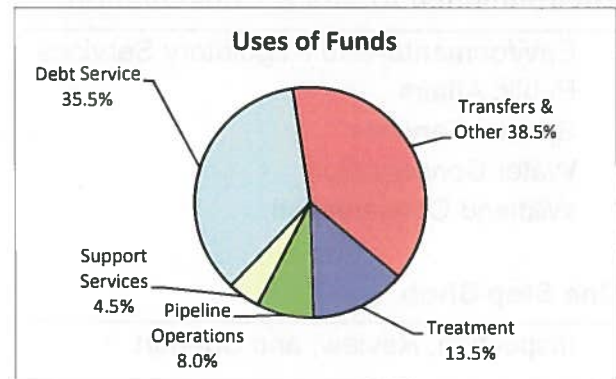
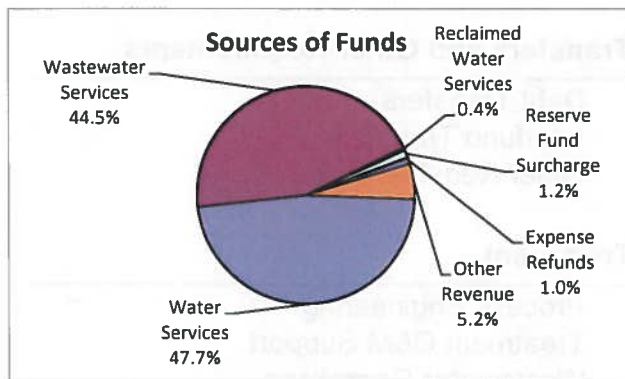


Austin Water



Budget Overview

	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Water Utility Fund					
Revenue	\$243,835,832	\$276,094,422	\$306,312,003	\$288,078,963	\$301,987,003
Transfers In	\$17,350,147	\$6,450,291	\$11,063,291	\$11,063,291	\$15,064,291
Requirements	\$264,299,084	\$265,926,255	\$285,299,192	\$285,721,879	\$305,226,413
Full-Time Equivalents (FTEs)	591.53	587.00	589.91	589.91	603.77
Wastewater Utility Fund					
Revenue	\$236,654,120	\$242,909,723	\$259,304,318	\$258,956,771	\$275,646,195
Transfers In	\$3,750,291	\$3,150,291	\$7,567,722	\$7,567,722	\$5,530,722
Requirements	\$244,392,435	\$233,764,227	\$245,928,398	\$245,531,367	\$261,262,915
Full-Time Equivalents (FTEs)	562.82	557.35	555.59	555.59	563.23
Reclaimed Utility Fund					
Revenue	\$847,478	\$945,089	\$1,722,634	\$1,771,481	\$2,510,485
Transfers In	\$3,760,000	\$2,060,000	\$3,400,000	\$3,400,000	\$3,400,000
Requirements	\$5,158,498	\$4,304,636	\$4,964,386	\$5,255,718	\$4,908,498
Full-Time Equivalents (FTEs)	3.00	3.00	3.00	3.00	3.00
Expense Refunds	\$851,687	\$5,257,987	\$5,336,367	\$5,879,586	\$6,121,475
Total Budget	\$514,701,704	\$509,253,105	\$541,528,343	\$542,388,550	\$577,519,301

Austin Water

Organization by Program and Activity for 2017

Engineering Services

Collection System Engineering
Distribution System Engineering
Facility Engineering

Environmental Affairs & Conservation

Environmental and Regulatory Services
Public Affairs
Special Services
Water Conservation
Wildland Conservation

One Stop Shop

Inspection, Review, and Support

Other Utility Program Requirements

Other Utility Program Requirements

Pipeline Operations

Pipeline O&M Support
Pipeline Wastewater Operations
Pipeline Water Operations

Reclaimed Water Services

Reclaimed Water Services Support

Support Services

Departmental Support Services

Transfers and Other Requirements

Debt Transfers
Interfund Transfers
Other Requirements

Treatment

Process Engineering
Treatment O&M Support
Wastewater Operations
Water Operations

Water Resources Management

Infrastructure Management
Systems Planning
Utility Development Services

Austin Water

Mission and Goals for 2017

Mission

The mission of Austin Water is to provide safe, reliable, high quality, sustainable, and affordable water services to our customers so that all community needs for water are met.

Goals

Strengthen customer value and stakeholder understanding and support:

- Minimize loss of water. Respond to 90% priority 1 leaks within 3 hours.
- Reduce customer service complaints. Keep customer service complaint rate to no greater than 0.08%.

Protect the water supply and promote community sustainability:

- Contribute to the conservation of the region's water supply by reducing growth of potable water demand. Maintain total water pumpage per capita per day at 123 gallons.
- Reduce demand for potable water. Provide 1.1 billion gallons of reclaimed wastewater for beneficial purposes.
- Protect water quality and conserve habitat for endangered species. Conduct planned conservation practices or compliance monitoring on at least 25,000 acres of Austin Water's wildlands.

Protect the public health and safety by providing high quality water services:

- Maintain quality of drinking water to a higher standard than regulatory requirements. Ensure drinking water quality turbidity is no greater than 0.10 Nephelometric Turbidity Units.
- Maintain quality of wastewater effluent being discharged to the environment by maintaining higher quality than permitted standard. Ensure carbonaceous biological oxygen demand of 3.0 in treated wastewater.
- Reduce the number and volume of Sanitary Sewer Overflows. Keep number of reportable wastewater overflows per 100 miles of sewer lines at 3 or less.
- Maintain city-wide fire protection. Return fire hydrants back to service within 14 days, 90% of the time.

Maintain strong financial viability to ensure balanced cost structure and affordable rates:

- Ensure continued strong financial position by maintaining AA bond rating.
- Keep dollar amount of revenue recovery above \$2.5 million.
- Control total operating costs. Keep total operating costs at or below 98% of budget.
- Minimize utility debt. Keep percentage of cash funding of capital improvement spending above 20%.
- Maintain annual average water and wastewater bill of less than 1.2% of median household income.

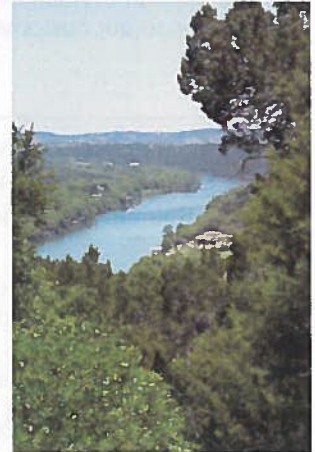
Ensure infrastructure stability and operational optimization:

- Improve effectiveness and efficiency of Capital Improvement Program project delivery. Achieve 80% of planned Capital Improvement Program spending each fiscal year.
- Maximize energy efficiency. Use no more than 2,278 kilowatt hours (kWh) per million gallons of water, wastewater and reclaimed water services provided.

Austin Water

Message from the Director

Austin Water (AW) provides water, wastewater, reclaimed water, conservation and environmental protection services to a population of over one million retail and wholesale customers spanning over more than 540 square miles. AW draws water from the Colorado River into three regional water treatment plants that have a combined maximum capacity of 335 million gallons per day. Drinking water is pumped from the plants into Austin's water distribution system, which has a total reservoir storage capacity of approximately 170 million gallons. AW also operates a collection system where wastewater is treated and safely released into the Colorado River to augment environmental flows or recycled into reclaimed water for uses such as irrigation or industrial cooling. Austin Water's Hornsby Bend biosolids facility has gained national recognition for its management of the waterways and lands, leading to its recognition as a national birding sanctuary. In addition, AW manages over 40,000 acres of wildlands to protect water quality and endangered species habitat. Austin Water's award-winning Water Conservation division offers public outreach and incentive programs.



**Balcones Canyonlands
Preserve**

Austin Water accomplishments and awards in 2016 include:

- Partnership for Safe Water: Director's Award for exceptional performance and standards at both the Ullrich and Davis Water Treatment Plants
- National Association of Clean Water Agencies: Silver Award to South Austin Regional Wastewater Treatment Plant and Walnut Creek Wastewater Treatment Plant
- Improved bond ratings by bond rating agencies for Austin Water's financial outlook, from Negative to Stable
- Texas Living Waters' Inaugural Water Conservation Scorecard: Highest score amongst 300 utilities in the state for Water Conservation

Austin Water continues to deliver high-quality water and wastewater services to its customers. Reliable water and wastewater services are essential to the health and welfare of the community. While AW has been recognized for the excellence of utility services and management practices, the Utility continues to face challenges including water supply sustainability, resiliency and diversification; aging infrastructure risk management; balancing financial stability with service reliability, quality and customer affordability; maintaining service levels for a growing service area; and managing regulatory requirements.

Austin Water is confident that we will meet all of the challenges we face. We continue to be a leader in our industry and will adapt to changing conditions. Our vision is to be recognized as the best water utility in the nation, in a city that strives to be the best managed city in the nation. Our team is committed to achieving these lofty goals, while providing safe, reliable, high quality, sustainable and affordable water to our customers and protecting the environment through sustainable practices.

**Greg Meszaros, Director
Austin Water**

Budget Highlights

The FY 2016-17 Budget for Austin Water addresses major operating and capital improvement issues while allowing the Utility to continue to provide high quality water and wastewater services. A reliable water supply, quality customer services, appropriate and timely investment in infrastructure and affordable rates remain the Utility's priorities. The combined storage water supply of Lakes Travis and Buchanan reached a critically low level in November of 2014, a threshold not seen since the 1950's drought of record. In 2015, the region saw an increase in rainfall that was almost double the annual average, and the amount of water flowing into the Highland Lakes was higher than any year since 2007. The combined storage of Lakes Travis and Buchanan increased by more than 1.2 million acre-feet from the 2015 to 2016 spring seasons (one acre foot is equal to 325,851 gallons). In May 2016, the City Manager lifted the Stage 2 watering



Line Cleaning

restrictions and implemented the Council approved Conservation stage. The new stage includes

updated residential watering days and a comprehensive Austin Water campaign to educate and engage the community regarding restrictions during this stage. Even with lifting of Stage 2 restrictions, the upcoming fiscal year continues to present challenges for the Utility including balancing its financial needs while pursuing affordability for its customers, increasing service needs due to growing population and service area, maintaining and improving its infrastructure, and managing regulatory requirements.

Austin Water's FY 2016-17 Budget projects total available funds of \$604.1 million and total requirements of \$571.4 million. A system-wide rate increase of 3.0% is necessary in FY 2016-17 to ensure that AW meets its cost burden while maintaining the level and quality of service it provides to its customers.

Revenue

A 2016 report published by The Living Waters Project ranked the City of Austin's water conservation policies and ongoing efforts as best in the state among more than 300 Texas utilities. The environmental consortium reviewed state reports regarding water quality standards, the amount of water loss throughout the pipeline infrastructure, and evaluated water restriction guidelines. Water conservation initiatives prolong the "trigger" to purchase additional water under the existing Lower Colorado River Authority (LCRA) supply agreement and defer the need to expand capital infrastructure in the long term, a goal the utility genuinely supports. AW aspires to lead the state and the nation in innovative ways to sustain our natural resources.

Water service revenue is inherently volatile because of extreme weather conditions and the success of Austin's water conservation programs. However, AW has strengthened its financial position through a series of business model changes recommended by several commissions and adopted by the Austin City Council. Starting in 2015, Austin Water began to collect a greater percentage of fixed revenue from its customer base and also introduced a water reserve fund volumetric surcharge. These innovative changes have not only improved the utility's financial metrics, but reinforced the City of Austin's position as a leader in conservation based pricing.

For FY 2016-17, AW is projecting an increase in revenue of \$12.8 million or 2.3%, from \$567.3 million in the current year estimate to \$580.1 million. The increase is the result of the projected growth in customers and the projected system-wide revenue rate increase.



Rates

In FY 2016-17, the projected revenue increase needed to cover operating requirements, debt service, and transfers out is higher than the projected increase in base revenue from system growth, necessitating increases in water, wastewater, and reclaimed water rates. A 2.9% rate revenue increase for water service, a 3.0% rate revenue increase for wastewater service, and a 10.0% rate revenue increase for reclaimed water for a combined rate revenue increase of 3.0% are included in the budget. In addition, the Water Reserve Fund volumetric surcharge is projected to remain at \$0.19 per 1,000 gallons in FY 2016-17. AW projects to collect \$7.3 million in Surcharge Revenue.

Annual water consumption in the residential customer class peaked in FY 2010-11, and has steadily dropped each year as the combined effects of Stage 2 water restrictions and prolonged drought weather conditions changed customer behavior. AW reduced the FY 2015-16 residential annual average per account to 5,600 gallons of water because of lower than anticipated monthly consumption over the financial forecast period. However, with the ease in water restrictions implemented in May 2016, AW anticipates for the annual average to increase to 5,800 gallons for the current and next fiscal year.

The table below reflects the approved average residential customer annualized bill impacts for FY 2016-17. The average residential water and wastewater bill is based on 5,800 gallons of water usage and 4,000 gallons of wastewater per month with a 5/8" meter. Additional information on rates can be found in the fee schedule in Volume II of the Budget Document.

Average FY 2016-17 Residential Customer Bill Impact

	Current 2016 Rates ¹	Approved 2017 Rates	\$ Variance	% Variance
Water Service ²	\$40.26	\$41.59	\$1.33	3.3%
Wastewater Service	\$39.98	\$41.60	\$1.62	4.1%
Total Revenue	\$80.24	\$83.19	\$2.95	3.7%

Notes:

1. Bills based on 5,800 gallons of water and 4,000 gallons of wastewater discharge
2. Bills includes the Reserve Fund Surcharge

Requirements

Total requirements in FY 2016-17 approved budget is \$571.4 million, which represents an increase of \$34.9 million or 6.5% from FY 2015-16 amended budget of \$536.5 million. This increase is due to a rise in Citywide cost drivers such as wage adjustments, insurance costs, market study, fleet preventive maintenance and fuel cost, and departmental cost drivers necessary to support service needs and infrastructure maintenance. Departmental cost drivers include Austin Energy billing and customer care, additional staffing, increase in contractual costs, Public Works charges, street cuts, pipeline maintenance, and chemicals. Approximately half of the increase is due to transfers to CIP, General Fund, Support Services Fund and Debt Service.

