

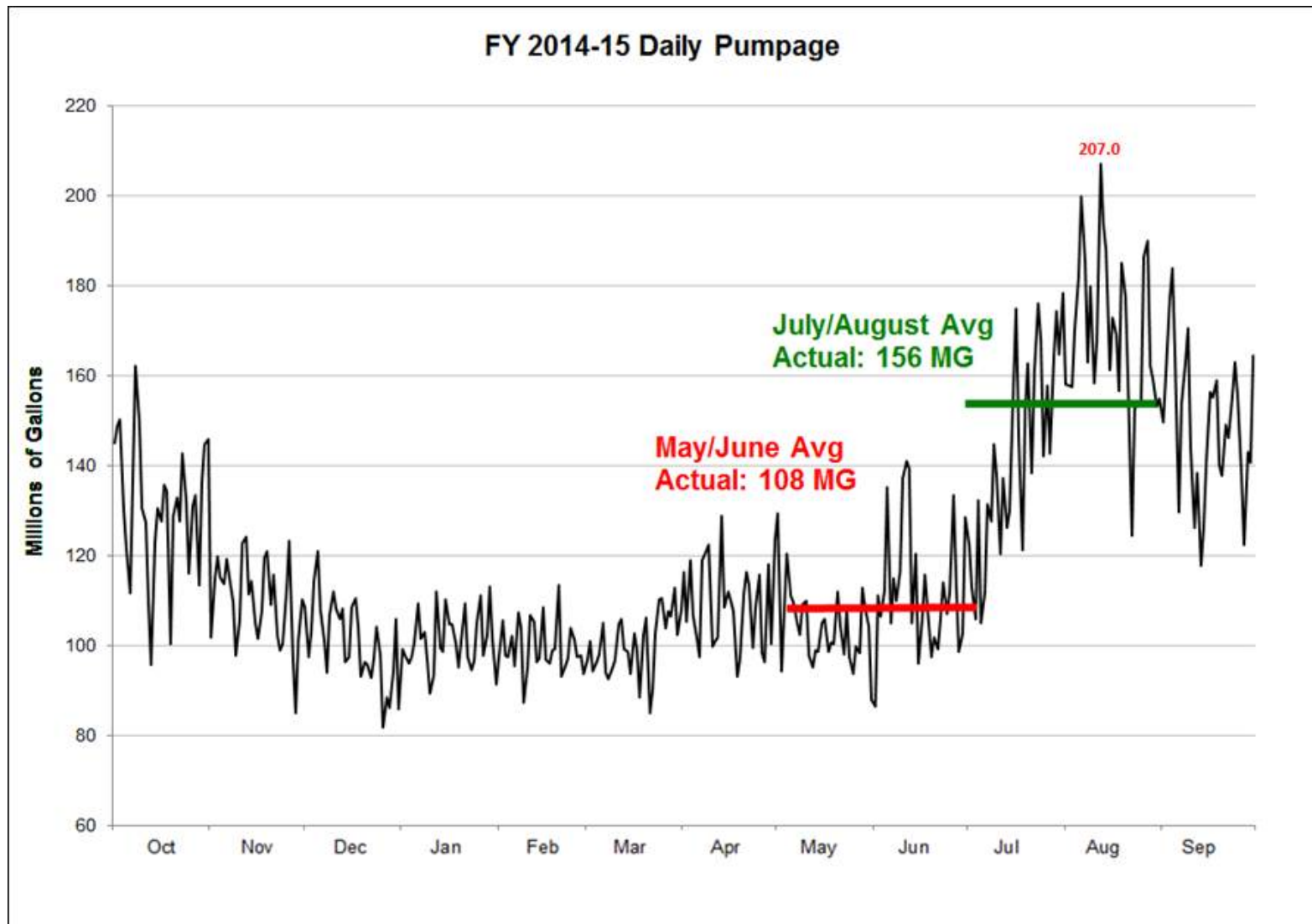


Commission

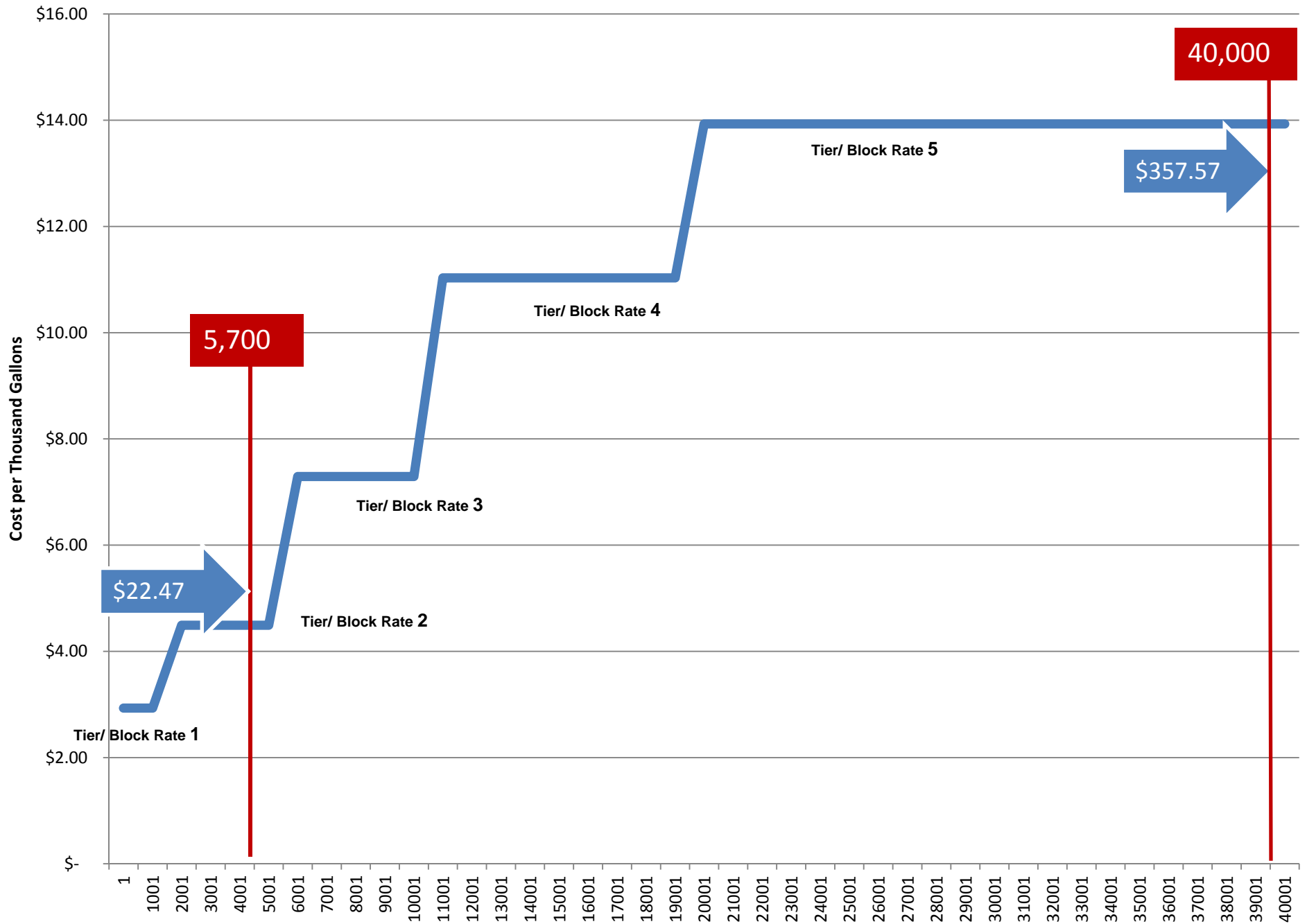
Water Use & Billings

