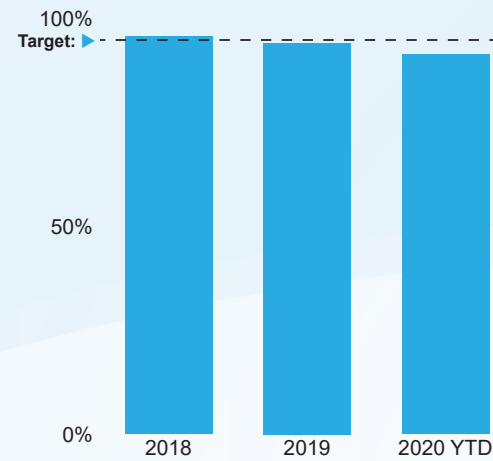


Customer Collaboration



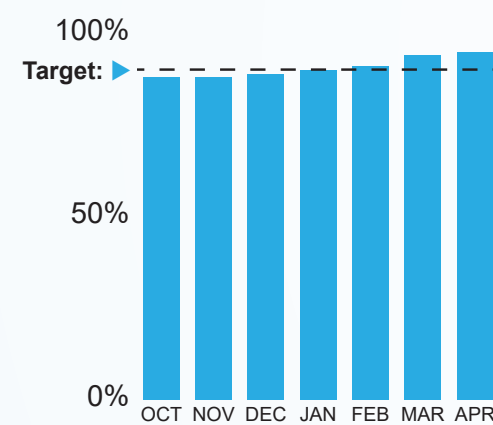
Sanitary Sewage Overflows Investigated within **one hour** of customer calls

Quarterly Target: 95%



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

Monthly Target: 90%



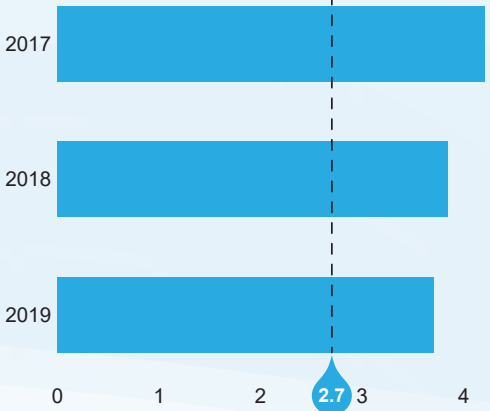
Infrastructure Stability

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

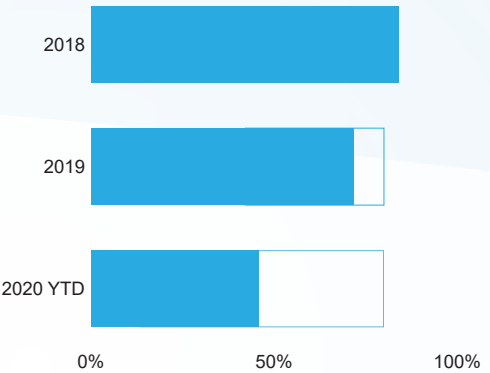
2019 Infrastructure Leak Index dropped to 3.71