AW's staffing levels have remained relatively flat in the last two fiscal years. AW's growing service area and customer base has resulted in increasing workloads for operational and maintenance staff and requires additional staff to adequately manage increased demands, improve response times, and meet efficiency goals. For FY 2016-17, Austin Water is adding 22.5 new positions for the following purposes:

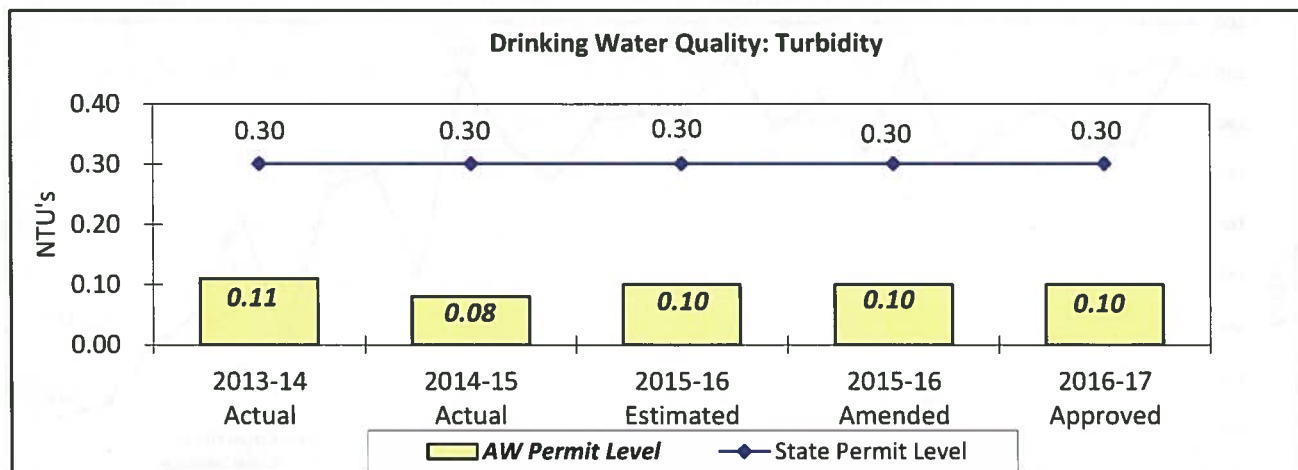
- Work related to the newly annexed Lost Creek and River Place package plants and water systems: 5.0
- Distribution system maintenance, small meter exchange program, and large meter testing: 4.0
- Supporting Supervisory Control and Data Acquisition for engineering system needs: 1.0
- Providing engineering support for large diameter transmissions and large valve operations: 1.0
- Instrumentation and automation support for expanded service area: 1.5
- Strengthening internal controls for debt management, external agreements and annexation process: 1.0
- Addressing security, tap sales, lab systems, accident injury prevention, records management : 5.0
- Administrative support for Public Information Requests and Utility Development Services: 2.0
- Expedited Plan Review program: 2.0

FY 2015-16 budget was amended to include a transfer to debt service for Capital Recovery Fee defeasance in the amount of \$18.2 million. The transfer was made out of Capital Recovery Fee or Impact Fee revenue to set up an escrow account used to defease outstanding bond issues. A defeasance is a method of paying off outstanding bond issues early.

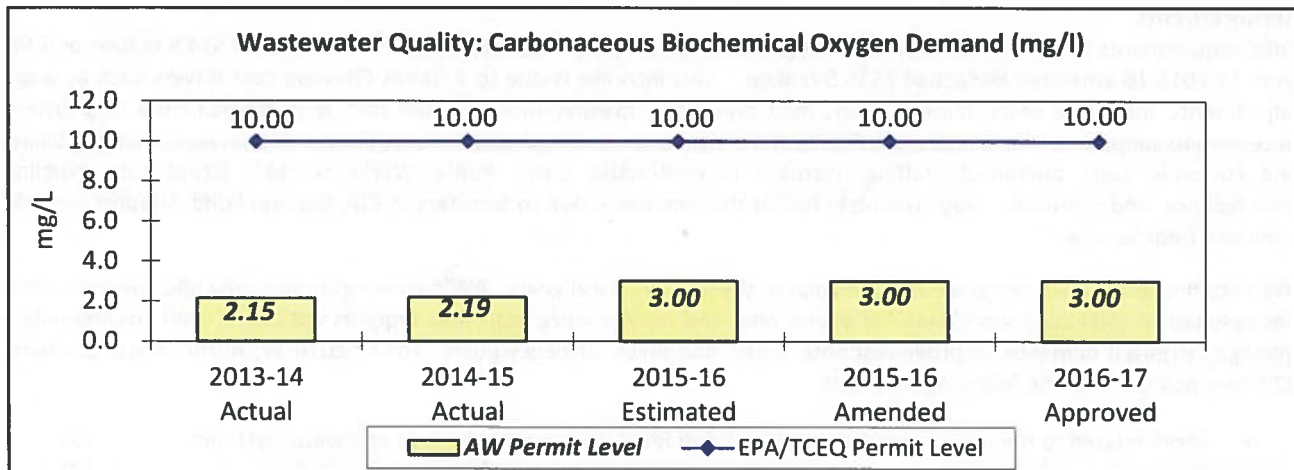
The current 5-year Capital Improvements Program (CIP) spending plan for FY 2017-21 is \$886.1 million. The emphasis is on replacement and rehabilitation of critical assets throughout the water and wastewater systems, which consist of horizontal assets (pipes, valves, etc.) and vertical assets (treatment plants, pump stations, reservoirs, lift stations, etc.). The focus on rehabilitation and replacement of older assets can reduce operating costs by increasing the efficiency of the system.

Key Performance Indicators

The following graphs indicate that both water and wastewater qualities exceed state standards.



One way of assessing drinking water quality is to examine its turbidity, or the relative clarity of a liquid. Turbidity is measured in Nephelometric Turbidity Units (NTU) and it is an excellent measure of plant optimization to ensure maximum public health protection. NTUs of 1.0 or less generally are not detected by the naked eye. Per the Safe Water Drinking Act, the permit level for drinking water turbidity is less than 0.30 NTU's 95% of the time. Austin Water projects turbidity for FY 2016-17 at 0.10 NTU's.

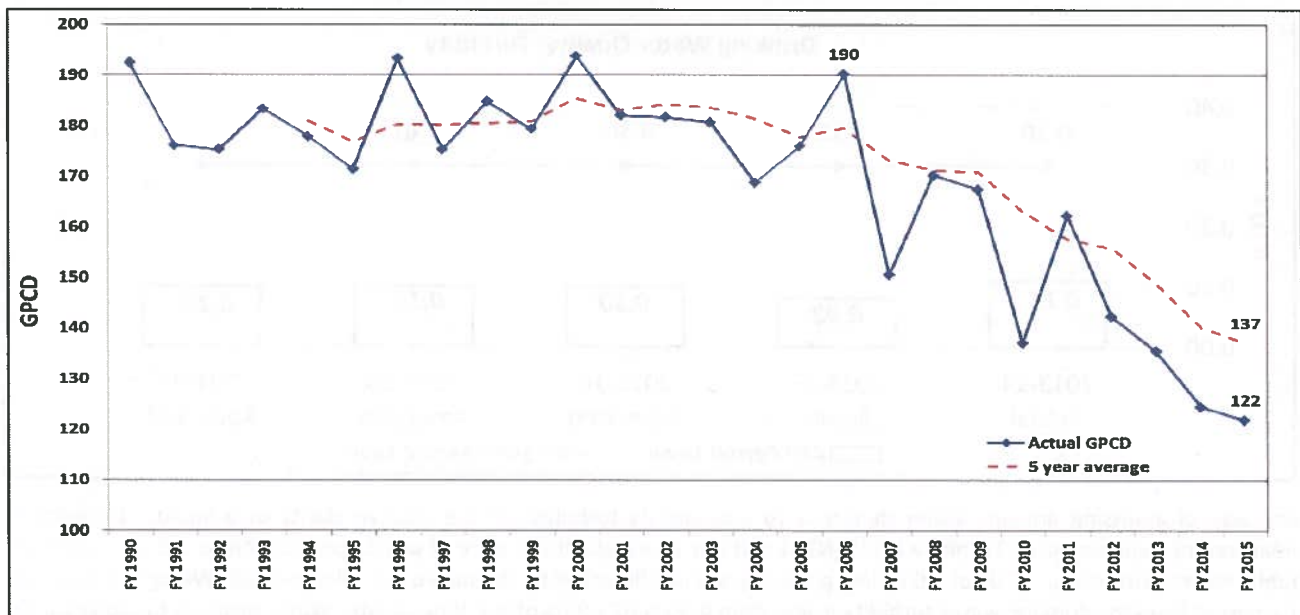


One way of assessing the quality level of treated wastewater effluent is to compare the actual level of Carbonaceous Biochemical Oxygen Demand (CBOD), in milligrams per liter (mg/L), to the permitted level mandated by the Environmental Protection Agency (EPA) and the Texas Commission on Environmental Quality (TCEQ). Austin's wastewater treatment measures have historically been well below the permitted level of 10.00 mg/L. Austin Water projects CBOD for FY 2016-17 at 3.0 mg/L.

Water Conservation

Continuing initiatives in the Water Conservation program for FY 2016-17 include incentives for outdoor water use reduction, commercial equipment upgrades, and a mobile app to allow customers to better understand water use. Austin Water is exploring additional opportunities for conservation under the umbrella of the Water Forward Task Force, including projects to promote reclaimed and auxiliary water use. Recent increased rainfall has refilled storage reservoirs, allowing the lifting of drought restrictions for the first time in five years. Lessons learned from the drought led to a revision of water use codes in 2016, relaxing restrictions for car washing and hose-end sprinklers, but permanently limiting automatic irrigation to one day per week. As a result of these changes, the FY 2016-17 budget includes a slight increase in water use compared to previous years. Austin Water's long-range conservation efforts preserve environmental flows in the Colorado River and delay additional water supply costs, while reducing average water use per day. In FY 2014-15, gallons of water pumpage per capita per day (GPCD) reached 122, continuing a slow downward trend, as shown in the following graph.

Austin Gallons per Capita per Day Water Pumpage



Austin Water

Significant Changes

Austin Water Utility Fund - Combined

Revenue Changes Dollars

Increase in Water Service revenue from the combined impact of water consumption projections, which includes moving from Stage 2 Water restrictions to Conservation Stage Water restrictions and a 2.9% water rate revenue increase.	\$13,749,884
Increase in Wastewater Service revenue from the combined impact of an increase in base revenues, an increase in wastewater averages, and an increase in revenue resulting from a 3.0% wastewater rate revenue increase.	\$16,406,522
Increase in Reclaimed Water Service revenue from a 10.0% system-wide base reclaimed water rate revenue increase.	\$735,307
Increase in Reserve Fund Surcharge revenue due to increased consumption from moving from Stage 2 Water restrictions to Conservation Stage Water restrictions.	\$90,698
Decrease in revenue from industrial wastewater discharge permit fees and contractual agreements for cellular network towers on Austin Water ground space.	(\$120,800)
Increase in Capital Recovery Fees due to a projected increase in growth-related expenses.	\$1,964,000

Expenditure Changes FTEs Dollars

Citywide Cost Drivers	
Additional funding to cover the cost of 2% Pay for Performance and \$0.29 across-the-board wage increases in FY 2016-17, increase the living wage to \$13.50 per hour, annualize the cost of a Citywide market study approved in FY 2015-16, and increase City contributions for health insurance by 8%.	\$4,394,266
Decrease in Accrued Payroll and Workers' Compensation.	(\$500,279)
Increase in fleet fuel charges and fleet preventative maintenance costs.	\$714,913
Increase in the Communication Technology Management support allocation.	\$256,309
Increase in the City Administrative Support Transfer.	\$100,827
Funding methodology change in the Capital Project Management Fund allocates administrative costs for project management activities to operating budgets and discontinues practice of directly charging capital projects. Increase to operating budget is offset by decrease to capital budget.	\$1,813,549

Expenditure Changes	FTEs	Dollars
Department Cost Drivers		
Four new positions in Pipeline Operations to focus on troubleshooting, investigating and inspecting water distribution systems and to assist with the Small Meter Exchange Program and annual large water meter testing.	4.00	\$313,992
One new position in Engineering Services to address an increasing workload that the Facility Engineering SCADA (Supervisory Control and Data Acquisition) group is experiencing due to a number of reasons, especially with the significant addition of over 150 major pieces of SCADA equipment.	1.00	\$147,508
One new position in Engineering Services to address additional responsibilities for emergencies related to large diameter transmissions, operation of large valves, implementation of Capital Improvement Program projects and overall Engineering Support of the Transmission/Distribution system.	1.00	\$138,884
One and a half new positions in Treatment to provide instrumentation and automation support for the expanded service area for the water, wastewater and reclaimed facilities and to provide additional assistance for work in the septic	1.50	\$130,572
Five new positions in Support Services to provide support for planning and delivering security system improvement projects to the Utility, assisting customers with tap sales requests, assisting with the support of the laboratory information management system (LIMS), promoting accident injury prevention and strengthening the Records and Information Management Program.	5.00	\$540,408
Five new positions in Treatment for work related to the newly annexed Lost Creek and River Place Package plants and water systems, the growing reclaimed system, and several new lift stations.	5.00	\$441,948
Two new positions in Environmental Affairs and Conservation and Water Resource Management to address administrative efficiency for Public Information Requests and the Utility Development Services Division.	2.00	\$134,964
One new position in Support Services to strengthen internal controls related to debt management, external agreements and the annexation process. This position will also assist with impact fee tracking and reporting.	1.00	\$124,221
Transfer of 1.0 position to corporate Human Resources.	(1.00)	(\$133,072)
Two new positions for the Expedited Plan Review Program funded by the Development Services Department.	2.00	\$0
Increase in temporary employees due to additional staff needed to maintain service levels, provide administrative support, meet fiber installation project demand, and replace staff on active military duty.		\$478,705
Decrease in vacancy savings (increased cost) to reflect current vacancy trends.		\$1,237,990
Increase in security services costs to cover the new contract with an increased scope of work.		\$1,000,000
Additional contracts cost for flow monitoring services, digitizing records, valve turns services and pressure testing for new water mains.		\$1,953,712

Expenditure Changes	FTEs	Dollars
Increase in equipment rental for chemical corrosion and odor treatment program implementation.		\$110,204
Decrease in electric services anticipating moving Austin Water accounts from the Green Choice rate to the Commercial Energizer rate.		(\$3,288,305)
Increase in street cut repair costs.		\$1,500,000
Add a reimbursement to Development Services Department for a Project Coordinator to assist with site plan plumbing reviews and costs associated with Amanda programming upgrades.		\$695,807
Increase in the transfer to Austin Energy for utility billing system support.		\$2,084,235
Decrease in bad debt expense based on revenue collection trends.		(\$555,407)
Increase in fire and extended coverage insurance costs.		\$225,052
Increase in legal claims related to the wholesale rate case for payment of refunds to the petitioners, which is in compliance with the Public Utility Commission Final Order.		\$2,100,000
Cover increases to existing computer software maintenance agreements and additional maintenance costs for new software.		\$296,042
Increases in pipeline maintenance for leak detection, sewer cleaning and inspection services, and to allow for a condition assessment of a piece of aging infrastructure.		\$1,206,080
Increase the training and travel budget in order to maintain required professional licenses and to be inline with historical continuing educational needs.		\$383,015
Increase in chemical costs due to a change in raw water quality that requires more chemicals to maintain treated water standards.		\$862,940
Purchase additional meters for the small meter replacement program.		\$172,288
Increase in debt service requirements offset by savings from 2016 bond refinancing and defeasance.		\$5,244,385
Increase in the operating fund cash transfers for pay-as-you-go cash financing for Water, Wastewater, and Reclaimed Water capital projects.		\$10,650,000
Decrease in debt service CRF defeasance transfer to reduce Austin Water debt using impact fee/capital recover fee collections.		(\$3,200,000)
Increases in transfers to the General Fund, Water Revenue Stability Reserve Fund, and Economic Development Fund.		\$3,091,631