November 10, 2015

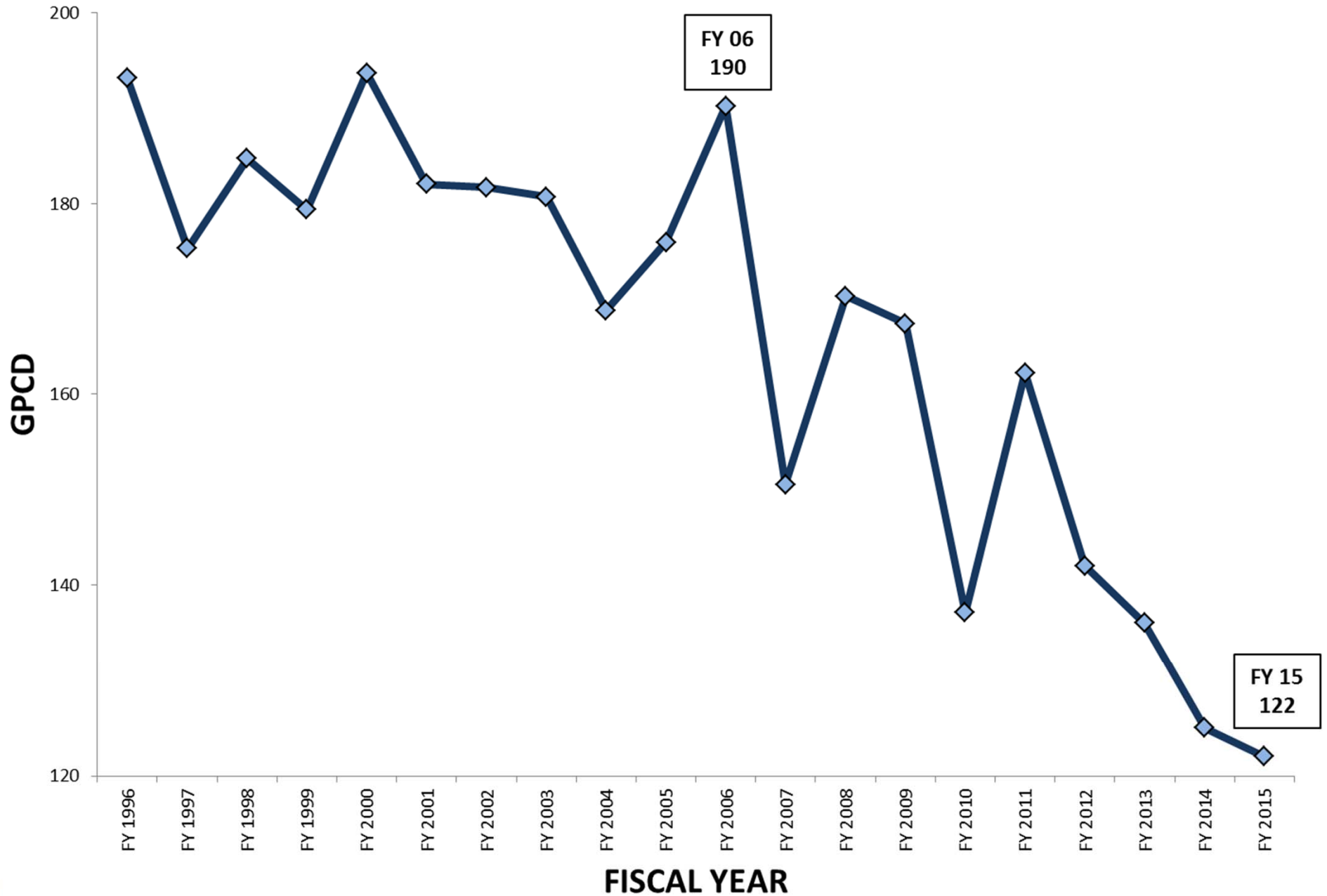
FY 2015 Austin Daily Pumpage



Volumetric Water Rate Comparison



WATER USE - GALLONS PER CAPITA PER DAY (GPCD)



Why have water bills gone up?

