

# Utility Locks In Infrastructure Improvement Loans with Interest Rates as low as 0.45%

Austin Water closed on a Clean Water State Revolving Fund loan and a Drinking Water State Revolving Fund loan for a combined \$15 million through the financial assistance program of the Texas Water Development Board (TWDB).

The low-interest rates offered by the program allow the utility to make improvements while saving taxpayers millions in financing costs. This newest wave of loans will lock in interest rates as low as 0.45%.

# MONTHLY PERFORMANCE DASHBOARD

A report highlighting key performance indicators

February 2020

## Business Excellence & Innovation

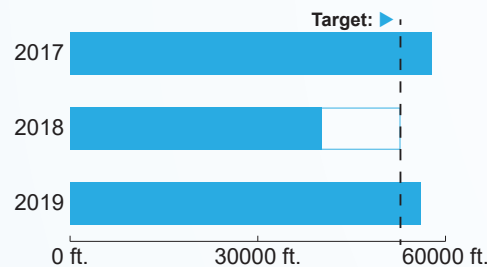
**Advanced Metering Infrastructure (AMI):**  
300+ customers currently participating in residential pilot program

Monitoring several AMI pilot programs to find the best quality smart meter and data analytics software for the utility and its customers. Mobilized the AMI consultant in early 2018 (approved by Council in Nov. 2017).

300+

**Leak Detection Technology**  
Linear feet of leak detection performed on large diameter water transmission lines

**Annual Target:**  
> 52,800



## Affordability

Yearly rate adjustment of  
**Average Residential Bill**

Rate reduction approved by Austin City Council for Austin Water retail residential and commercial customers.

**Decreases in rates took effect May 1, 2018**

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

## Financial Health

Standard & Poor's Bond Rating

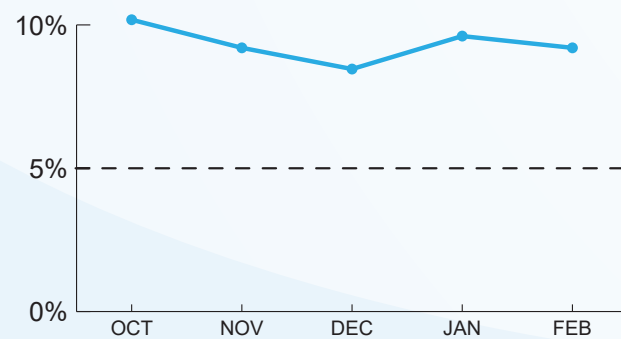
AA

2019 Standard & Poor's rates companies on a scale from AAA to D. Austin Water's target is a rating of AA indicating a very strong capacity to meet financial commitments.

## Employee Engagement

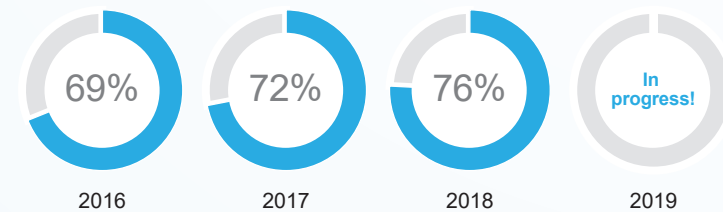
**Monthly Vacancy Rate Fiscal Year 2020**

**Monthly Target: < 5%**



Listening to the Workforce survey – **Employee Satisfaction**

Respondents that noted a positive response (Strongly Agree or Agree) about their overall job satisfaction level at Austin Water.

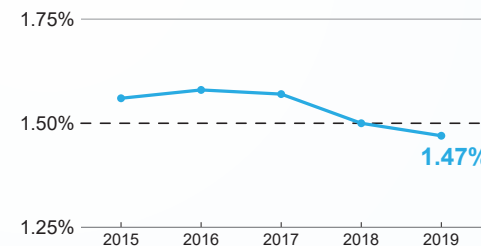
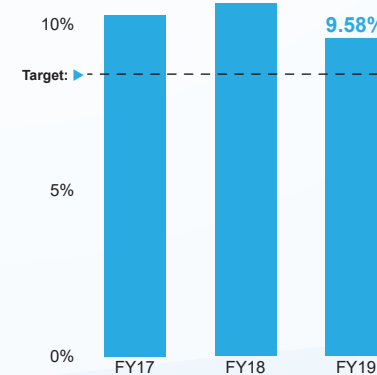