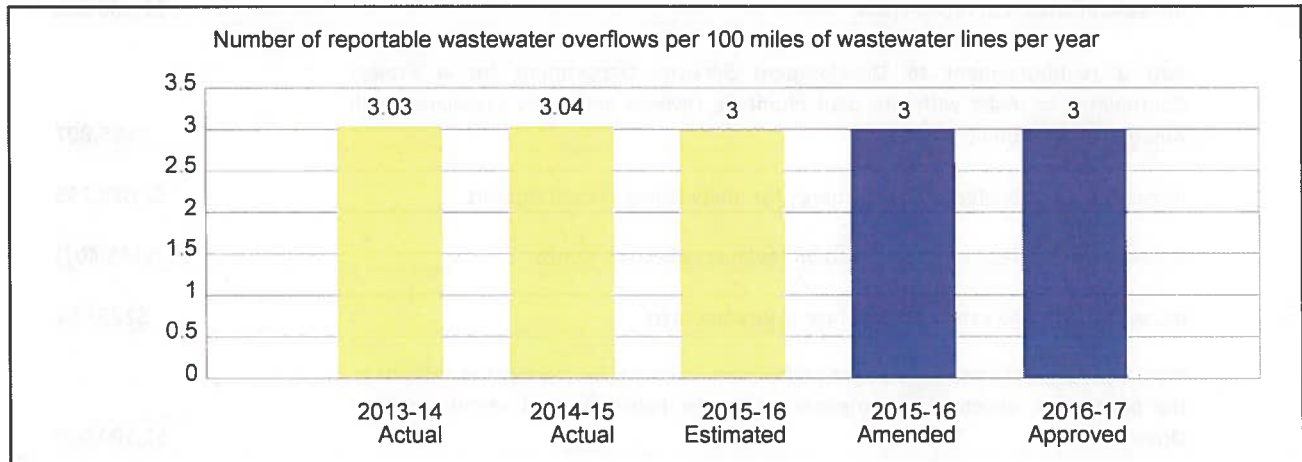
Austin Water

Budget Detail by Activity

Program: Engineering Services

Activity: Collection System Engineering

The purpose of Collection System Engineering is to provide effective engineering, program/project management, and technical support for the collection system infrastructure to reduce wastewater overflows and transport raw wastewater to the treatment plants and to rehabilitate and replace the aging water and wastewater lines.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	0	816,037	841,187	956,667	971,653
Wastewater Utility Operating Fund	4,267,585	3,853,963	4,057,375	4,045,499	5,038,040
Water Utility Operating Fund	683,690	290,238	313,705	179,826	238,610
Total Requirements	\$4,951,275	\$4,960,237	\$5,212,267	\$5,181,992	\$6,248,303
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	19.00	19.00	19.00	19.00	19.00
Water Utility Operating Fund					
Civilian	6.00	5.00	5.00	5.00	5.00
Total FTEs	25.00	24.00	24.00	24.00	24.00
Performance Measures					
Linear feet of deteriorated wastewater main replaced or rehabilitated	28,321	27,482	35,000	35,000	35,000
Linear feet of deteriorated water mains replaced or relocated	57,535	52,523	52,000	52,000	52,000
Number of reportable wastewater overflows per 100 miles of wastewater lines per year	3.03	3.04	3	3	3

Services

Engineering technical services for wastewater collection and water mains.

Contact

Kevin Koeller, Manager, 512-972-2055

Bold Measure = Key Indicator

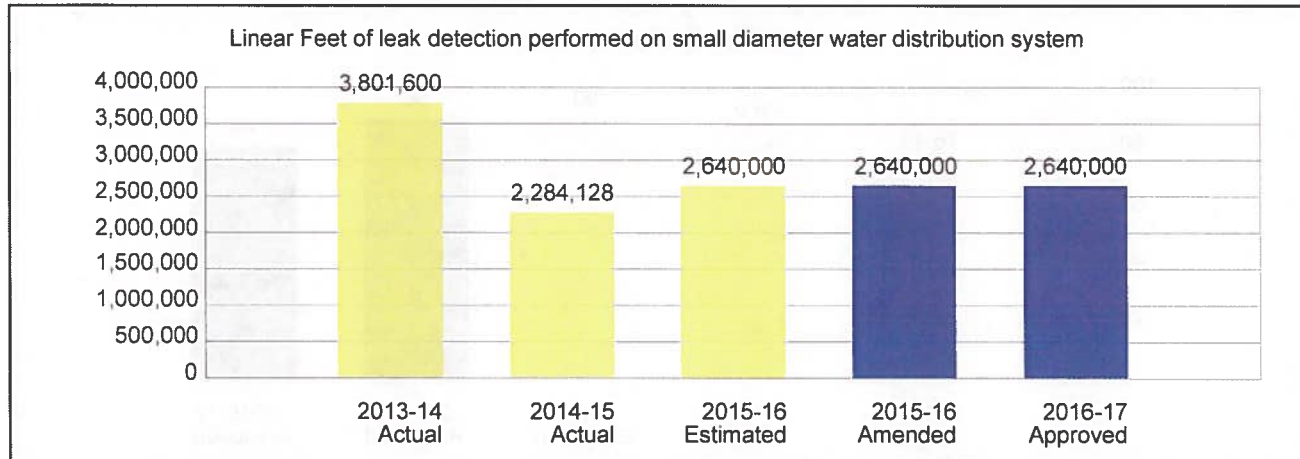
Austin Water

Budget Detail by Activity

Program: Engineering Services

Activity: Distribution System Engineering

The purpose of Distribution System Engineering is to provide effective engineering, project management and technical support to the water distribution infrastructure and control systems in order to reduce water leaks and continuously deliver reliable, safe and adequate supplies of drinking water from the treatment plants to the customers.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	0	31,224	37,082	31,838	43,989
Wastewater Utility Operating Fund	1,218,194	1,449,932	427,048	427,663	430,593
Water Utility Operating Fund	3,751,248	3,579,190	2,435,020	2,393,056	3,300,630
Total Requirements	\$4,969,442	\$5,060,346	\$2,899,150	\$2,852,557	\$3,775,212
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	12.50	12.50	3.50	3.50	3.50
Water Utility Operating Fund					
Civilian	21.50	22.50	13.50	13.50	14.50
Total FTEs	34.00	35.00	17.00	17.00	18.00
Performance Measures					
Linear feet of leak detection and condition assessment performed on large diameter water transmission lines	73,471	70,245	52,800	52,800	66,300
Linear Feet of leak detection performed on small diameter water distribution system	3,801,600	2,284,128	2,640,000	2,640,000	2,640,000

Services

Engineering technical services for the water distribution and transmission systems.

Contact

Mark Dollins, Manager, 512-972-1028

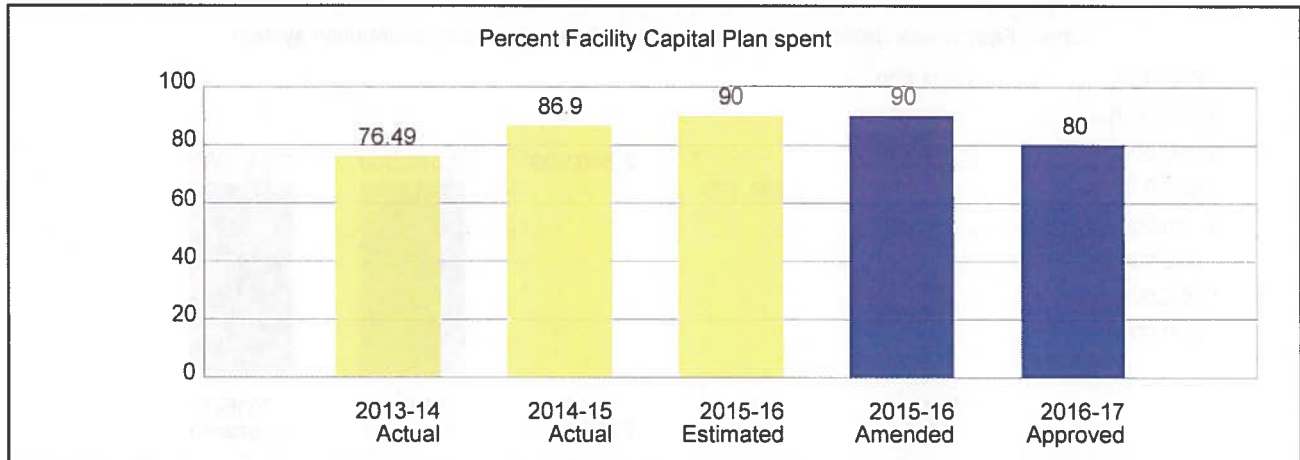
Bold Measure = Key Indicator

Austin Water Budget Detail by Activity

Program: Engineering Services

Activity: Facility Engineering

The purpose of Facility Engineering is to provide effective engineering, project delivery, technical support and SCADA services and support for AW treatment plants and related facilities, equipment and systems necessary to provide safe, reliable and high quality utility services to our customers.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	0	1,222,187	1,043,836	1,605,364	1,205,731
Wastewater Utility Operating Fund	1,686,342	1,277,031	1,532,756	1,377,605	1,483,576
Water Utility Operating Fund	1,838,447	1,227,739	1,336,247	935,888	1,373,322
Total Requirements	\$3,524,789	\$3,726,957	\$3,912,839	\$3,918,857	\$4,062,629
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	13.10	13.60	14.08	14.08	14.07
Water Utility Operating Fund					
Civilian	15.90	15.90	15.92	15.92	16.93
Total FTEs	29.00	29.50	30.00	30.00	31.00
Performance Measures					
Percent Facility Capital Plan spent	76.49	86.9	90	90	80
Percent SCADA Systems Equipment Availability	New Meas	New Meas	New Meas	New Meas	96

Services

Engineering and SCADA technical services for treatment plants and related facilities and systems.

Contact

Bill Stauber, Manager, 512-972-0239

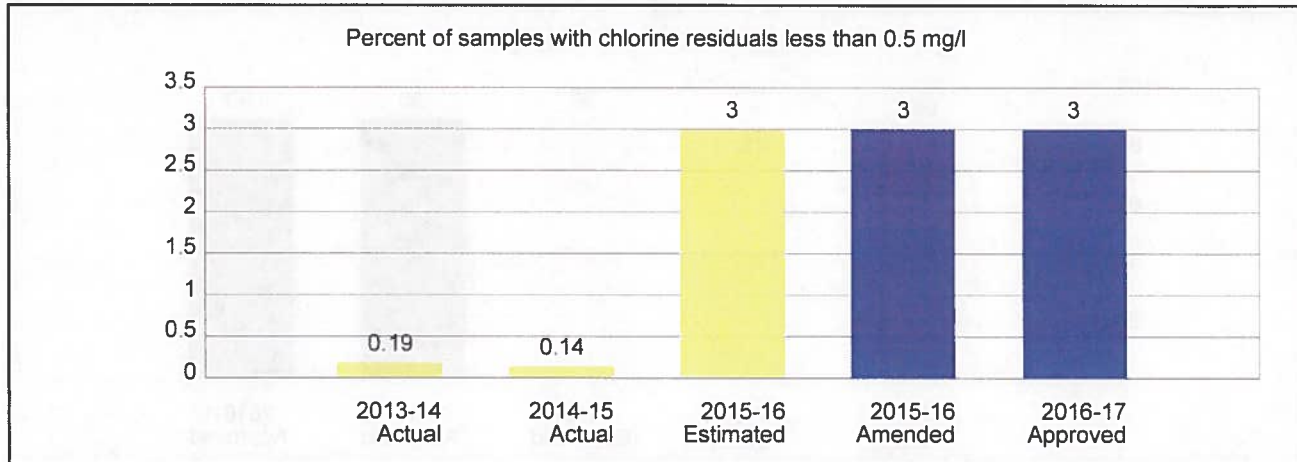
Austin Water

Budget Detail by Activity

Program: Environmental Affairs & Conservation

Activity: Environmental and Regulatory Services

The purpose of Environmental and Regulatory Services is to track proposed and enacted statutes, rules and regulations and provide information to Utility management in order to allow the Utility to be proactive in its regulatory compliance.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Wastewater Utility Operating Fund	673,252	710,670	675,943	675,613	714,831
Water Utility Operating Fund	549,776	586,568	557,727	556,289	590,890
Total Requirements	\$1,223,028	\$1,297,238	\$1,233,670	\$1,231,902	\$1,305,721
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	6.00	5.50	5.50	5.50	5.50
Water Utility Operating Fund					
Civilian	5.00	4.50	4.50	4.50	4.50
Total FTEs	11.00	10.00	10.00	10.00	10.00
Performance Measures					
Percent of samples with chlorine residuals less than 0.5 mg/l	0.19	0.14	3	3	3
Utility-wide energy efficiency (kWh per million gallons of water, wastewater, and reclaimed water services provided)	2,278	2,325	2,301	2,352	2,278

Services

Liaison with State and Federal regulators; State legislation monitoring; Water and wastewater treatment alternatives methods and research; Permitting and compliance reporting.