Posted: 1:57 p.m. Sunday, Sept. 13, 2015

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By [Claire Osborn](#) and [Sean Collins Walsh](#) - American-Statesman Staff

After a surge in complaints about high water bills this summer, utility operators in Austin, Round Rock and Cedar Park are working to solve the mystery of why bills have spiked.

The municipalities do not share a billing system, so it's unlikely that a computer glitch led to inflated invoices being sent out. And there's no apparent reason that the typical causes of high bills — leaky irrigation systems, running toilets, etc. — would have become more prevalent this summer.

ies for the Veterans Monument. All veteran community members are welcome.
AMERICAN-STATESMAN STAFF

AYS COUNTY

MARCOS

J Museum honors Higher Ed Act

the LBJ Museum of San Marcos, 131 N. Guadalupe St., will be open from 10 a.m. to 3 p.m. today for a special exhibit commemorating signing of the Higher Education Act. The free public exhibit commemorates the signing of the act into law on the campus of his alma mater, what's now Texas State University. The legislation made college attainable for thousands of lower- and middle-income students through the creation of aid, such as Pell Grants, work-study and low-interest student loans. For more information, visit www.lbjmuseum.org or call 512-353-3300.
AMERICAN-STATESMAN STAFF

N MARCOS

ue Santa seeks volunteers

Volunteers are needed to help wrap gifts for the San Marcos Police Department's Blue Santa program. The sessions will be held at Springtown Center, 1104 Thorpe Lane, from 6 to 9 p.m. every Tuesday from Nov. 10 to Dec. 15. The department is also accepting monetary donations and new unwrapped toys (please no stuffed animals) through Dec. 14 at the San Marcos Police Department, 2300 S. Interstate 35.
AMERICAN-STATESMAN STAFF

Gen. Brett Dula, the main speaker at the event, said the Westbank Library District's project "was a wonderful thing to do to honor our

"My kids went to four different high schools; we moved around a lot. They never complained but gave

other nation grants the freedoms we enjoy. I want to thank the veterans here for doing their part."

WESTERN TRAVIS COUNTY

Water customers complain of bill increases

Some say monthly bills have risen to around \$1,000.

By Rachel Rice
rrice@acnnewspapers.com

The Western Travis County Public Utility Agency board of directors listened to an hour's worth of citizen comments, mostly regarding bill increases, during a recent board meeting. A dozen residents signed up to speak, though several later declined.

General Manager Don Rauschuber said the utility agency has examined hundreds of meters to see if they are functioning correctly and only found one that was over-reading the amount of water being used on that particular

property.

The board voted in a water rate increase at the beginning of 2015.

Some customers said they were opposed to the rate increase, but several said the increase — in combination with drastic jumps in their meter readings — were resulting in monthly bills around \$1,000.

"We've had 25,000 gallon usage a month for years," Bee Cave resident Amy Domecq said. "We got our August bill for 66,000 gallons of water. Customer service said 'You have a leak.' We called everyone out, plumbers, and we shut off our auto fill pool. No one could find a leak in our house. We thought our bill would go down, but it's up another 20,000 gallons,

to 80,000. It's a \$900 bill, and some are paying more than that. As a family, this is not acceptable. We cannot live in a house where we pay that much."

Several speakers questioned whether the meters were reading correctly or if there was a problem with the microchip that allowed the meter to be read by a computer.

Gen Chisum with U.S. Water Utility Group said he had assessed more than 300 meters at the request of residents to make sure they are working correctly.

"Most of these meters we are checking right now are in the 96 percent to 100 percent capacity range, which means they are reading correctly," Chisum said. "We can

print out a data log and show that person what their usage was day by day. I've had several customers I've spent 45 minutes to an hour walking through these logs, showing them where they're irrigating. ... A lot of folks don't understand how much they're watering."