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

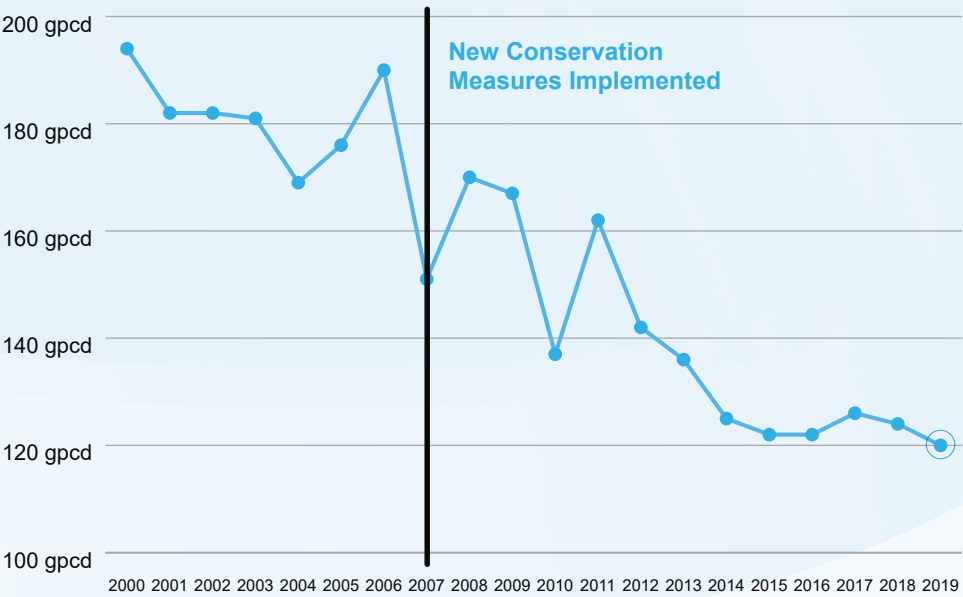
Preventative maintenance routine validation. Validating pipe network asset types.

Total Validated Asset Types: 18



Water Supply Sustainability

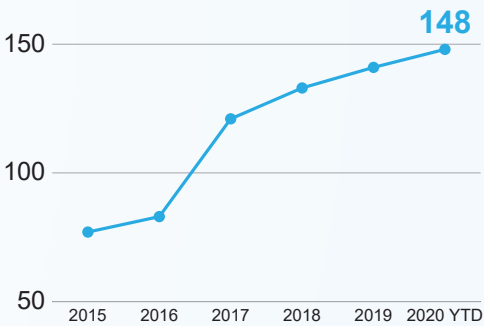
Austin's water use Gallons Per Capita per Day (gpcd)



Reclaimed Water Customers:

Customers using reclaimed wastewater for beneficial purposes.

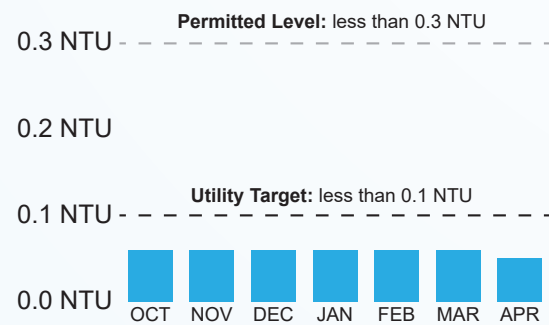
- Provided reclaimed water for irrigation in 1974, making our system one of the oldest in the Texas
- Approximately **1.4 billion gallons** of water used in 2018, about 3% of the City's total water demand
- Consists of **63.4 miles** of reclaimed water transmission mains
- Future plans for the system consist of over **130 miles** of mains and over **8 billion gallons** used annually



Product Quality

- Zebra Mussel mitigation shows progress at Handcox WTP with use of copper sulfate addition and underwater inspection
- Feeding Powdered Activated Carbon (PAC) at Ullrich and Davis WTPs for odor control seems to have a secondary benefit of controlling ZM proliferation
- Customers can find facts and information about the safety and quality of their drinking water and how all federal and state standards were met in the Austin Water [2019 Annual Water Quality Report](#) available now on the utility's website.

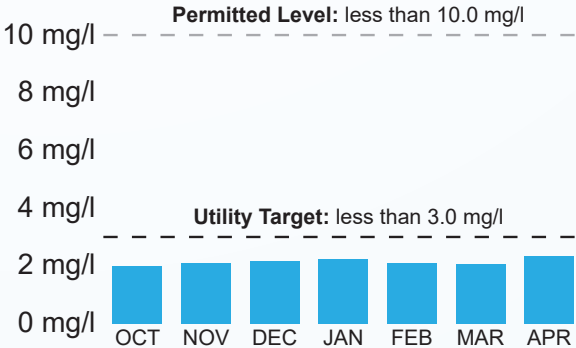
Drinking Water Quality Fiscal Year 2019: Cloudiness of water (turbidity)



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 Fiscal Year 2020



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

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