Contact

Raj Bhattarai, Manager, 512-972-0075

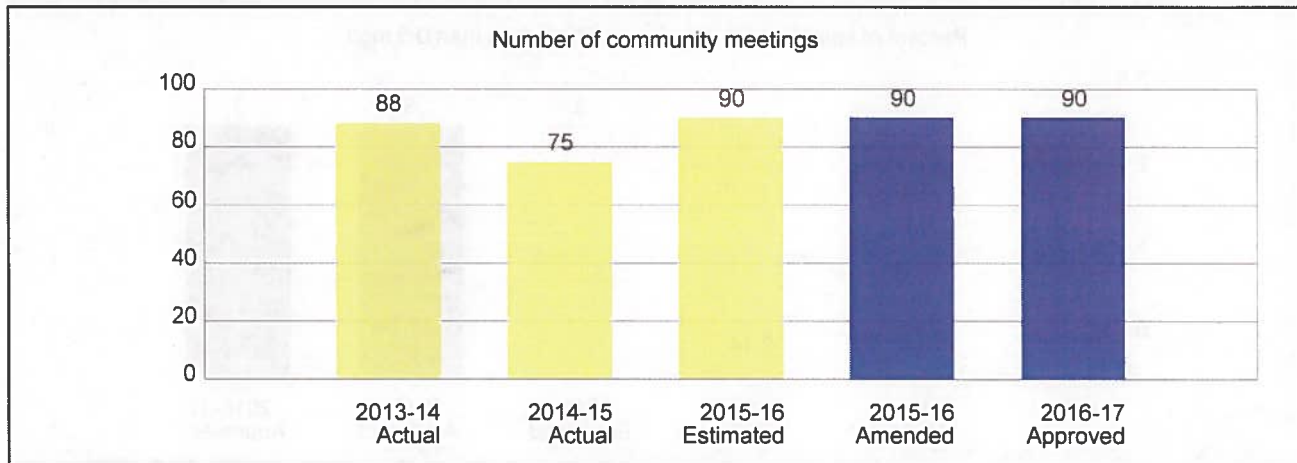
Bold Measure = Key Indicator

Austin Water Budget Detail by Activity

Program: Environmental Affairs & Conservation

Activity: Public Affairs

The purpose of Public Affairs is to provide timely, accurate, and critical information regarding Austin Water to the residents of Austin.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Wastewater Utility Operating Fund	483,438	505,552	567,914	554,015	574,750
Water Utility Operating Fund	1,831,738	1,370,894	1,408,942	1,591,835	1,416,597
Total Requirements	\$2,315,177	\$1,876,446	\$1,976,856	\$2,145,850	\$1,991,347
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	4.17	3.92	4.00	4.00	4.50
Water Utility Operating Fund					
Civilian	4.18	3.93	4.00	4.00	4.50
Total FTEs	8.35	7.85	8.00	8.00	9.00
Performance Measures					
Number of community meetings	88	75	90	90	90
Percentage of Press Coverage	100	100	100	100	100

Services

Provides information to the public regarding water conservation efforts, watering restrictions, wastewater overflows, water main breaks, boil water notices, and other marketing and advertising. Handles public engagement for CIP projects, provides education events through the Dowser Dan show to K-4 graders and to 6 and 7th graders through the Mobile Classroom in partnership with Colorado River Alliance and AISD and provide a presence at public events regarding water services.

Contact

Kevin Buchman, Manager, 512-972-0151

Bold Measure = Key Indicator

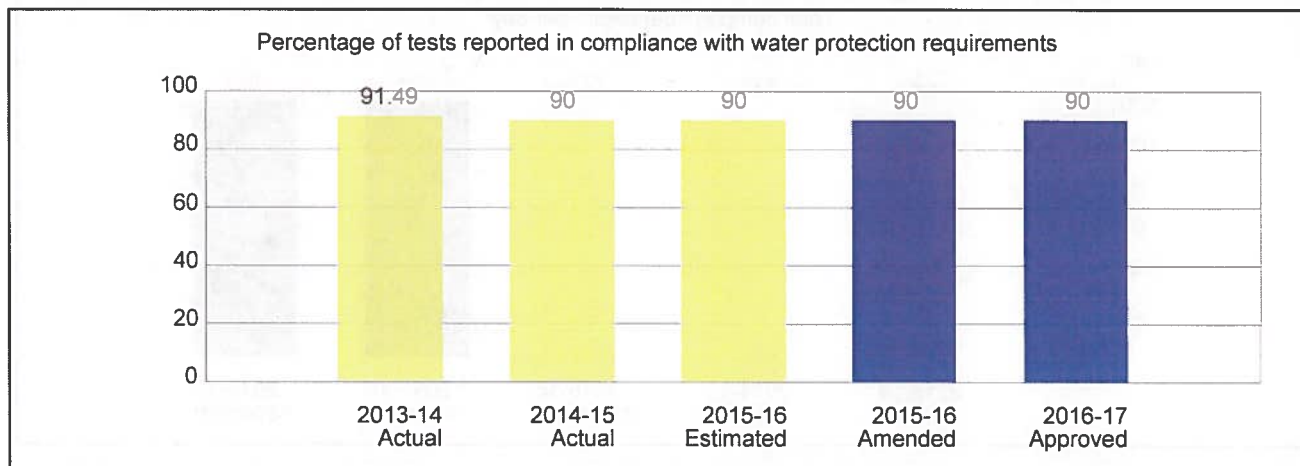
Austin Water

Budget Detail by Activity

Program: Environmental Affairs & Conservation

Activity: Special Services

The purpose of Special Services is to provide timely water quality surveys/investigations, backflow assembly testing, and private fire hydrant maintenance for customers in order to reduce the probability of a backflow incident and to control pollutant levels being discharged to the wastewater collection system so that pollutants do not affect worker health and safety, pass through or interfere with treatment plants, cause permit violations or keep biosolids from beneficial reuse.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	86	111	0	0	0
Wastewater Utility Operating Fund	1,654,036	1,685,493	1,654,711	1,653,236	1,697,043
Water Utility Operating Fund	1,162,297	1,227,716	1,239,958	1,239,834	1,278,702
Total Requirements	\$2,816,419	\$2,913,320	\$2,894,669	\$2,893,070	\$2,975,745
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	17.85	18.30	16.70	16.70	16.20
Water Utility Operating Fund					
Civilian	13.45	13.05	13.15	13.15	13.15
Total FTEs	31.30	31.35	29.85	29.85	29.35
Performance Measures					
Number of pass through and interference events caused by industrial users	0	0	0	0	0
Percentage of tests reported in compliance with water protection requirements	91.49	90	90	90	90

Services

Pretreatment and Water Protection: Administration and enforcement of the City's Pretreatment and Water Protection Programs through the regulation of industrial users, hauled waste, transporters, and other customers regulated under the water protection rules via the following: inspections, permitting, surveillance, sampling and monitoring; review of applications, self-monitoring and test reports, site plans and design plans and specifications; ensuring the timely testing and reporting of BPAs, PFHs and CCTs; and implementation of interlocal agreements with other political subdivisions.

Environmental Management: Assessments of utility environmental management practices; develop & support implementation of BMPs & SOPs; reporting and representing the utility to other regulatory agencies; provision of required training.

Contact

Antonio Canales, Manager, 512-972-1060

Bold Measure = Key Indicator

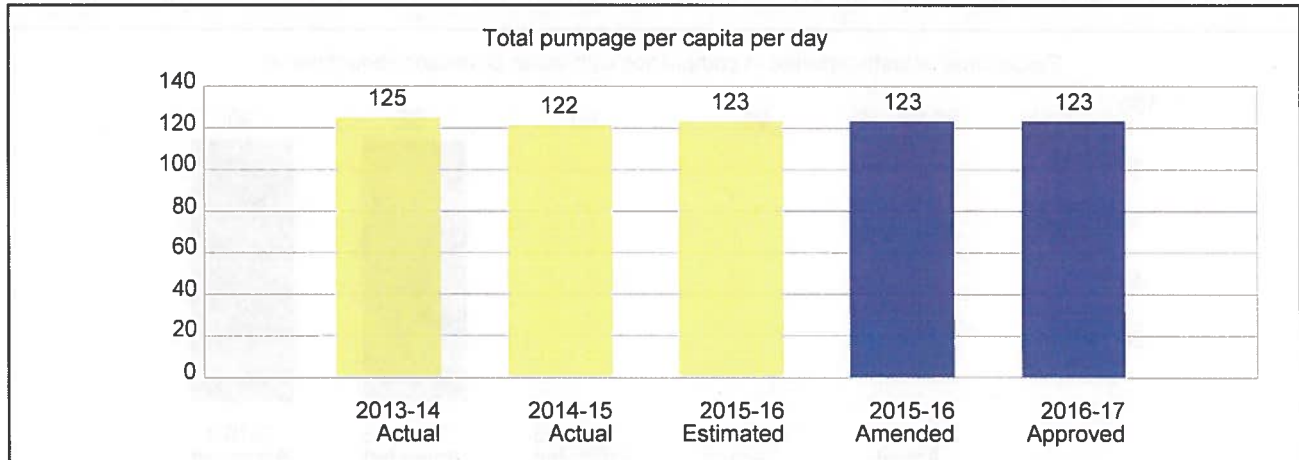
Austin Water

Budget Detail by Activity

Program: Environmental Affairs & Conservation

Activity: Water Conservation

The purpose of Water Conservation is to provide conservation services to Austin water customers to reduce water usage in order to slow the increase in peak day demand and defer the start date of water payments to the Lower Colorado River Authority. To maintain water use below 140 gallons per capita per day.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Water Utility Operating Fund	2,846,740	2,859,483	3,343,219	4,135,831	4,209,195
Total Requirements	\$2,846,740	\$2,859,483	\$3,343,219	\$4,135,831	\$4,209,195
Full-Time Equivalents					
Water Utility Operating Fund					
Civilian	20.00	20.00	20.00	20.00	20.00
Total FTEs	20.00	20.00	20.00	20.00	20.00
Performance Measures					
Peaking Factor (ratio of maximum daily demand to average daily demand)	1.55	1.737	1.55	1.55	1.55
Total pumpage per capita per day	125	122	123	123	123

Services

To administer and enforce water conservation ordinances, administer conservation incentive programs, promote water efficient behavior and manage Austin drought response.

Contact

Drema Gross, Manager, 512-974-2787

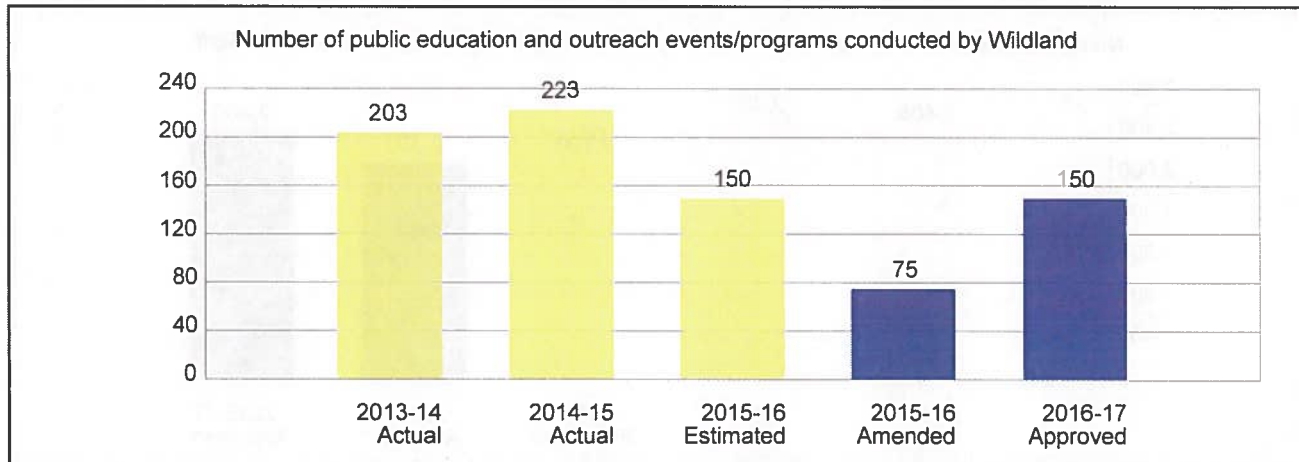
Austin Water

Budget Detail by Activity

Program: Environmental Affairs & Conservation

Activity: Wildland Conservation

The purpose of the Wildlands Conservation Division is to provide conservation and land management services to land purchased in fee simple or conservation easement in order to protect sensitive watersheds in the recharge/contributing zones, preserve endangered species and protect source water of drinking water supplies.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	0	1,121,952	1,335,288	1,347,845	1,430,098
Water Utility Operating Fund	2,519,824	1,355,978	1,439,672	1,447,449	1,527,445
Total Requirements	\$2,519,824	\$2,477,930	\$2,774,960	\$2,795,294	\$2,957,543
Full-Time Equivalents					
Water Utility Operating Fund					
Civilian	21.00	21.00	22.00	22.00	22.00
Total FTEs	21.00	21.00	22.00	22.00	22.00
Performance Measures					
Number of acres receiving planned conservation practices or compliance monitoring	New Meas	45,343	16,000	16,000	25,000
Number of public education and outreach events/programs conducted by Wildland	203	223	150	75	150

Services

Land management; Natural Resources Conservation; Endangered Species Conservation; Source Water Protection.

Contact

Kevin Thuesen, Acting Manager, 512-972-1666

Bold Measure = Key Indicator

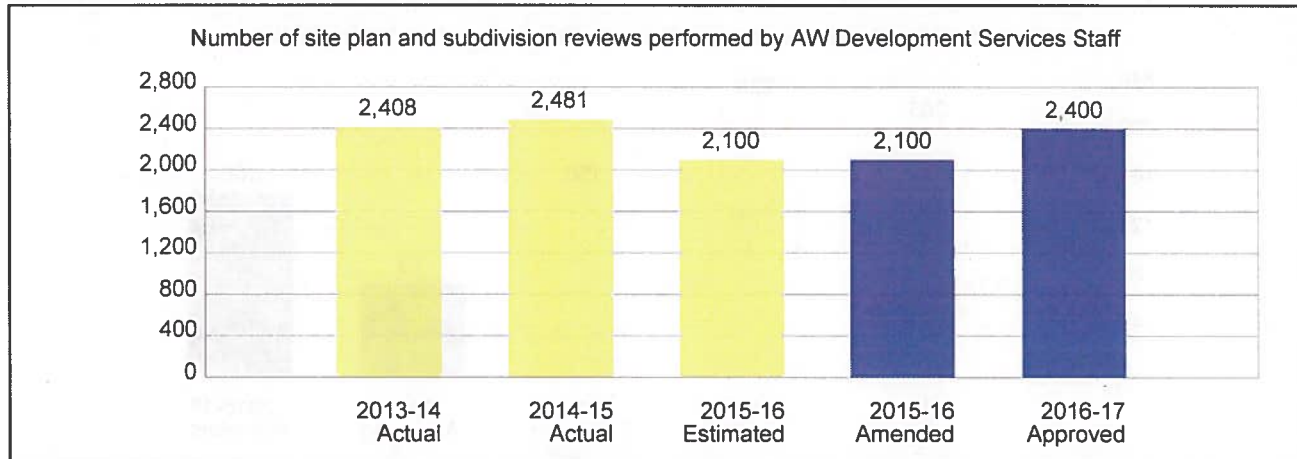
Austin Water

Budget Detail by Activity

Program: One Stop Shop

Activity: Inspection, Review, and Support

The purpose of the Inspection, Review, and Support Activity is to provide development assistance for the City-wide consolidated One Stop Shop with regard to water, wastewater, and reclaimed water utility services in order for the community to experience an efficient and effective development process.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	0	0	0	0	129,695
Wastewater Utility Operating Fund	293,616	340,700	409,107	410,048	472,876
Water Utility Operating Fund	264,477	259,002	243,430	242,813	250,758
Total Requirements	\$558,093	\$599,703	\$652,537	\$652,861	\$853,329
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	2.90	3.35	3.95	3.95	5.45
Water Utility Operating Fund					
Civilian	3.10	3.60	2.50	2.50	3.50
Total FTEs	6.00	6.95	6.45	6.45	8.95
Performance Measures					
Number of customers served by AW Development Services staff at Development Assistance Center	947	976	1,000	1,000	960
Number of site plan and subdivision reviews performed by AW Development Services Staff	2,408	2,481	2,100	2,100	2,400

Services

Engineering and regulatory review and services pertaining to water, wastewater, and reclaimed water utility services of site and building plans, subdivisions, planned unit developments, zoning cases, development assessments, and easement releases, service verification, and tap permits.

