

# Significant Mitigation Milestone for Zebra Mussels

Austin Water has achieved a significant milestone in its efforts to manage Zebra Mussels at its three water treatment plants. The utility has been working to counteract the impacts of this invasive species in a responsible way with the health and safety of utility employees, customers and the environment at the forefront. Construction and commissioning of chemical feed systems at Ullrich Water Treatment Plant and Davis Water Treatment Plant was completed in early October 2020. A similar system began operation at Handcox Water Treatment Plant in September 2019.

Austin Water will use these new systems to deter future infestations by feeding a low dose of liquid copper sulfate pentahydrate to kill off any Zebra Mussels in the pipes and deter others from attaching to the water treatment infrastructure. Looking toward the future, Austin Water is working to design a Copper Ion Generator system that will use electricity and copper electrodes to release copper ions into the raw water pipelines. This proposed system will eliminate the need to deliver, handle, and store large amounts of copper sulfate chemicals onsite.

# MONTHLY PERFORMANCE DASHBOARD

A report highlighting key performance indicators

October 2020

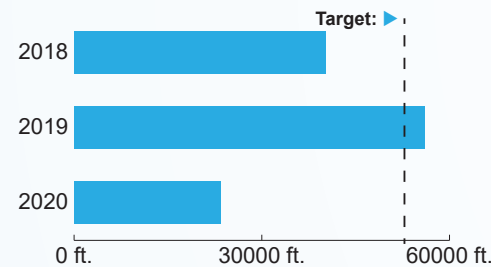
## Business Excellence & Innovation



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

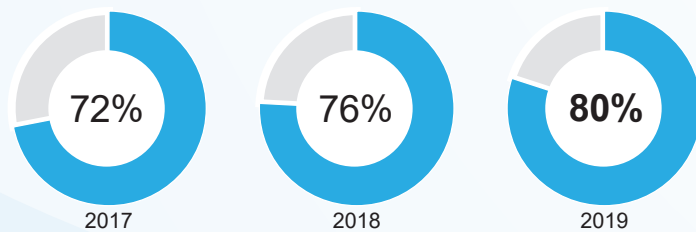
**Annual Target:**  
> 52,800



## 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!**

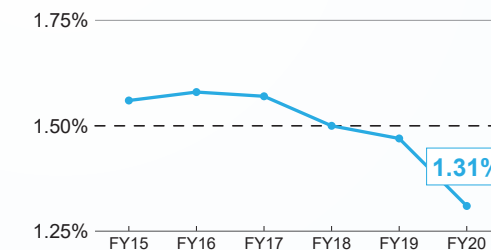
The higher the participation rate %, the truer picture we get about what our workforce likes or dislikes about working at Austin Water.

## 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.

**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%**

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



## Financial Health

Standard & Poor's Bond Rating

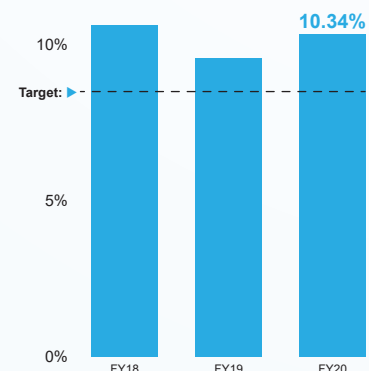
**AA**

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	2019 Actual	2020 Target	2020 Estimate
<b>Number of Days Cash (Operating)</b>	282	245	258
<b>Debt Service Coverage Ratio</b>	1.66	1.85	1.71
<b>Cash Financing of Annual Capital Improvement Projects (Pay as You Go)</b>	49.1%	35% min. - 50% max.	39.8%

