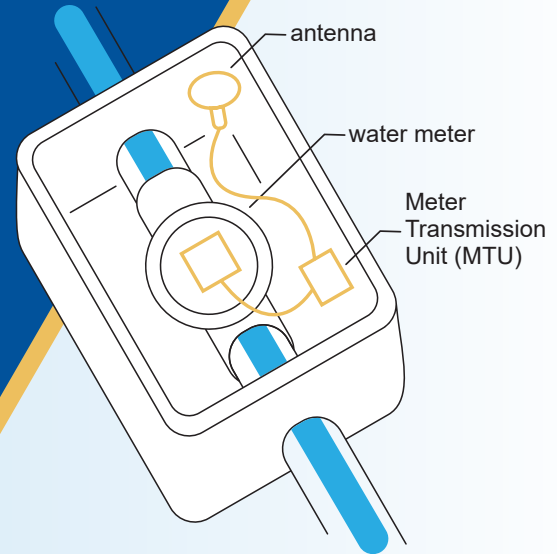


MyATX Water

Austin's Smart Water Meter System



About the Project

What is the My ATX Water Project?

My ATX Water, Austin's smart water meter system, will replace analog water meters with electronically read meters connected to a wireless network. A customer portal will provide daily water use data and custom notifications. The project is an important strategy to achieve water conservation goals in Austin Water's 100-year water plan, known as Water Forward.

What are the benefits?

- Customized Notifications – Sign up for custom notifications if your water use suddenly increases, indicating a possible water leak.
- Daily Water Use Updates – Your data is at your fingertips. Know how much water you are using.
- Water Budgeting Feature – Sign up for alerts if your water usage is exceeding your threshold.
- Tools to reduce your water use and save money – Water-use reports help you reduce your water use and save on your monthly bill.

How is the project being paid for?

Austin Water is committed to affordability for our customers and has worked with the Texas Water Development Board to secure low interest loans to fund the majority of the project.

How does the system work?

1. A new digital meter will be installed at each home or business.
2. Water use will be collected and transmitted daily to a customer portal via a secure wireless connection.
3. Customers need to sign up for the customer portal, where they can track water use and get alerts when water use increases or possible leaks are detected.
4. Customers will continue to receive a monthly bill for water and wastewater services.

When will a new water meter be installed at my address?

Austin Water will install 250,000 new meters over 4 years beginning in 2021. Customers will be notified prior to their scheduled installation.

Meter Installation

Do I need to do anything before my new meter is installed?

Check the area around your water meter. If landscaping or other personal items are blocking access to your meter, please remove them prior to installation.

How can I request a new water meter at my home or business?

There's no need to request a new meter. We're working to replace every customer's meter as quickly as we can! Austin Water will notify customers prior to their scheduled installation with a mailer and doorhanger.

Will the new meters be installed in the same location as the current meters?

Austin Water plans to install new meters in the same location and replace the meter box lid.

Will there be a disruption in water service during installation of the meter?

During installation your water service will be off for about 15 minutes. The technician will knock on the customer's door prior to installation to provide notification. Crews also will leave a door hanger notification when installation is completed.

Do I need to flush my water line after the new water meter is installed?

Yes, we recommend customers clear sediment in their water line by running an outside spigot and cold water in a bath tub for about 10 minutes before using any other indoor water. Customers may also need to clean screens on their faucets and shower heads.

Who will install the new meters?

Austin Water is working with Aclara SGS to install customer meters. They will be identified with signage on their vehicles and uniforms and will carry identification cards.

System Operations

Will my water bill increase when a new meter is installed?

The new meters will accurately measure water use and will bill you for no more than the water that you use. Meters tend to slow down and under measure water use as they age. Some customers may notice an increase in their monthly water use because the old meter was not accurately measuring water use. Customers will have new tools to monitor their water use and take actions to manage their water consumption.

Who pays for the electricity for the new meter?

The meters will be powered by a battery that typically has a 10-year lifespan. Austin Water will be responsible for replacing the battery when necessary.

How will the system work during a power outage?

Since the meters and data collectors are battery powered, power outages will not affect the data collection portion of the system.

What if someone hacks into the new system? Will they be able to turn off my water service?

Austin Water is installing meters that do not have the capability to remotely turn off water service. The data transmission system is encrypted and anonymous to help protect against intrusions. Water service can only be turned off manually, so there is no risk to your service from this system.

How will the meter data be transmitted?

Data will be transmitted by radio frequency.

Is it safe for people to be around the equipment?

It is safe to be around the equipment. The power source is equivalent to two AA-batteries. The batteries are sealed in water-proof epoxy.



Customer Portal

How can I access the My ATX Water Portal?

The My ATX Water customer portal is under development. We will provide instructions to customers when it is available, which is expected by the end of 2020.

Will I get a notification if I have a leak at my home?

Depending on the customer's notification preferences, a customer can receive an alert of consumption that exceeds their thresholds.

How long will it take for water use data to show up in the customer portal?

Data should be available within 24 hours of consumption.

Can I pay my utility bill on the My ATX Water Portal?

There will be a link to the City of Austin Utilities where payment can be made.

More Information

Who do I contact if I have an issue with my water service?

Please contact Austin Water's 24-hour Dispatch Line at 512-972-1000 if there is an issue with your water or wastewater service.

Who do I contact about an issue with my bill?

Please contact the City of Austin Utilities Customer Care Center at coutilities.com or 512-494-9400.

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