Contact

Bart Jennings, Manager, 512-972-0118

Bold Measure = Key Indicator

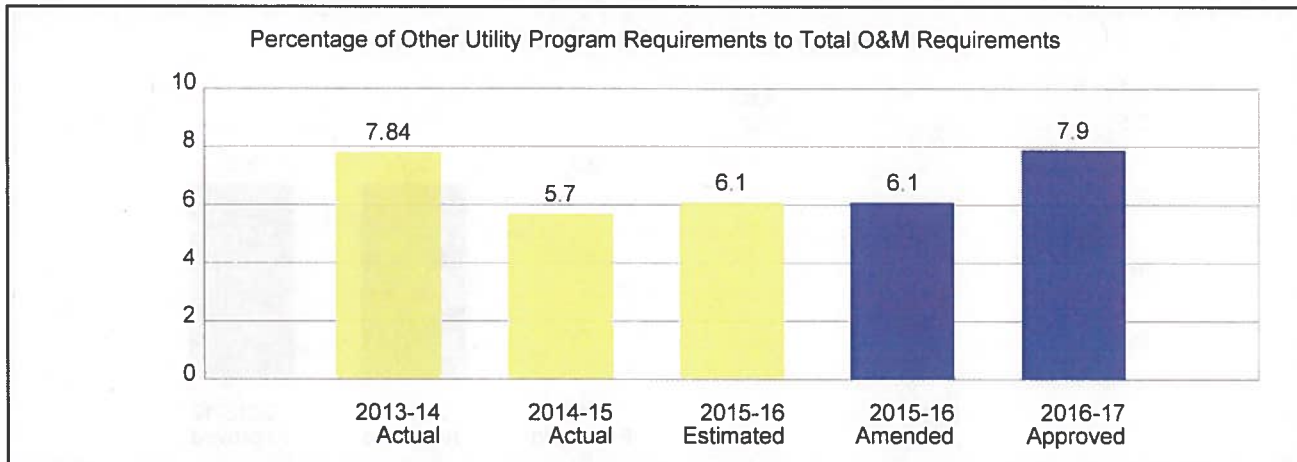
Austin Water

Budget Detail by Activity

Program: Other Utility Program Requirements

Activity: Other Utility Program Requirements

The purpose of Other Utility Program Requirements is to account for Austin Water's department-wide expenditures such as debt interest and commission charges, general liability, and bad debt to ensure the appropriate level of financial reporting.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	108,346	36,222	0	0	0
Reclaimed Water Utility Operating Fund	23,305	27,251	21,508	21,567	23,768
Wastewater Utility Operating Fund	5,448,233	4,281,256	5,259,548	4,603,300	6,912,334
Water Utility Operating Fund	8,828,522	5,462,993	5,875,017	6,584,056	8,548,898
Total Requirements	\$14,408,407	\$9,807,723	\$11,156,073	\$11,208,923	\$15,485,000
Performance Measures					
Percent of Bad Debt Expense compared to Total Billed Revenue	1.32	0.51	0.86	0.9	0.75
Percentage of Other Utility Program Requirements to Total O&M Requirements	7.84	5.7	6.1	6.1	7.9

Services

General Interest Accruals; Administrative costs on Revenue Bonds, Water District Bonds, Commercial Paper and Arbitrage; Bad Debt; General Liability Insurance.

Contact

David Anders, Assistant Director, 512-972-0323

Bold Measure = Key Indicator

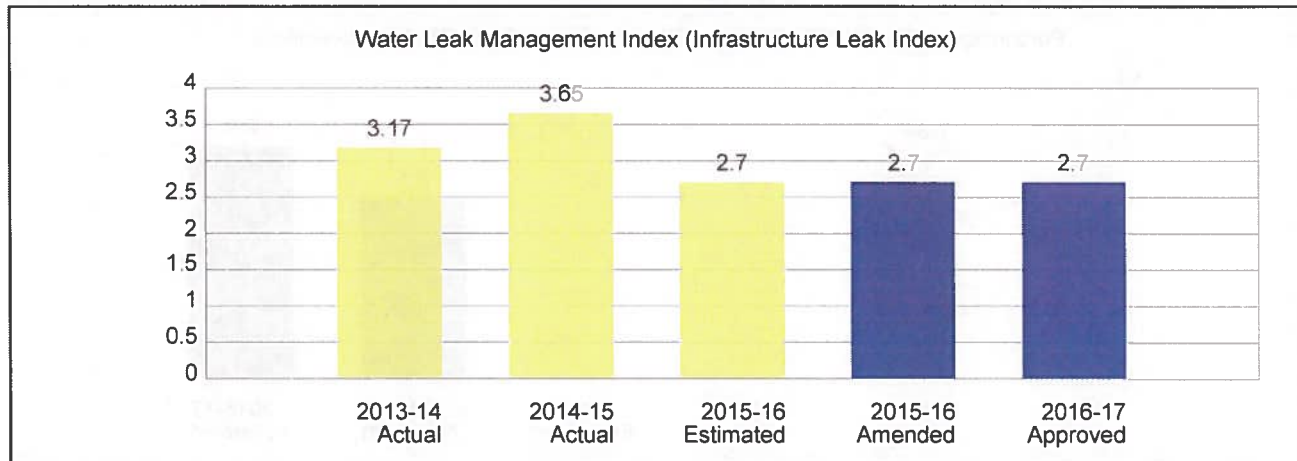
Austin Water

Budget Detail by Activity

Program: Pipeline Operations

Activity: Pipeline O&M Support

The purpose of Pipeline O&M Support is to provide management and administrative support to the Pipeline Operations program area's internal and external customers in order to allow program areas to operate, maintain and repair infrastructure in delivery and transport of potable, reuse, and wastewater.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Wastewater Utility Operating Fund	1,371,103	1,504,691	1,670,088	1,653,601	1,773,877
Water Utility Operating Fund	1,439,983	1,513,428	1,682,802	1,670,410	1,781,937
Total Requirements	\$2,811,086	\$3,018,118	\$3,352,890	\$3,324,011	\$3,555,814
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	18.00	19.50	19.50	19.50	20.00
Water Utility Operating Fund					
Civilian	18.33	19.50	19.50	19.50	20.00
Total FTEs	36.33	39.00	39.00	39.00	40.00
Performance Measures					
Number of Service Requests initiated by AW dispatchers from customers	14,773	15,631	14,500	14,500	15,500
Water Leak Management Index (Infrastructure Leak Index)	3.17	3.65	2.7	2.7	2.7

Services

Overall asset management, work order, leak management, safety, conservation, financial management and employee development policy for the program area; Schedules, Emergency One Calls, Right of Way Management Permits, Traffic Control, Licensing, Records Management, Organizational Charts, General Administrative Responsibilities; Customer service and dispatch of work to field crews.

Contact

Rosemary Ybarra, Manager, 512-972-1105

Bold Measure = Key Indicator

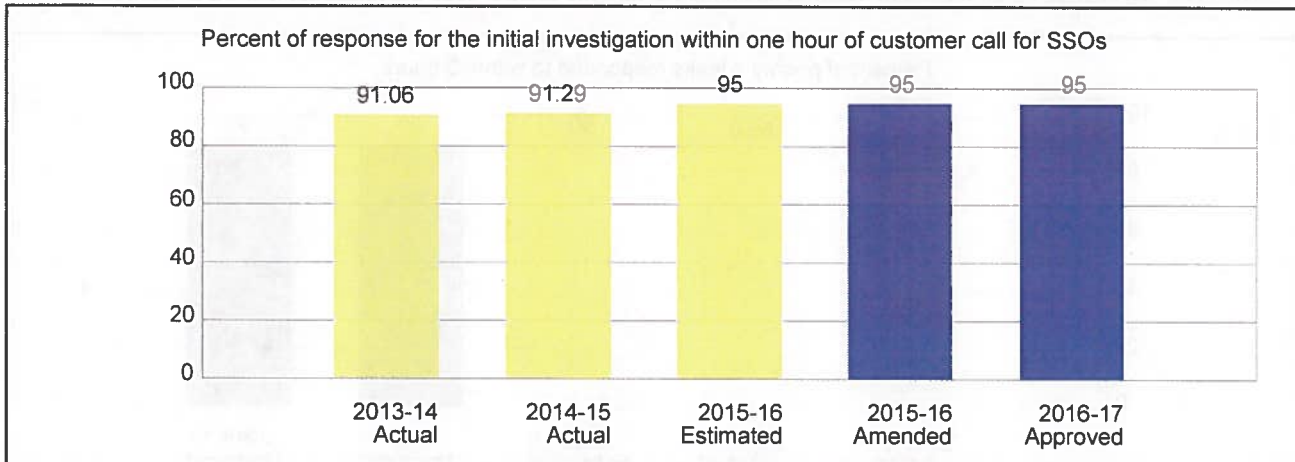
Austin Water

Budget Detail by Activity

Program: Pipeline Operations

Activity: Pipeline Wastewater Operations

The purpose of Pipeline Wastewater Operations is to provide comprehensive operation, maintenance, repair, construction and rehabilitation of the Collection System Pipeline Infrastructure in order to protect the public health, safety, and the environment.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	16,515	197,487	50,305	149,775	58,107
Wastewater Utility Operating Fund	15,297,778	15,463,636	15,946,796	15,762,019	16,914,952
Total Requirements	\$15,314,293	\$15,661,123	\$15,997,101	\$15,911,794	\$16,973,059
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	141.59	141.62	139.62	139.62	137.82
Total FTEs	141.59	141.62	139.62	139.62	137.82
Performance Measures					
Feet of pipe installed	19,932.4	15,806.4	15,000	15,000	15,000
Number of linear feet of wastewater main cleaned	2,527,985	2,220,003	2,020,500	2,020,500	2,020,500
Number of linear feet of wastewater main TV inspected	1,713,908	1,839,036	1,842,500	1,842,500	1,842,500
Percent of response for the initial investigation within one hour of customer call for SSOs	91.06	91.29	95	95	95

Services

TV inspection; overflow abatement; line cleaning; smoke testing and O & M of collection system flow meters; emergency response and repair to Sanitary Sewer Overflow (SSO); Special Billed SSO (caused by contractors) and AWU special bills to contractors for related costs; manhole inspection; study inflow and infiltration of collection systems, and construction and rehabilitation services.

Contact

Mercedes Garcia-Lopez, Operations Manager, 512-972-0892

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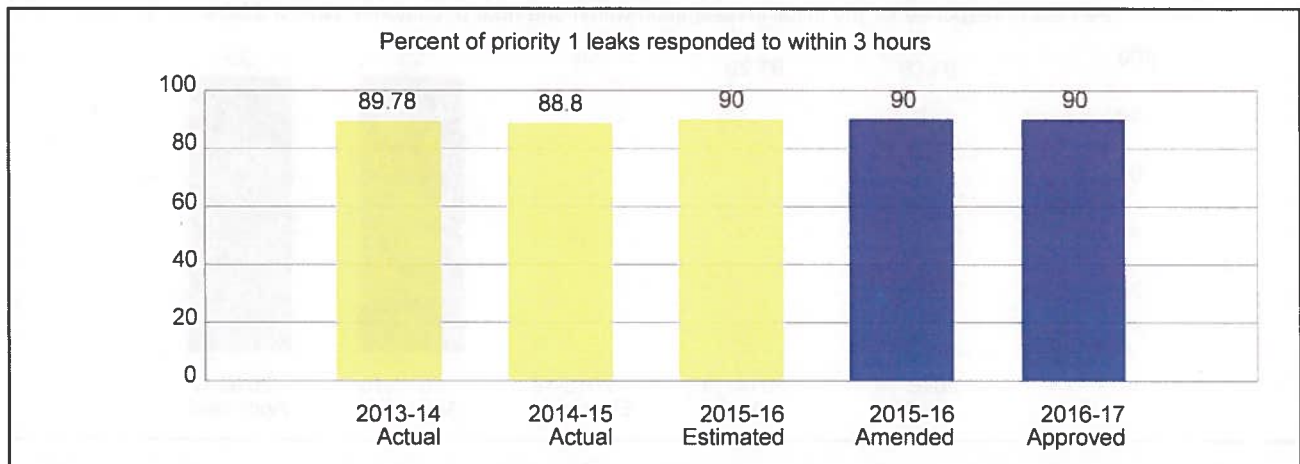
Austin Water

Budget Detail by Activity

Program: Pipeline Operations

Activity: Pipeline Water Operations

The purpose of Pipeline Water Operations is to provide maintenance and repair services to the water distribution pipeline infrastructure systems in order to continuously deliver water from the treatment facilities to the end user. To install, repair and replace valves and fire hydrants within the distribution system in order to supply water for fire hydrants and customers. To provide meter testing to metered customers in order to ensure accurate registration of water usage.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	5,826	992,252	1,444,509	1,043,453	1,667,954
Water Utility Operating Fund	22,572,360	21,642,018	22,116,019	22,134,095	24,095,410
Total Requirements	\$22,578,187	\$22,634,271	\$23,560,528	\$23,177,548	\$25,763,364
Full-Time Equivalents					
Water Utility Operating Fund					
Civilian	173.08	168.38	170.38	170.38	175.18
Total FTEs	173.08	168.38	170.38	170.38	175.18
Performance Measures					
Number of water leaks repaired	7,003	5,848	6,000	6,000	6,000
Percent of Fire Hydrants back in service less or equal to 14 days	80	93.48	90	90	90
Percent of valves exercised within last five years	36	38	50	50	50
Percentage of meters 3" or larger that were tested and verified for accuracy within the last 12 months	66	77	90	90	90
Percent of priority 1 leaks responded to within 3 hours	89.78	88.8	90	90	90

Services

Operate, maintain and repair water distribution pipeline system; Install, operate, repair and replace water valves and fire hydrants; Repair, exchange and perform accuracy tests of meters; Perform leak detection surveys and related tasks and repairs.