**56% Participation Rate in 2018!**

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

**Employee Turnover Rate**

**FY Annual Target: < 8.5%**



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

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

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

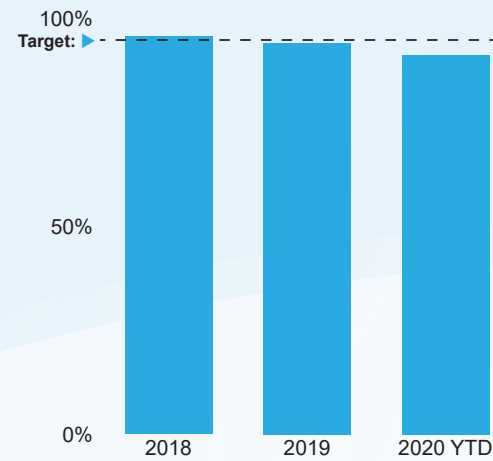


Customer Collaboration



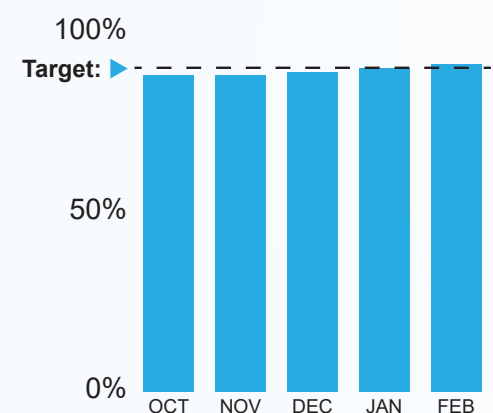
Sanitary Sewage Overflows  
Investigated within **one hour** of customer calls

Quarterly Target: 95%



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

Monthly Target: 90%



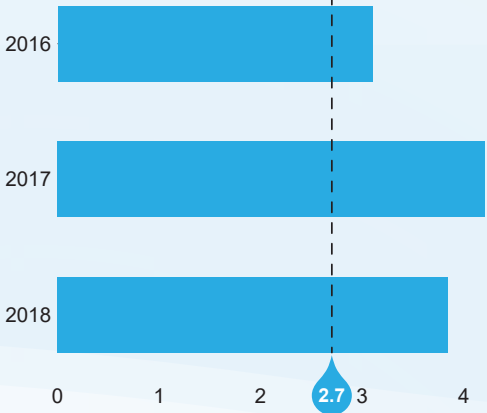
Infrastructure Stability

Water Leak Management Index (Infrastructure Leak Index)

The current annual real losses divided by the unavoidable annual real losses. The data that this calculation is based on is derived from the annual water loss audit.

Annual Target: < 2.7

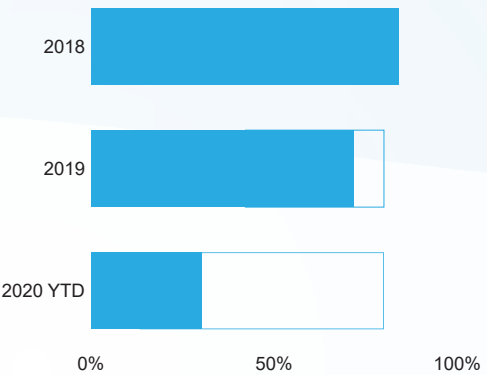
2019 annual ILI measure is in progress



Reduce operational risks by successfully completing at least 80% of the **Austin Water Capital Improvements Program** on identified priority infrastructure needs annually.