Though Commissioner Mike Murphy reminded residents in attendance that they were now allowed to water twice a week instead of once, many remained unconvinced that this was the cause of the billing increase.

Rauschuber said the agency would continue to check meters when customers request it.

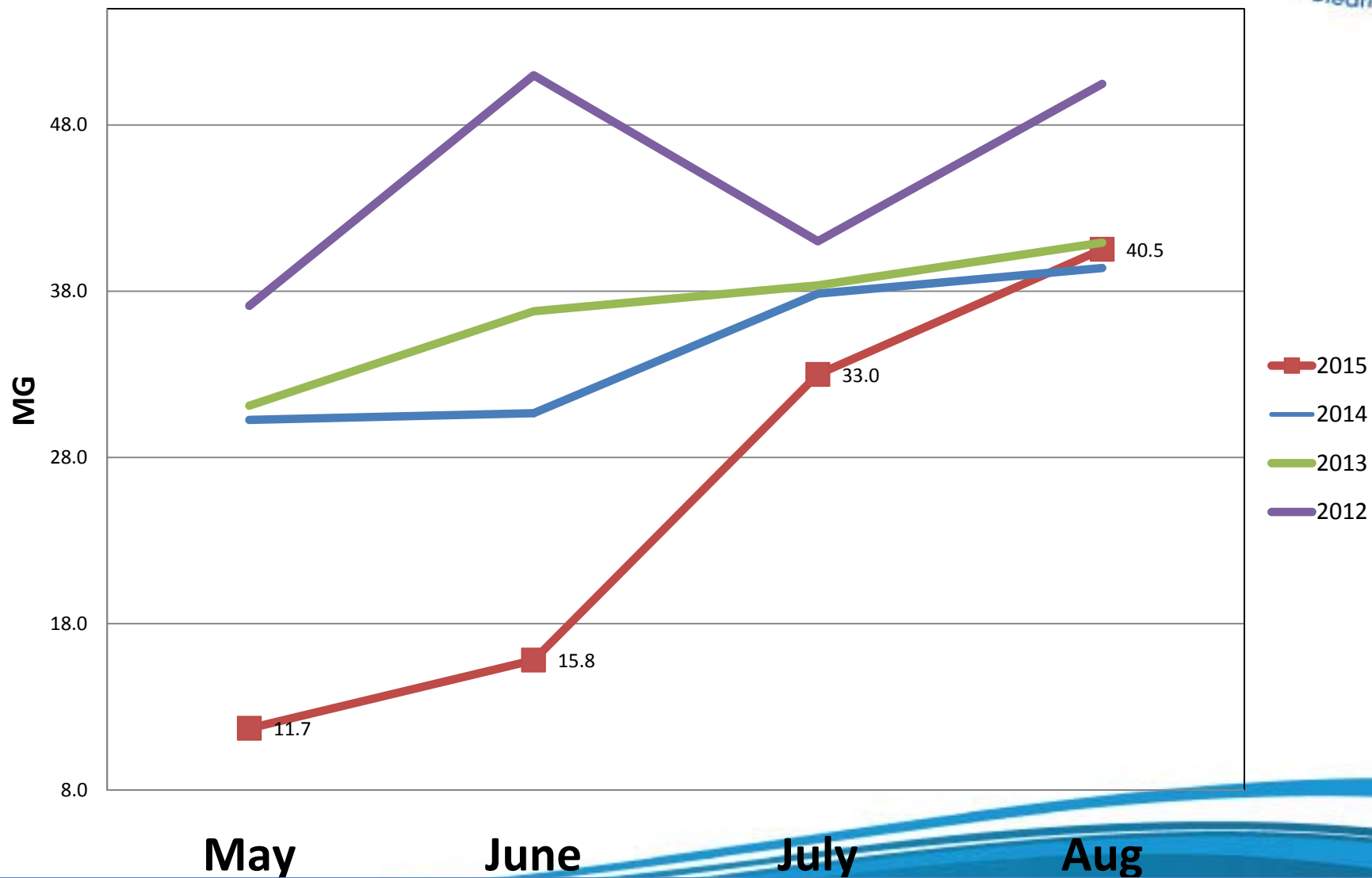
Contact Rachel Rice at 512-445-3809.