Contact

Daniel Layton, Operations Manager, 512-972-1034

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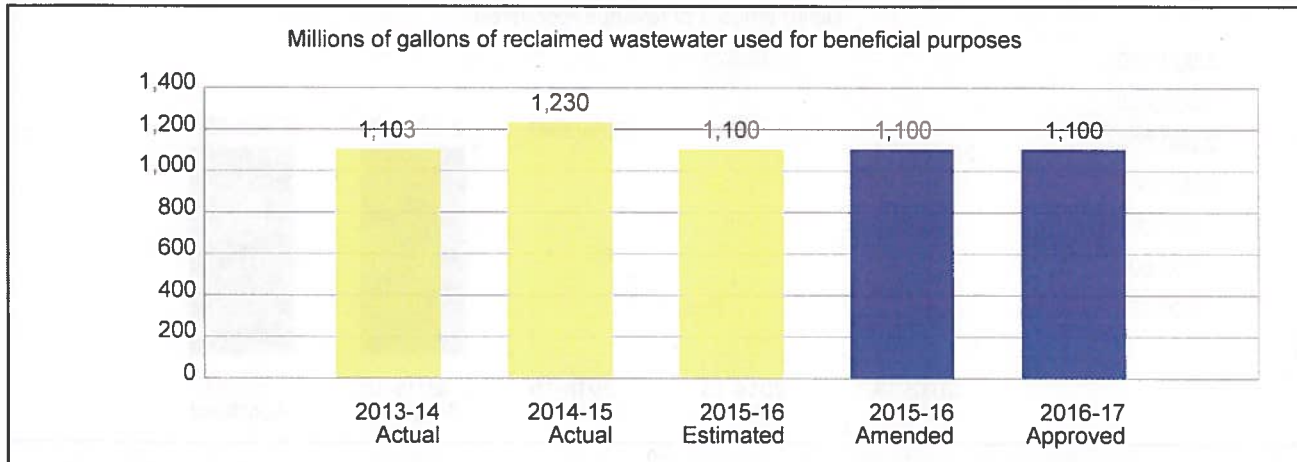
Austin Water

Budget Detail by Activity

Program: Reclaimed Water Services

Activity: Reclaimed Water Services Support

The purpose of Reclaimed Water Services Support is to provide engineering, management, administrative, regulatory and technical support in order to increase reclaimed water use so that the Utility can more effectively manage water resources for the community in order to protect public health and the environment.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	0	1,278	2,004	2,004	2,004
Reclaimed Water Utility Operating Fund	314,442	339,436	375,185	388,355	416,789
Total Requirements	\$314,442	\$340,713	\$377,189	\$390,359	\$418,793
Full-Time Equivalents					
Reclaimed Water Utility Operating Fund					
Civilian	3.00	3.00	3.00	3.00	3.00
Total FTEs	3.00	3.00	3.00	3.00	3.00
Performance Measures					
Millions of gallons of reclaimed wastewater used for beneficial purposes	1,103	1,230.18	1,100	1,100	1,100
Reclaimed Water Revenue	819,965	943,855	1,715,585	1,770,107	2,505,414

Services

Respond to inquiries from existing and potential customers, City departments, and Boards and Commissions; Report spills; Oversee the implementation of the master plan; Hire design engineers and consultants using requests for qualifications and rotation lists; Supervise and interact with design engineers and consultants on the preparation of construction documents; Supervise and interact with design engineers, contractors, inspectors, and property owners on project construction; Develop and monitor project budgets and schedules; Provide engineering information and technical advice to support the water conservation division.

Contact

Dan Pedersen, Manager, 512-972-0074

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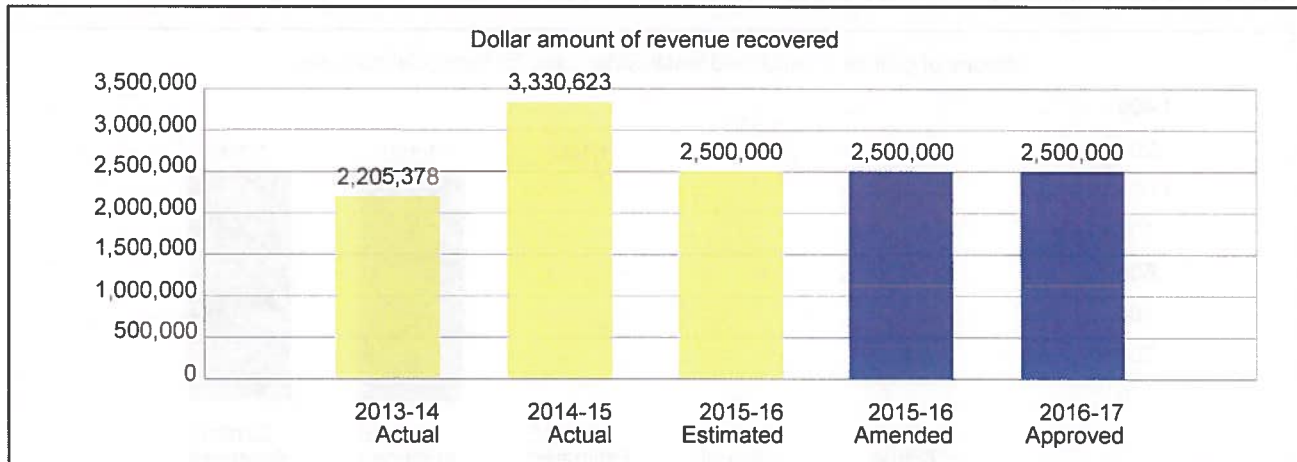
Austin Water

Budget Detail by Activity

Program: Support Services

Activity: Departmental Support Services

The purpose of Departmental Support Services is to provide administrative and managerial support to the department in order to produce more effective services.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	354,215	427,806	298,511	298,511	300,000
Wastewater Utility Operating Fund	10,730,697	10,871,915	11,689,821	11,298,993	12,833,279
Water Utility Operating Fund	11,499,852	10,955,674	11,813,288	11,450,765	13,002,785
Total Requirements	\$22,584,764	\$22,255,394	\$23,801,620	\$23,048,269	\$26,136,064
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	87.06	86.31	85.32	85.32	87.82
Water Utility Operating Fund					
Civilian	87.14	86.89	87.38	87.38	89.88
Total FTEs	174.20	173.20	172.70	172.70	177.70
Performance Measures					
Customer Service Complaint Rate	0.053	0.044	0.08	0.08	0.08
Dollar amount of revenue recovered	2,205,378	3,330,623	2,500,000	2,500,000	2,500,000
Employee Turnover Rate	9.52	8.81	9	9	8.5
Lost Time Injury Rate Per the Equivalent of 100 Employees	2.53	3.5	2.7	2.7	2.7
Percent of actual O&M spending to budget	94.8	98.03	98	98	98
Percent of Average Annual Residential Bill to Median Household Income	1.41	1.42	1.24	1.2	1.2
Percentage of actual cash contribution compared to actual CIP spending	14	29	43	20	32.3
Sick leave hours used per 1,000 hours	31.27	33.22	32	32	32
Credit rating for separate-lien water utility revenue bonds	AA	AA	AA	AA	AA

Services

Support services encompasses all O&M units associated with administrative and managerial support to AW, including human resources services, internal audit, office of the director, financial management, facility management, budget and accounting, information technology, security management, safety and technical training, and consumer services.

Contact

David Anders, Assistant Director, 512-972-0323

Bold Measure = Key Indicator

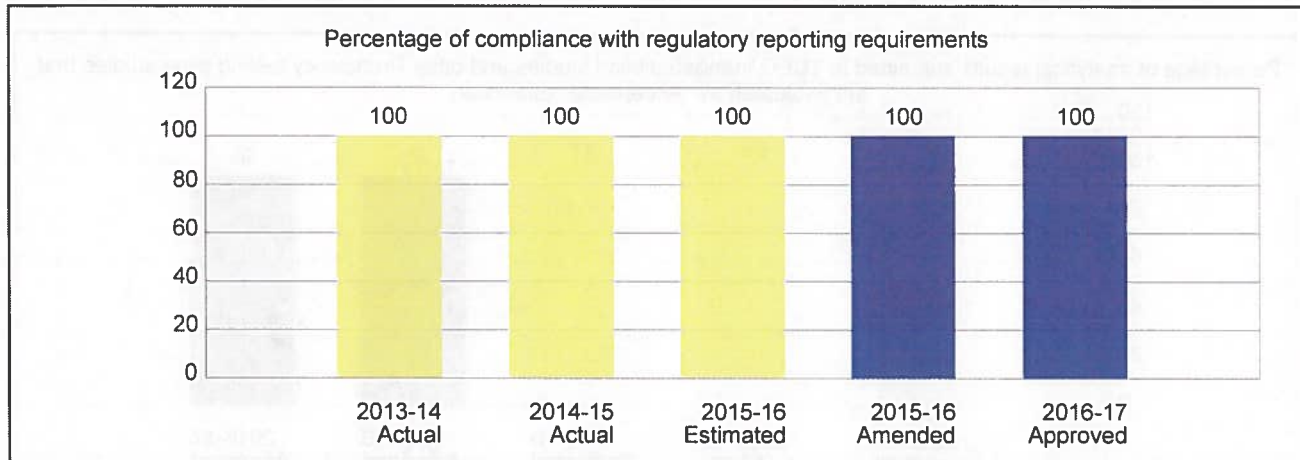
Austin Water

Budget Detail by Activity

Program: Treatment

Activity: Process Engineering

The purpose of Process Engineering is to provide support to the water, wastewater and biosolids treatment facilities by optimizing process control, troubleshooting problems, advising on design and construction of projects, and assisting in keeping the plants in regulatory compliance.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	0	58,360	26,499	99,410	30,609
Wastewater Utility Operating Fund	633,718	501,942	454,198	479,367	504,997
Water Utility Operating Fund	452,313	411,850	441,997	343,412	461,052
Total Requirements	\$1,086,031	\$972,152	\$922,694	\$922,189	\$996,658
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	3.84	3.50	3.50	3.50	3.50
Water Utility Operating Fund					
Civilian	3.16	3.50	3.50	3.50	3.50
Total FTEs	7.00	7.00	7.00	7.00	7.00
Performance Measures					
Percent digester effluent biosolids reused as compost, land applied or given as Class A biosolid	162	136.6	80	80	80
Percentage of compliance with regulatory reporting requirements	100	100	100	100	100

Services

Management of the beneficial reuse of the wastewater biosolids, assist in Utility efforts to identify and secure future water resources, treatment process consulting for the water and wastewater plants and compose and submit regulatory reports to the state and national governing agencies.

Contact

Judy Musgrove, Manager, 512-972-0157

Bold Measure = Key Indicator

Austin Water

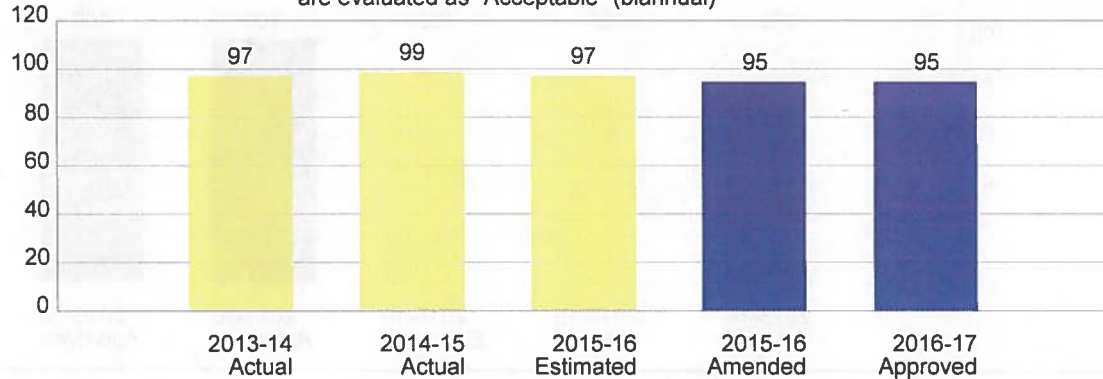
Budget Detail by Activity

Program: Treatment

Activity: Treatment O&M Support

The purpose of Treatment O&M Support is to provide the support services to assist the treatment plants in order to provide safe, reliable, high quality, sustainable, and affordable water services to our customers so that all community needs for water are met.

Percentage of analytical results submitted in TCEQ mandated blind studies and other Proficiency testing blind studies that are evaluated as "Acceptable" (biannual)



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	325,964	318,870	200,593	312,082	202,761
Wastewater Utility Operating Fund	5,953,097	6,520,668	7,244,778	7,223,718	7,489,935
Water Utility Operating Fund	4,765,480	5,127,617	6,216,590	6,200,424	6,454,332
Total Requirements	\$11,044,541	\$11,967,156	\$13,661,961	\$13,736,224	\$14,147,028
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	62.26	63.20	63.02	63.02	63.52
Water Utility Operating Fund					
Civilian	43.74	44.80	44.98	44.98	45.48
Total FTEs	106.00	108.00	108.00	108.00	109.00
Performance Measures					
Number of I&C and electrical work orders that are in open, scheduled, waiting scheduling status at start of each month	493	351	387	430	400
Percent (%) Lab Analyses Reported within Customer Requested Turnaround Time (TAT)	98.3	98.7	97	95	95
Percent of equipment calibration and preventive maintenance work orders completed to total scheduled	60	63.05	76.1	80	80
Percentage of analytical results submitted in TCEQ mandated blind studies and other Proficiency testing blind studies that are evaluated as "Acceptable" (biannual)	97	99	97	95	95

Services

Manage regulatory and internal reports to ensure regulations are met and support services for the Treatment Programs

Contact

Jane Burazer, Assistant Director, 512-972-0133

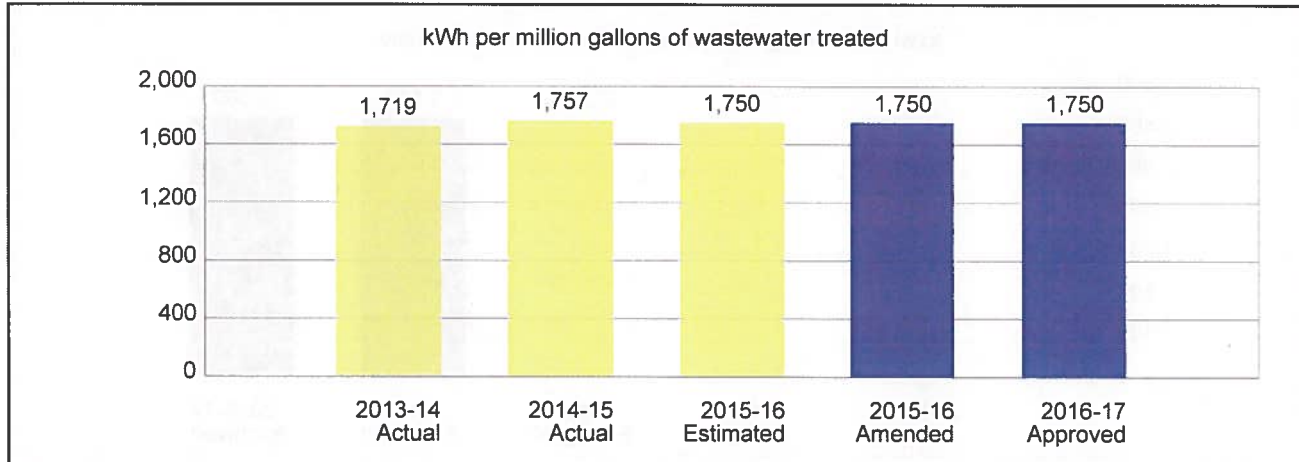
Bold Measure = Key Indicator

Austin Water Budget Detail by Activity

Program: Treatment

Activity: Wastewater Operations

The purpose of Wastewater Operations is to provide the treatment for wastewater to produce effluent in order to protect the public's health, safety and the environment.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	405	0	0	0	0
Wastewater Utility Operating Fund	31,569,064	29,308,782	32,387,351	31,897,130	31,658,157
Total Requirements	\$31,569,469	\$29,308,782	\$32,387,351	\$31,897,130	\$31,658,157
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	149.50	143.50	144.50	144.50	148.00
Total FTEs	149.50	143.50	144.50	144.50	148.00
Performance Measures					
kWh per million gallons of wastewater treated	1,719	1,757.2	1,750	1,750	1,750
Wastewater Quality: Ammonia	0.42	0.39	0.5	0.5	0.5
Wastewater Quality: Carbonaceous Biochemical Oxygen Demand (CBOD)	2.15	2.19	3	3	3

Services

Wastewater treatment, reuse, and discharge for the protection of water of the state in accordance with the Clean Water Act requirement.