Percentage of actual CIP spending to budgeted CIP spending

Annual Target: 80%



Asset Upkeep

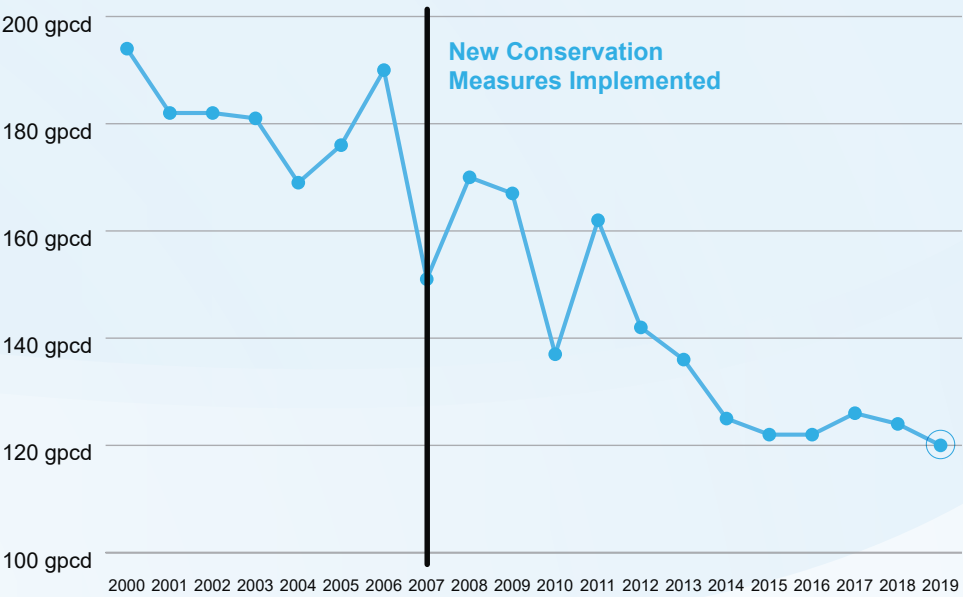
Preventative maintenance routine validation. Validating pipe network asset types.

Total Validated Asset Types: 18



Water Supply Sustainability

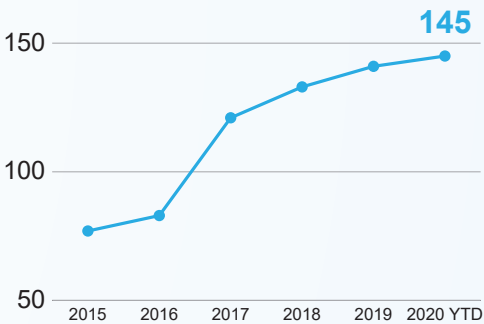
Austin's water use Gallons Per Capita per Day (gpcd)



Reclaimed Water Customers:

Customers using reclaimed wastewater for beneficial purposes.

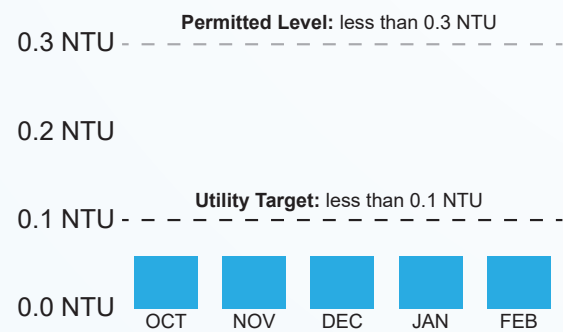
- Provided reclaimed water for irrigation in 1974, making our system one of the oldest in the Texas
- Approximately **1.4 billion gallons** of water used in 2018, about 3% of the City's total water demand
- Consists of **63.4 miles** of reclaimed water transmission mains
- Future plans for the system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



Product Quality

- Zebra Mussel mitigation shows progress at Handcox WTP with use of copper sulfate addition and underwater inspection
- Feeding Powdered Activated Carbon (PAC) at Ullrich and Davis WTPs for odor control seems to have a secondary benefit of controlling ZM proliferation
- Water quality event in the Tanglewood Forest Neighborhood identified as a backflow event during firefighting efforts

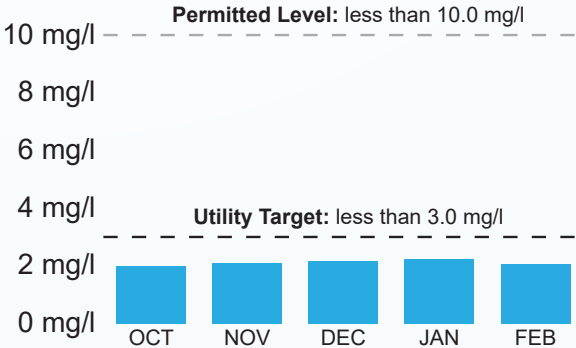
Drinking Water Quality Fiscal Year 2019: Cloudiness of water (turbidity)



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

Our target is to keep treated drinking water turbidity level at 0.10 Nephelometric Turbidity Unit (NTU) or less.

Wastewater Quality Fiscal Year 2020



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

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