Systematic Checks

Pumpage vs. Consumption Checks

- Riverplace MUD System
- Lost Creek MUD System
- Austin Water System

River Place WTP Historical Summer Pumpage (MG)

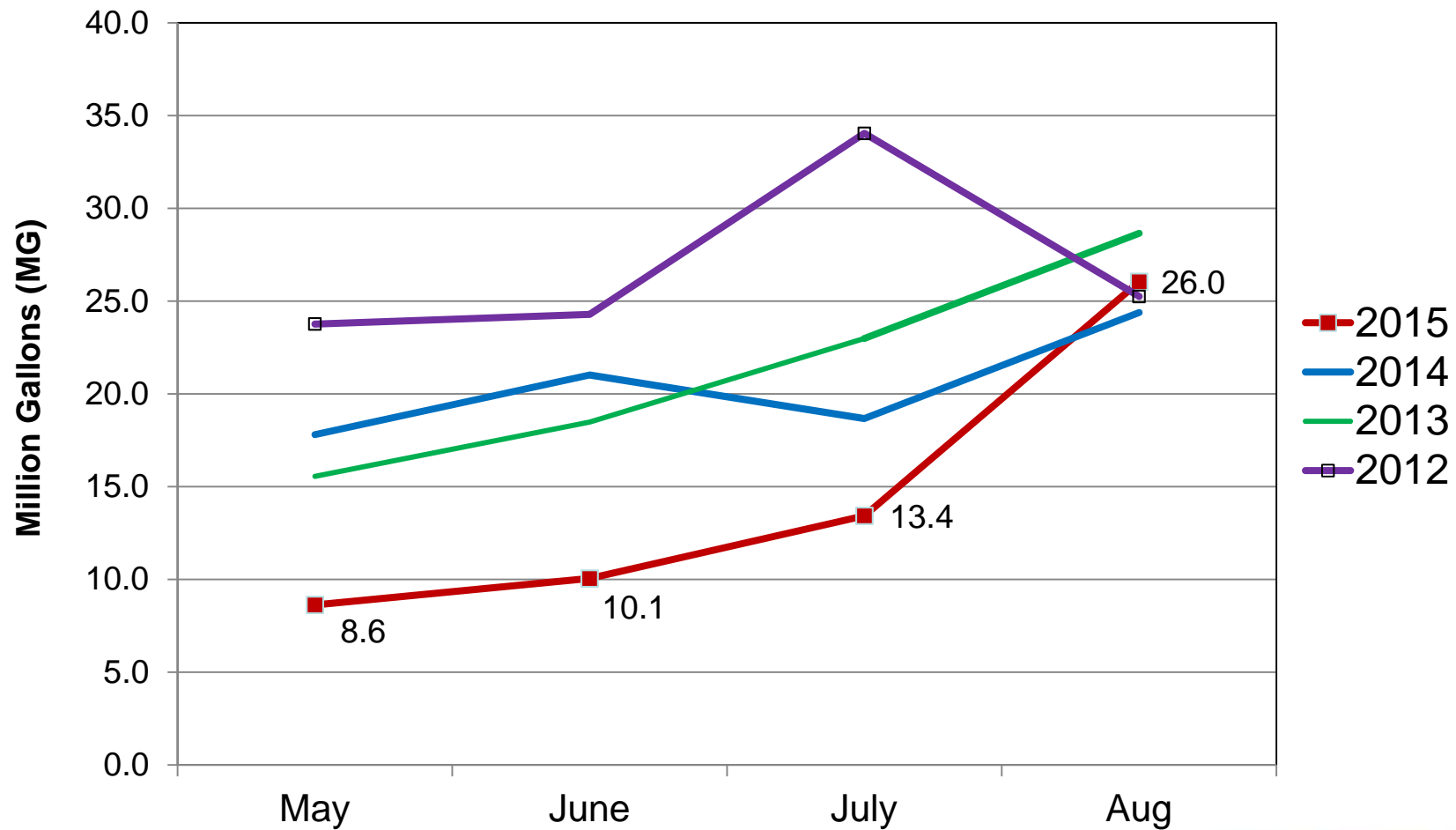


River Place – July 2015

WTP Pumpage vs. Consumption