Contact

Ayman Benyamin, Manager, AWU Operations 512-972-2040

Bold Measure = Key Indicator

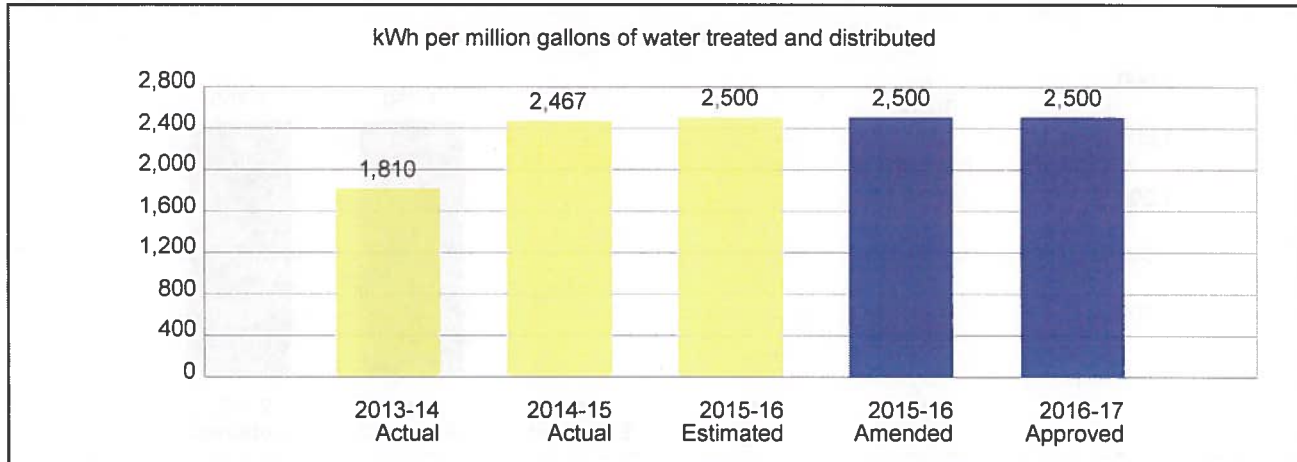
Austin Water

Budget Detail by Activity

Program: Treatment

Activity: Water Operations

The purpose of Water Operations is to provide an adequate and safe supply of drinking water to Utility customers in order to meet demand, fire suppression, and other community needs.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	40,330	34,201	34,162	32,637	53,085
Water Utility Operating Fund	31,073,023	30,101,365	31,891,380	31,718,040	31,148,045
Total Requirements	\$31,113,352	\$30,135,566	\$31,925,542	\$31,750,677	\$31,201,130
Full-Time Equivalents					
Water Utility Operating Fund					
Civilian	138.00	136.00	136.00	136.00	138.00
Total FTEs	138.00	136.00	136.00	136.00	138.00
Performance Measures					
kWh per million gallons of water treated and distributed	1,810	2,467	2,500	2,500	2,500
Drinking Water Quality: Turbidity	0.11	0.08	0.1	0.1	0.1

Services

Water treatment; Sludge disposal; Process control; Regulatory documentation

Contact

Mehrdad Morabbi, Manager, AWU Operations 512-972-0159

Bold Measure = Key Indicator

Austin Water

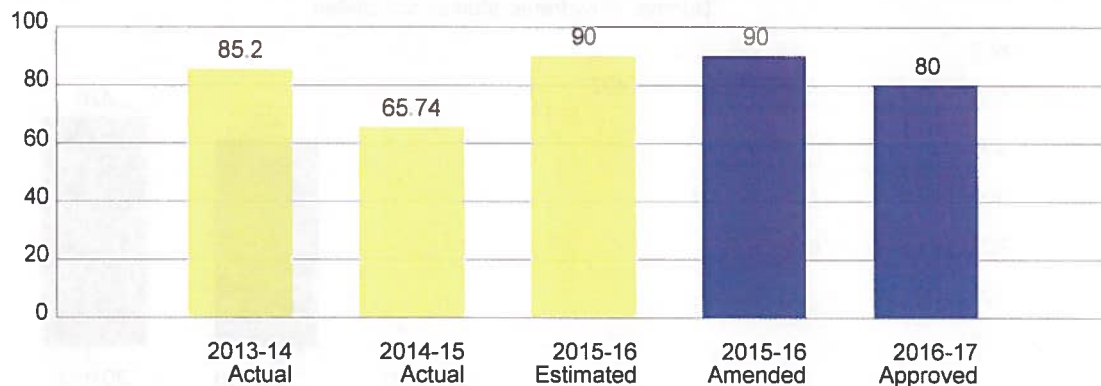
Budget Detail by Activity

Program: Water Resources Management

Activity: Infrastructure Management

The purpose of the Infrastructure Management activity is to provide management of Austin Water's Capital Improvement Program (CIP), assets, and infrastructure records so that the department can provide ongoing customer service and meet its mission and goals.

Percent Invested in Capital Improvements Program (CIP) Projects compared to Planned Spending via the CIP Budget



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	0	0	14,739	0	17,024
Wastewater Utility Operating Fund	556,337	474,301	1,102,455	1,159,031	1,039,810
Water Utility Operating Fund	503,384	460,427	1,116,033	1,161,995	1,052,039
Total Requirements	\$1,059,721	\$934,727	\$2,233,227	\$2,321,026	\$2,108,873
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	4.50	4.00	9.00	9.00	9.00
Water Utility Operating Fund					
Civilian	4.50	4.00	9.00	9.00	9.00
Total FTEs	9.00	8.00	18.00	18.00	18.00
Performance Measures					
Percent of initial review of as-built projects completed within 14 days	New Meas	88.01	85	85	85
Percentage of CIP projects in the AW GIS available for project coordination and spatial analysis	98.81	97.01	95	95	95
Percent Invested in Capital Improvements Program (CIP) Projects compared to Planned Spending via the CIP Budget	85.2	65.74	90	90	80

Services

Asset management, CIP management and development; CIP coordination with other City of Austin departments and external entities; CIP Project Action Review (CIPPAR); infrastructure, property and easement records management; water and wastewater impact fee management.

Contact

Brian L. Long, P.E., Managing Engineer, 512-972-0177

Bold Measure = Key Indicator

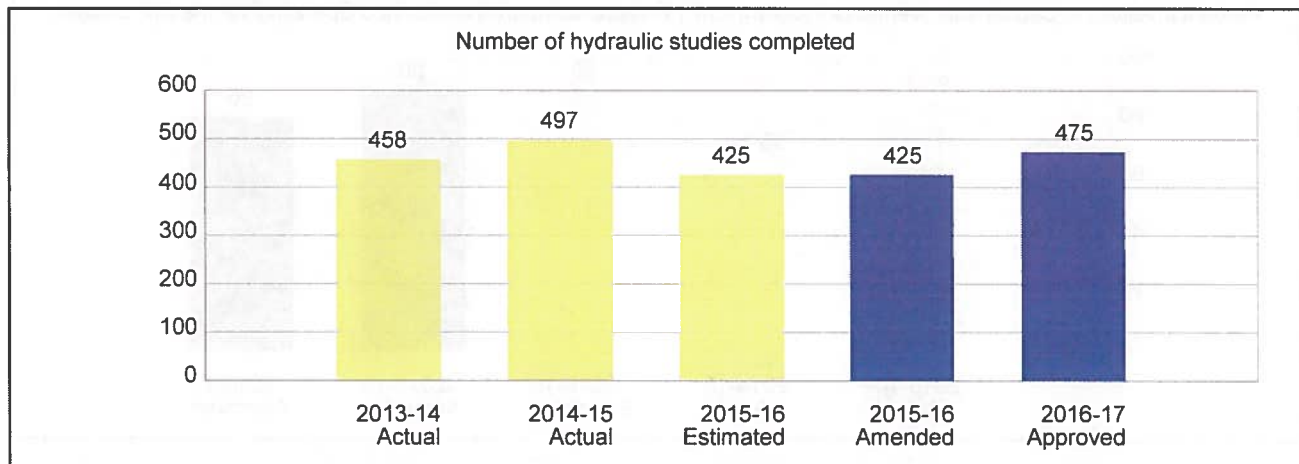
Austin Water

Budget Detail by Activity

Program: Water Resources Management

Activity: Systems Planning

The purpose of Systems Planning is to provide analysis of the wastewater collection and water distribution systems for Utility management in order to insure adequate infrastructure capacities are available and to identify areas for system improvement. Division also conducts water supply planning and analysis and integrated water resource planning functions.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Wastewater Utility Operating Fund	783,919	884,198	868,449	857,678	931,164
Water Utility Operating Fund	1,216,842	1,242,389	1,303,405	1,296,761	1,244,197
Total Requirements	\$2,000,761	\$2,126,587	\$2,171,854	\$2,154,439	\$2,175,361
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	8.05	8.55	7.65	7.65	7.60
Water Utility Operating Fund					
Civilian	9.95	10.45	9.35	9.35	8.40
Total FTEs	18.00	19.00	17.00	17.00	16.00
Performance Measures					
Number of hydraulic studies completed	458	497	425	425	475
Peak day water usage as a percentage of water treatment system capacity	61	59	62	80	80

Services

System and water supply planning; Hydraulic analysis and system modeling, identification of system deficiencies; system troubleshooting; proposals for new facilities; long range infrastructure and facility plans and area studies; system projects coordination for CIP and operations, strategies for water and wastewater system operation; land use assumptions for state impact fee requirements; forecasts of demand by small areas and system-wide; LCRA coordination, drought response planning, and integrated water resource planning.

Contact

Teresa Lutes, P.E., Managing Engineer, 512-972-0179

Bold Measure = Key Indicator

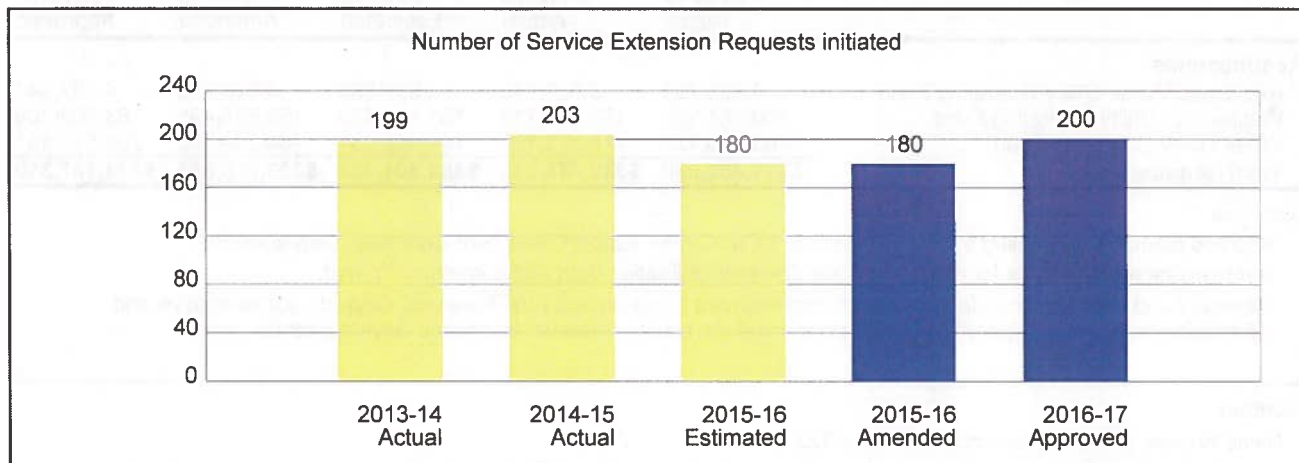
Austin Water

Budget Detail by Activity

Program: Water Resources Management

Activity: Utility Development Services

The purpose of the Utility Development Services Division is to: 1) review engineering plans, tap plans, and service extensions requested from developers and landowners in order to assist them in obtaining water, wastewater and reclaimed water utility services for existing and future development while meeting Austin City Code and Texas Commission on Environmental Quality rules and regulations; 2) regulate on-site sewage facilities and private wastewater laterals in order to protect the public's health and safety; and 3) perform contract negotiations and customer management services for Austin Water in order to assist developers, other municipalities, districts, corporations, and other entities with the provision of contracted City water and wastewater services.



	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Expense Refunds	0	0	7,652	0	8,765
Wastewater Utility Operating Fund	1,210,042	1,094,777	1,805,662	1,897,356	2,588,993
Water Utility Operating Fund	448,964	478,530	1,062,610	1,129,538	1,735,408
Total Requirements	\$1,659,005	\$1,573,307	\$2,875,924	\$3,026,894	\$4,333,166
Full-Time Equivalents					
Wastewater Utility Operating Fund					
Civilian	12.50	11.00	16.75	16.75	17.75
Water Utility Operating Fund					
Civilian	3.50	4.00	9.25	9.25	10.25
Total FTEs	16.00	15.00	26.00	26.00	28.00
Performance Measures					
Number of design plans reviewed for new or modified on-site sewage facilities	31	42	49	49	50
Number of on-site sewage facility inspections and investigations conducted	284	257	280	280	280
Number of Service Extension Requests initiated	199	203	180	180	200

Services

Engineering review for site plans, subdivisions, planned unit developments, zoning cases, development assessments, construction plans, tap plans, and easement releases. Engineering review of applications for service extensions requests and on-site sewage facilities; Engineering review for alternative wastewater collection systems; Enforcement of the private wastewater lateral ordinance; Enforcement of the on-site sewage facilities ordinance; and Wholesale and large volume contract and customer relationship management.