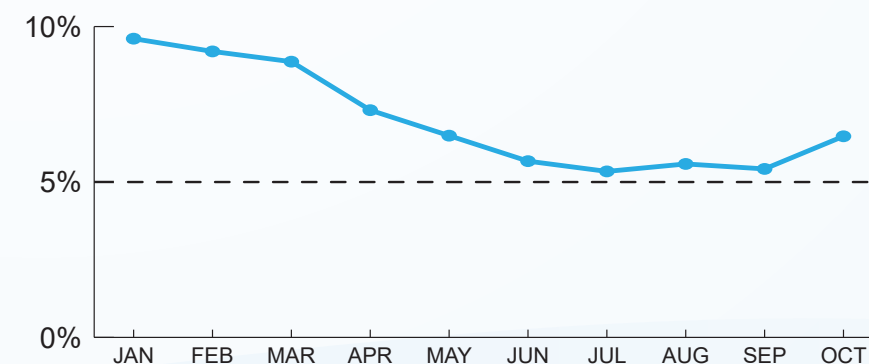
**Employee Turnover Rate**

**FY Annual Target: < 8.5%**

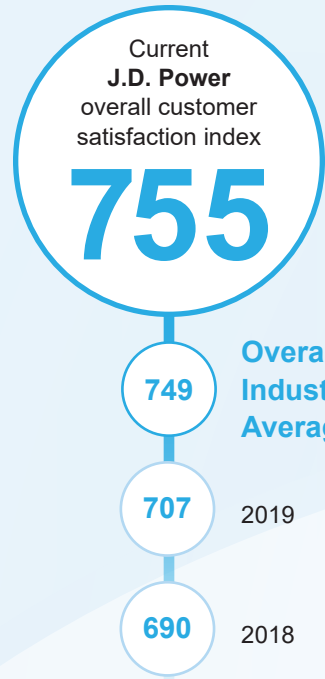


**Monthly Vacancy Rate Calendar Year 2020**

**Monthly Target: < 5%**

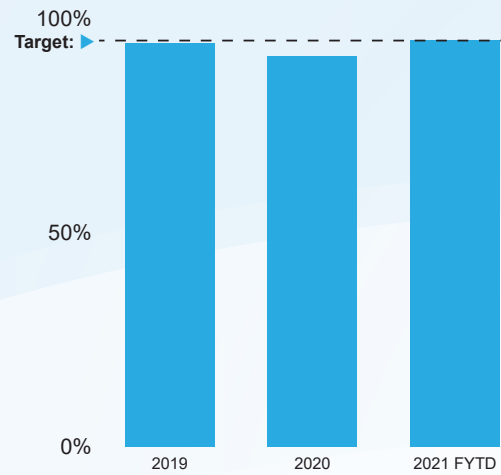


## Customer Collaboration



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

Quarterly Target: **95%**



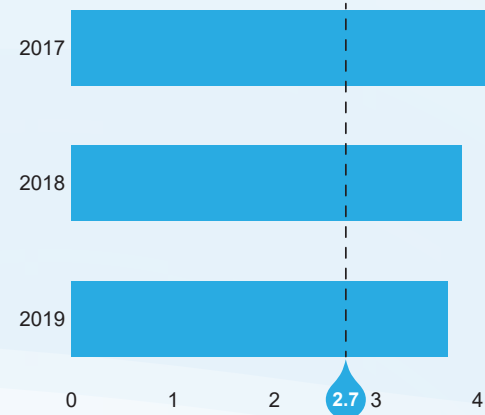
## Infrastructure Stability

**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**

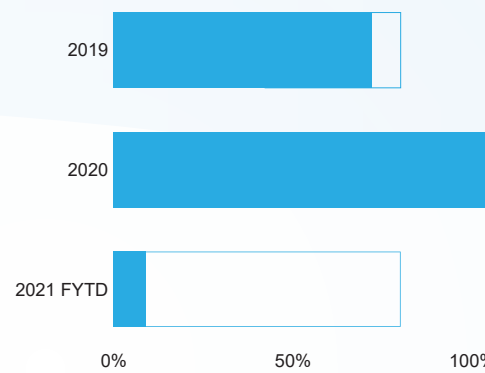
**2019 Infrastructure Leak Index** dropped to **3.71**



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

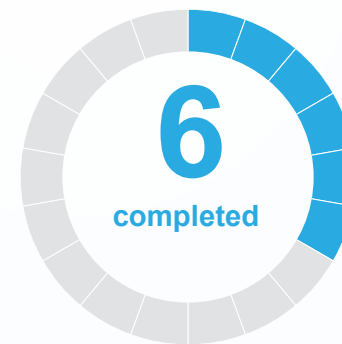
Annual Target: **80%**



**Asset Upkeep**

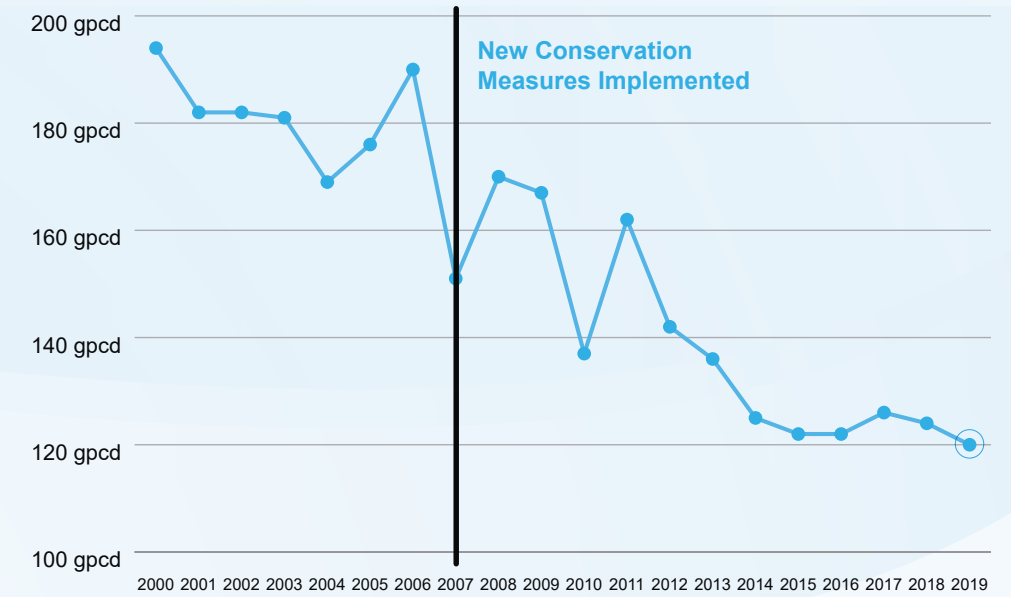
Preventative maintenance routine validation. Validating pipe network asset types.