- Water plant pumpage to River Place residents only for July 2015 is 21.5 MG
- Austin Water totaled the water consumption billed to River Place residents for July 2015 at 21.3MG
- Consumption billed is 99.1% of water plant pumpage

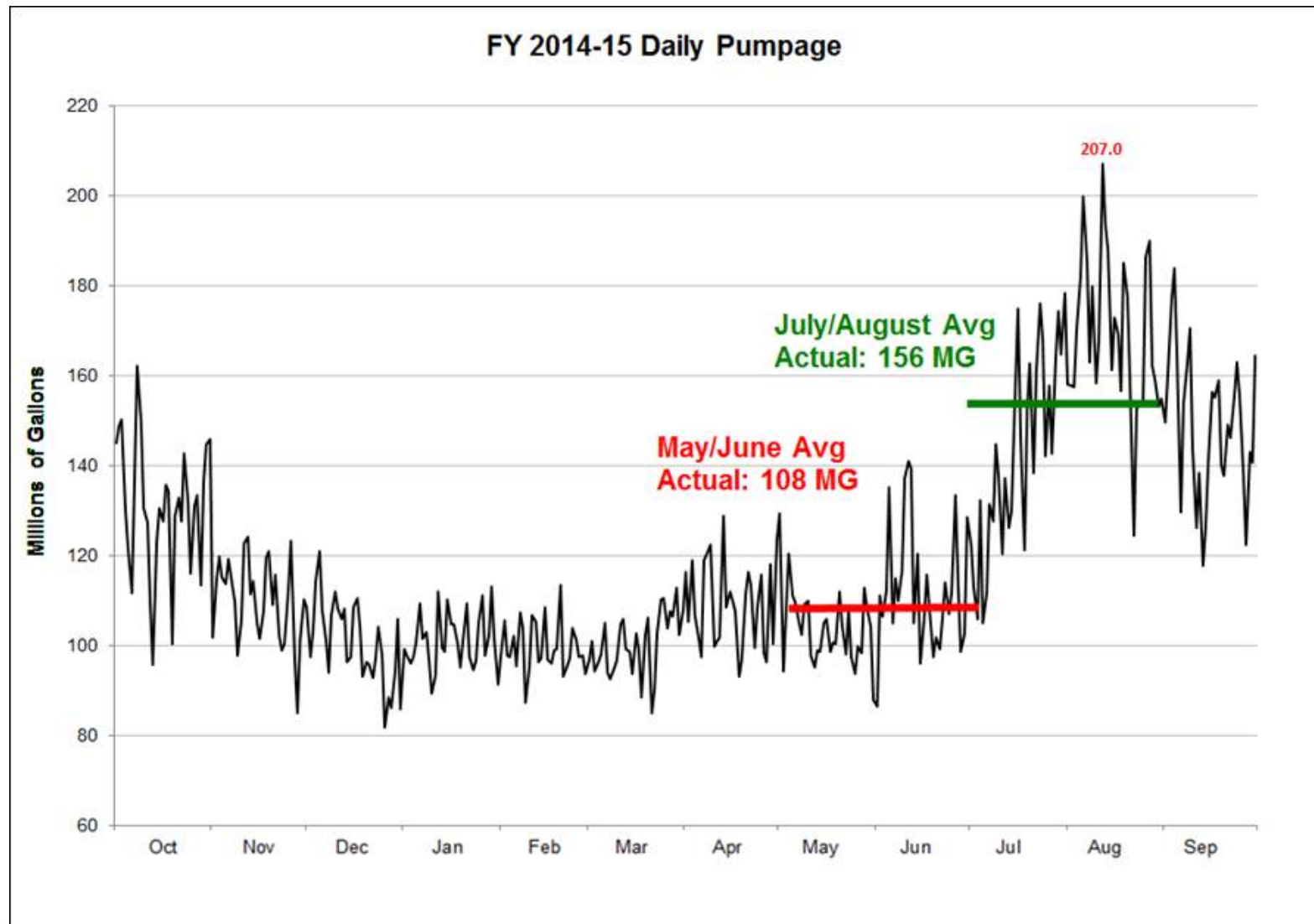
Lost Creek MUD Historical Summer Consumption