Contact

Bart Jennings, Manager, 512-972-0118

Bold Measure = Key Indicator

Austin Water Budget Detail by Activity

Program: Transfers and Other Requirements

Activity: All Activities

The purpose of the Transfers and Other Requirements program is to account for transfers and other departmental requirements at the fund or agency level.

Graph Not Applicable

	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Reclaimed Water Utility Operating Fund	4,820,751	3,937,949	4,567,693	4,845,796	4,467,941
Wastewater Utility Operating Fund	160,561,985	153,034,718	158,174,398	159,555,495	168,203,708
Water Utility Operating Fund	166,050,122	175,773,157	189,462,131	189,309,562	201,516,161
Total Requirements	\$331,432,858	\$332,745,825	\$352,204,222	\$353,710,853	\$374,187,810

Services

Accrued payroll; Utility billing system support; 311 Call Center support; Bad debt expenses; Depreciation; Debt service requirements for revenue bonds, General Obligation debt and commercial paper; General Fund transfer; Transfers to Capital Improvement Program and AW Reserves; Citywide administrative and information technology support; Workers' compensation; Liability reserve; Economic Development support.

Contact

David Anders, Assistant Director, 512-972-0323

Austin Water: 2016-17

<i>Wastewater Utility Operating Fund</i>	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Engineering Services	\$7,172,121	\$6,580,926	\$6,017,179	\$5,850,767	\$6,952,209
Collection System Engineering	4,267,585	3,853,963	4,057,375	4,045,499	5,038,040
Distribution System Engineering	1,218,194	1,449,932	427,048	427,663	430,593
Facility Engineering	1,686,342	1,277,031	1,532,756	1,377,605	1,483,576
Environmental Affairs & Conservation	\$2,810,726	\$2,901,716	\$2,898,568	\$2,882,864	\$2,986,624
Environmental and Regulatory Services	673,252	710,670	675,943	675,613	714,831
Public Affairs	483,438	505,552	567,914	554,015	574,750
Special Services	1,654,036	1,685,493	1,654,711	1,653,236	1,697,043
One Stop Shop	\$293,616	\$340,700	\$409,107	\$410,048	\$472,876
Inspection, Review, and Support	293,616	340,700	409,107	410,048	472,876
Other Utility Program Requirements	\$5,448,233	\$4,281,256	\$5,259,548	\$4,603,300	\$6,912,334
Other Utility Program Requirements	5,448,233	4,281,256	5,259,548	4,603,300	6,912,334
Pipeline Operations	\$16,668,881	\$16,968,327	\$17,616,884	\$17,415,620	\$18,688,829
Pipeline O&M Support	1,371,103	1,504,691	1,670,088	1,653,601	1,773,877
Pipeline Wastewater Operations	15,297,778	15,463,636	15,946,796	15,762,019	16,914,952
Support Services	\$10,730,697	\$10,871,915	\$11,689,821	\$11,298,993	\$12,833,279
Departmental Support Services	10,730,697	10,871,915	11,689,821	11,298,993	12,833,279
Transfers and Other Requirements	\$160,561,985	\$153,034,718	\$158,174,398	\$159,555,495	\$168,203,708
Debt Transfers	100,199,534	98,915,162	93,255,822	93,650,448	93,805,347
Interfund Transfers	56,061,497	49,749,542	59,516,796	60,516,796	66,085,703
Other Requirements	4,300,954	4,370,014	5,401,780	5,388,251	8,312,658
Treatment	\$38,155,878	\$36,331,392	\$40,086,327	\$39,600,215	\$39,653,089
Process Engineering	633,718	501,942	454,198	479,367	504,997
Treatment O&M Support	5,953,097	6,520,668	7,244,778	7,223,718	7,489,935
Wastewater Operations	31,569,064	29,308,782	32,387,351	31,897,130	31,658,157
Water Resources Management	\$2,550,297	\$2,453,276	\$3,776,566	\$3,914,065	\$4,559,967
Infrastructure Management	556,337	474,301	1,102,455	1,159,031	1,039,810
Systems Planning	783,919	884,198	868,449	857,678	931,164
Utility Development Services	1,210,042	1,094,777	1,805,662	1,897,356	2,588,993
Total	\$244,392,435	\$233,764,227	\$245,928,398	\$245,531,367	\$261,262,915

Full-Time Equivalents (FTEs)

Engineering Services	44.60	45.10	36.58	36.58	36.57
Collection System Engineering	19.00	19.00	19.00	19.00	19.00
Distribution System Engineering	12.50	12.50	3.50	3.50	3.50
Facility Engineering	13.10	13.60	14.08	14.08	14.07
Environmental Affairs & Conservation	28.02	27.72	26.20	26.20	26.20
Environmental and Regulatory Services	6.00	5.50	5.50	5.50	5.50
Public Affairs	4.17	3.92	4.00	4.00	4.50
Special Services	17.85	18.30	16.70	16.70	16.20
One Stop Shop	2.90	3.35	3.95	3.95	5.45
Inspection, Review, and Support	2.90	3.35	3.95	3.95	5.45
Pipeline Operations	159.59	161.12	159.12	159.12	157.82
Pipeline O&M Support	18.00	19.50	19.50	19.50	20.00
Pipeline Wastewater Operations	141.59	141.62	139.62	139.62	137.82
Support Services	87.06	86.31	85.32	85.32	87.82
Departmental Support Services	87.06	86.31	85.32	85.32	87.82
Treatment	215.60	210.20	211.02	211.02	215.02
Process Engineering	3.84	3.50	3.50	3.50	3.50
Treatment O&M Support	62.26	63.20	63.02	63.02	63.52
Wastewater Operations	149.50	143.50	144.50	144.50	148.00
Water Resources Management	25.05	23.55	33.40	33.40	34.35
Infrastructure Management	4.50	4.00	9.00	9.00	9.00
Systems Planning	8.05	8.55	7.65	7.65	7.60
Utility Development Services	12.50	11.00	16.75	16.75	17.75
Total	562.82	557.35	555.59	555.59	563.23

Austin Water: 2016-17

<i>Reclaimed Water Utility Operating Fund</i>	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Other Utility Program Requirements	\$23,305	\$27,251	\$21,508	\$21,567	\$23,768
Other Utility Program Requirements	23,305	27,251	21,508	21,567	23,768
Reclaimed Water Services	\$314,442	\$339,436	\$375,185	\$388,355	\$416,789
Reclaimed Water Services Support	314,442	339,436	375,185	388,355	416,789
Transfers and Other Requirements	\$4,820,751	\$3,937,949	\$4,567,693	\$4,845,796	\$4,467,941
Debt Transfers	3,875,041	2,569,189	2,482,541	2,762,095	2,205,025
Interfund Transfers	944,535	1,369,305	2,079,388	2,079,388	2,261,970
Other Requirements	1,175	(545)	5,764	4,313	946
Total	\$5,158,498	\$4,304,636	\$4,964,386	\$5,255,718	\$4,908,498
Full-Time Equivalents (FTEs)					
Reclaimed Water Services	3.00	3.00	3.00	3.00	3.00
Reclaimed Water Services Support	3.00	3.00	3.00	3.00	3.00
Total	3.00	3.00	3.00	3.00	3.00

Austin Water: 2016-17

Water Utility Operating Fund

	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Engineering Services	\$6,273,385	\$5,097,166	\$4,084,972	\$3,508,770	\$4,912,562
Collection System Engineering	683,690	290,238	313,705	179,826	238,610
Distribution System Engineering	3,751,248	3,579,190	2,435,020	2,393,056	3,300,630
Facility Engineering	1,838,447	1,227,739	1,336,247	935,888	1,373,322
Environmental Affairs & Conservation	\$8,910,376	\$7,400,639	\$7,989,518	\$8,971,238	\$9,022,829
Environmental and Regulatory Services	549,776	586,568	557,727	556,289	590,890
Public Affairs	1,831,738	1,370,894	1,408,942	1,591,835	1,416,597
Special Services	1,162,297	1,227,716	1,239,958	1,239,834	1,278,702
Water Conservation	2,846,740	2,859,483	3,343,219	4,135,831	4,209,195
Wildland Conservation	2,519,824	1,355,978	1,439,672	1,447,449	1,527,445
One Stop Shop	\$264,477	\$259,002	\$243,430	\$242,813	\$250,758
Inspection, Review, and Support	264,477	259,002	243,430	242,813	250,758
Other Utility Program Requirements	\$8,828,522	\$5,462,993	\$5,875,017	\$6,584,056	\$8,548,898
Other Utility Program Requirements	8,828,522	5,462,993	5,875,017	6,584,056	8,548,898
Pipeline Operations	\$24,012,343	\$23,155,446	\$23,798,821	\$23,804,505	\$25,877,347
Pipeline O&M Support	1,439,983	1,513,428	1,682,802	1,670,410	1,781,937
Pipeline Water Operations	22,572,360	21,642,018	22,116,019	22,134,095	24,095,410
Support Services	\$11,499,852	\$10,955,674	\$11,813,288	\$11,450,765	\$13,002,785
Departmental Support Services	11,499,852	10,955,674	11,813,288	11,450,765	13,002,785
Transfers and Other Requirements	\$166,050,122	\$175,773,157	\$189,462,131	\$189,309,562	\$201,516,161
Debt Transfers	108,406,606	112,488,809	103,450,567	103,466,252	109,112,808
Interfund Transfers	44,483,301	51,393,222	71,962,676	71,798,441	78,257,126
Other Requirements	13,160,215	11,891,126	14,048,888	14,044,869	14,146,227
Treatment	\$36,290,816	\$35,640,832	\$38,549,967	\$38,261,876	\$38,063,429
Process Engineering	452,313	411,850	441,997	343,412	461,052
Treatment O&M Support	4,765,480	5,127,617	6,216,590	6,200,424	6,454,332
Water Operations	31,073,023	30,101,365	31,891,380	31,718,040	31,148,045
Water Resources Management	\$2,169,190	\$2,181,345	\$3,482,048	\$3,588,294	\$4,031,644
Infrastructure Management	503,384	460,427	1,116,033	1,161,995	1,052,039
Systems Planning	1,216,842	1,242,389	1,303,405	1,296,761	1,244,197
Utility Development Services	448,964	478,530	1,062,610	1,129,538	1,735,408
Total	\$264,299,084	\$265,926,255	\$285,299,192	\$285,721,879	\$305,226,413

Full-Time Equivalents (FTEs)

Engineering Services	43.40	43.40	34.42	34.42	36.43
Collection System Engineering	6.00	5.00	5.00	5.00	5.00
Distribution System Engineering	21.50	22.50	13.50	13.50	14.50
Facility Engineering	15.90	15.90	15.92	15.92	16.93
Environmental Affairs & Conservation	63.63	62.48	63.65	63.65	64.15
Environmental and Regulatory Services	5.00	4.50	4.50	4.50	4.50
Public Affairs	4.18	3.93	4.00	4.00	4.50
Special Services	13.45	13.05	13.15	13.15	13.15
Water Conservation	20.00	20.00	20.00	20.00	20.00
Wildland Conservation	21.00	21.00	22.00	22.00	22.00
One Stop Shop	3.10	3.60	2.50	2.50	3.50
Inspection, Review, and Support	3.10	3.60	2.50	2.50	3.50
Pipeline Operations	191.41	187.88	189.88	189.88	195.18
Pipeline O&M Support	18.33	19.50	19.50	19.50	20.00
Pipeline Water Operations	173.08	168.38	170.38	170.38	175.18
Support Services	87.14	86.89	87.38	87.38	89.88
Departmental Support Services	87.14	86.89	87.38	87.38	89.88
Treatment	184.90	184.30	184.48	184.48	186.98
Process Engineering	3.16	3.50	3.50	3.50	3.50
Treatment O&M Support	43.74	44.80	44.98	44.98	45.48
Water Operations	138.00	136.00	136.00	136.00	138.00
Water Resources Management	17.95	18.45	27.60	27.60	27.65
Infrastructure Management	4.50	4.00	9.00	9.00	9.00
Systems Planning	9.95	10.45	9.35	9.35	8.40
Utility Development Services	3.50	4.00	9.25	9.25	10.25

Austin Water: 2016-17

Water Utility Operating Fund				2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Total				591.53	587.00	589.91	589.91	603.77

Austin Water: 2016-17

<i>Expense Refunds</i>	2013-14 Actual	2014-15 Actual	2015-16 Estimated	2015-16 Amended	2016-17 Approved
Requirements					
Engineering Services	\$0	\$2,069,448	\$1,922,105	\$2,593,869	\$2,221,373
Collection System Engineering	0	816,037	841,187	956,667	971,653
Distribution System Engineering	0	31,224	37,082	31,838	43,989
Facility Engineering	0	1,222,187	1,043,836	1,605,364	1,205,731
Environmental Affairs & Conservation	\$86	\$1,122,063	\$1,335,288	\$1,347,845	\$1,430,098
Special Services	86	111	0	0	0
Wildland Conservation	0	1,121,952	1,335,288	1,347,845	1,430,098
One Stop Shop	\$0	\$0	\$0	\$0	\$129,695
Inspection, Review, and Support	0	0	0	0	129,695
Other Utility Program Requirements	\$108,346	\$36,222	\$0	\$0	\$0
Other Utility Program Requirements	108,346	36,222	0	0	0
Pipeline Operations	\$22,341	\$1,189,739	\$1,494,814	\$1,193,228	\$1,726,061
Pipeline Wastewater Operations	16,515	197,487	50,305	149,775	58,107
Pipeline Water Operations	5,826	992,252	1,444,509	1,043,453	1,667,954
Reclaimed Water Services	\$0	\$1,278	\$2,004	\$2,004	\$2,004
Reclaimed Water Services Support	0	1,278	2,004	2,004	2,004
Support Services	\$354,215	\$427,806	\$298,511	\$298,511	\$300,000
Departmental Support Services	354,215	427,806	298,511	298,511	300,000
Treatment	\$366,698	\$411,431	\$261,254	\$444,129	\$286,455
Process Engineering	0	58,360	26,499	99,410	30,609
Treatment O&M Support	325,964	318,870	200,593	312,082	202,761
Wastewater Operations	405	0	0	0	0
Water Operations	40,330	34,201	34,162	32,637	53,085
Water Resources Management	\$0	\$0	\$22,391	\$0	\$25,789
Infrastructure Management	0	0	14,739	0	17,024
Utility Development Services	0	0	7,652	0	8,765
Total	\$851,687	\$5,257,987	\$5,336,367	\$5,879,586	\$6,121,475