Total Validated Asset Types: **18**



## Water Supply Sustainability

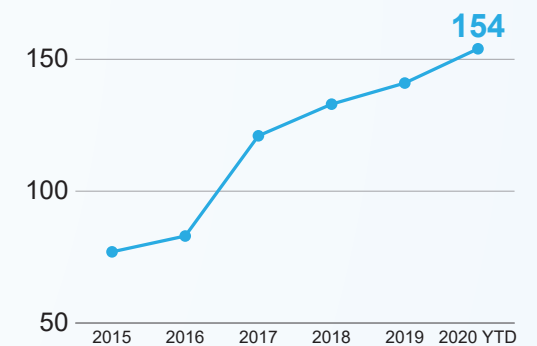
Austin's water use Gallons Per Capita per Day (gpcd)



**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

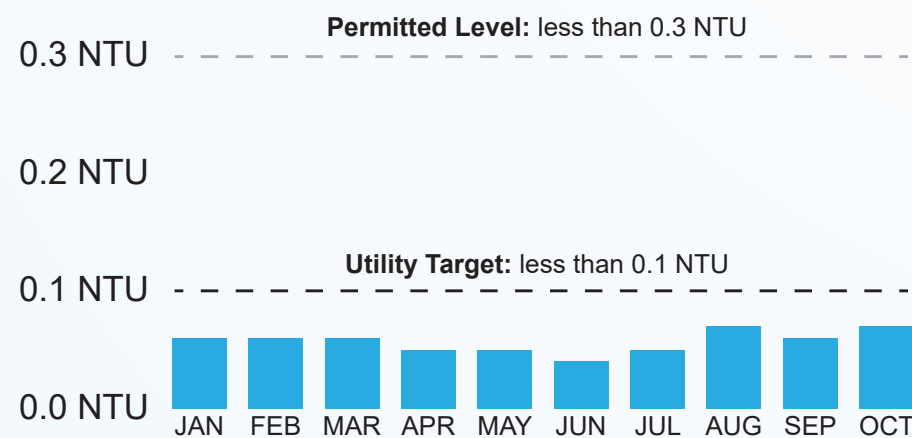


## Product Quality

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

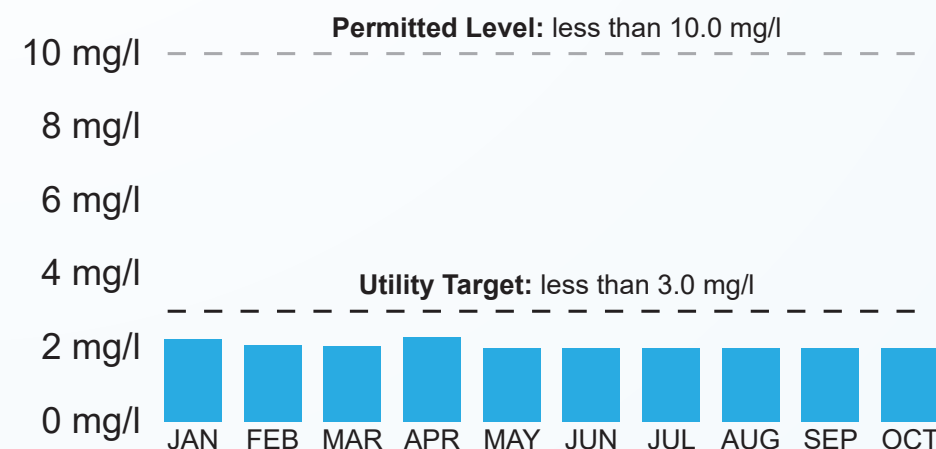
Measured turbidity "cloudiness of water" is the indicator of the effectiveness of our filtration systems.

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