Lost Creek Consumption Master Meter vs. Customer Meter

- Master meter from former MUD still being read
 - Aggregate of all consumption for Lost Creek area
 - Comparison of master meter data with the individual customer metered consumption
- August 2015 – customer metered consumption was 96.6% of the master meter water that was delivered to the Lost Creek system

FY 2015 Austin Daily Pumpage



System Pumpage vs. Consumption

- Results of system wide pumpage vs. customer metered consumption for August 2015
 - Total metered consumption is 88% of same period pumpage
 - Consistent with expectations and prior years

Irrigation Audits

- Irrigation audit stats – August to October
 - Number completed: 144
 - Scheduled through November: 159
- Audit results and examples
 - 83% of audited systems were set with multiple day, multiple start times, and/or excessive run times
 - Irrigation water use for systems with excessive day and/or run time settings average 384% of recommended irrigation levels
 - Examples include the potential in some cases to use 100,000 – 300,000 gallons in one month

Irrigation Audits – First 20 Completed

Zip Code	Date	Current Controller Schedule	Current Setting Potential Gallons Used	Recommended Setting Usage in Gallons	% ABOVE/ BELOW Recommend	Reduction Recommend
78717	7/28/2015	Multiple start times	22,291	6,467	245%	Yes
78739	8/5/2015	Multiple days	21,930	5,323	312%	Yes
78731	8/10/2015	Multiple start/excessive run times	33,712	7,620	342%	Yes
78759	8/10/2015	Multiple days/start times	45,580	9,795	365%	Yes
78660	8/11/2015	Multiple days	340,456	3,397	9922%	Yes
78746	8/11/2015	Unable to verify scheduling	14,995	11,266	33%	Yes
78730	8/12/2015	Multiple days/Excessive run times	36,791	11,008	234%	Yes
78739	8/17/2015	Manage seasonally	14,199	14,199	0%	Target
78739	8/18/2015	High operating system pressure	8,836	11,520	-23%	Conserving
78739	8/19/2015	High operating system pressure	4,068	3,354	21%	Yes
78717	8/20/2015	Excessive run times	16,701	10,681	56%	Yes
78750	8/20/2015	Excessive run times	195,415	7,000	2692%	Yes
78746	8/24/2015	Multiple start times	53,372	17,174	211%	Yes
78747	8/26/2015	Multiple days/start times	14,836	7,043	111%	Yes
78730	8/31/2015	Unable to verify scheduling	10,406	10,406	0%	Target
78730	9/1/2015	Excessive run times	11,653	7,783	50%	Yes
78731	9/2/2015	Good condition	6,708	6,708	0%	Target
78739	9/2/2015	Excessive run times	76,303	8,084	844%	Yes
78746	9/8/2015	Multiple days/start times	3,595	1,600	125%	Yes
78751	9/8/2015	Multiple start times/excessive run times	61,920	3,509	1665%	Yes

Summary/Next Steps

- Austin Water and Austin Energy care about our customers and their concerns about water billing issues
- Billing system and meter system functioning properly
- Irrigation system audits continuing
- Performing additional system checks
 - Billing System Audit RFQ
 - Meter Reading Audit RFQ

Questions?