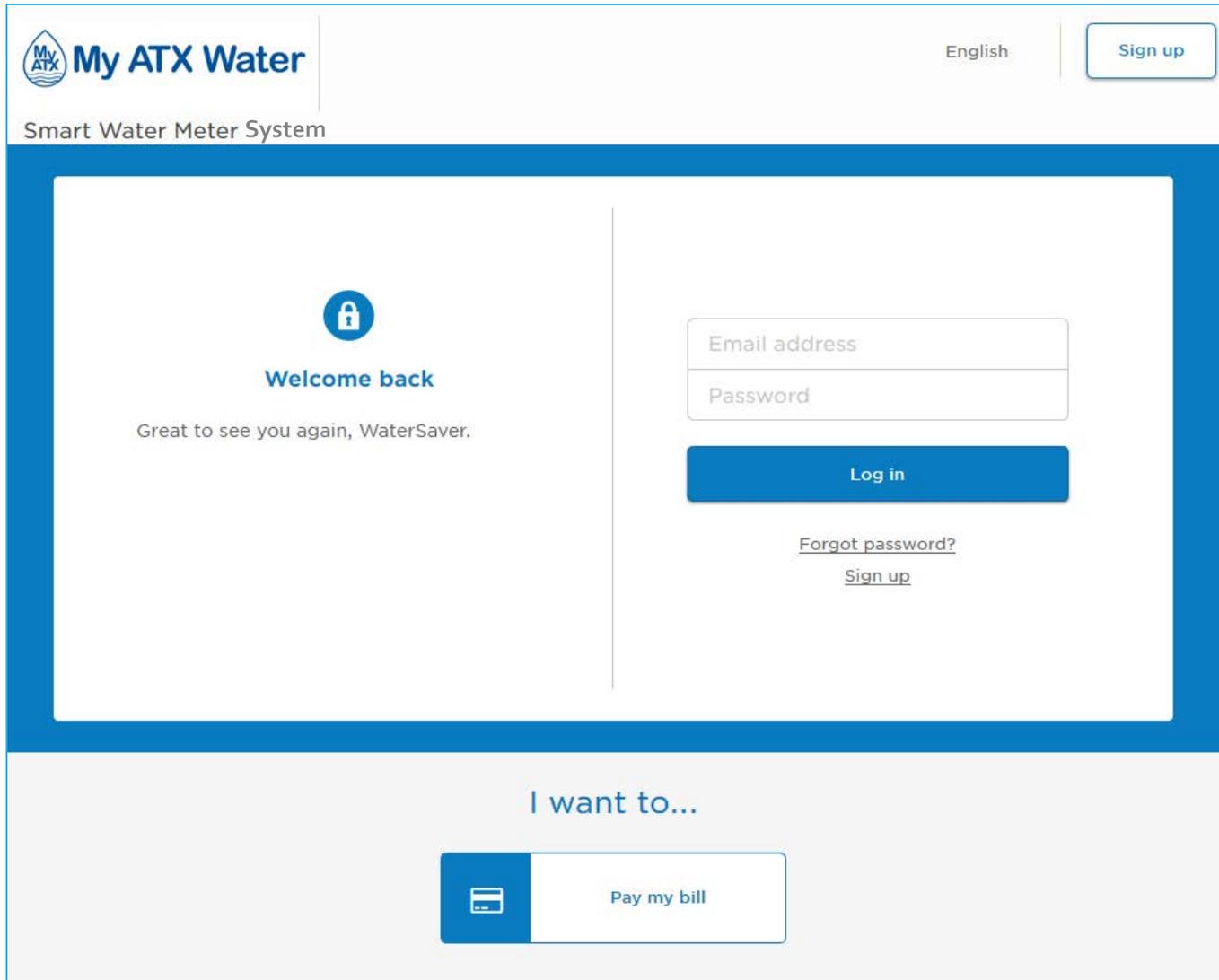


My ATX Water Customer Portal

October 14, 2020





Customer Log-in Page

- Welcome Email sent to customers links to log-in screen
- Austin Water and COA Utilities working on a *Single Sign On* for customers that use the COA portal
- Quick link to COA Utilities webpage to pay bill



SERVICE ADDRESS

ACCOUNT NUMBER

I Want To...

Pay my bill

Understand a high bill

Sign up for unusual use alerts

Apply for a rebate

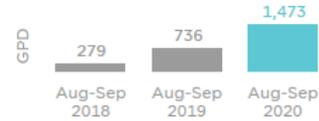
My Daily Use

1,473

Gallons Per Day

View use

Compare your past use for 100% ↑ this billing period.



Notifications

Reminder

Want Better Results?

Complete your home water-use p... read more

Reminder

Enroll in Alerts

Protect your property and get pe... read more

Announcement

Add a shortcut to the Portal on your mobile phone

Did you know that you can add a ... read more

My WaterScore

Take Action

Aug 26 - Sep 24

You used more water than similar households.

Who am I compared to?

Efficient | 90 GPD

Average | 140 GPD

You | 1,473 GPD

Recommended



Take a 5-Minute Shower

Savings up to

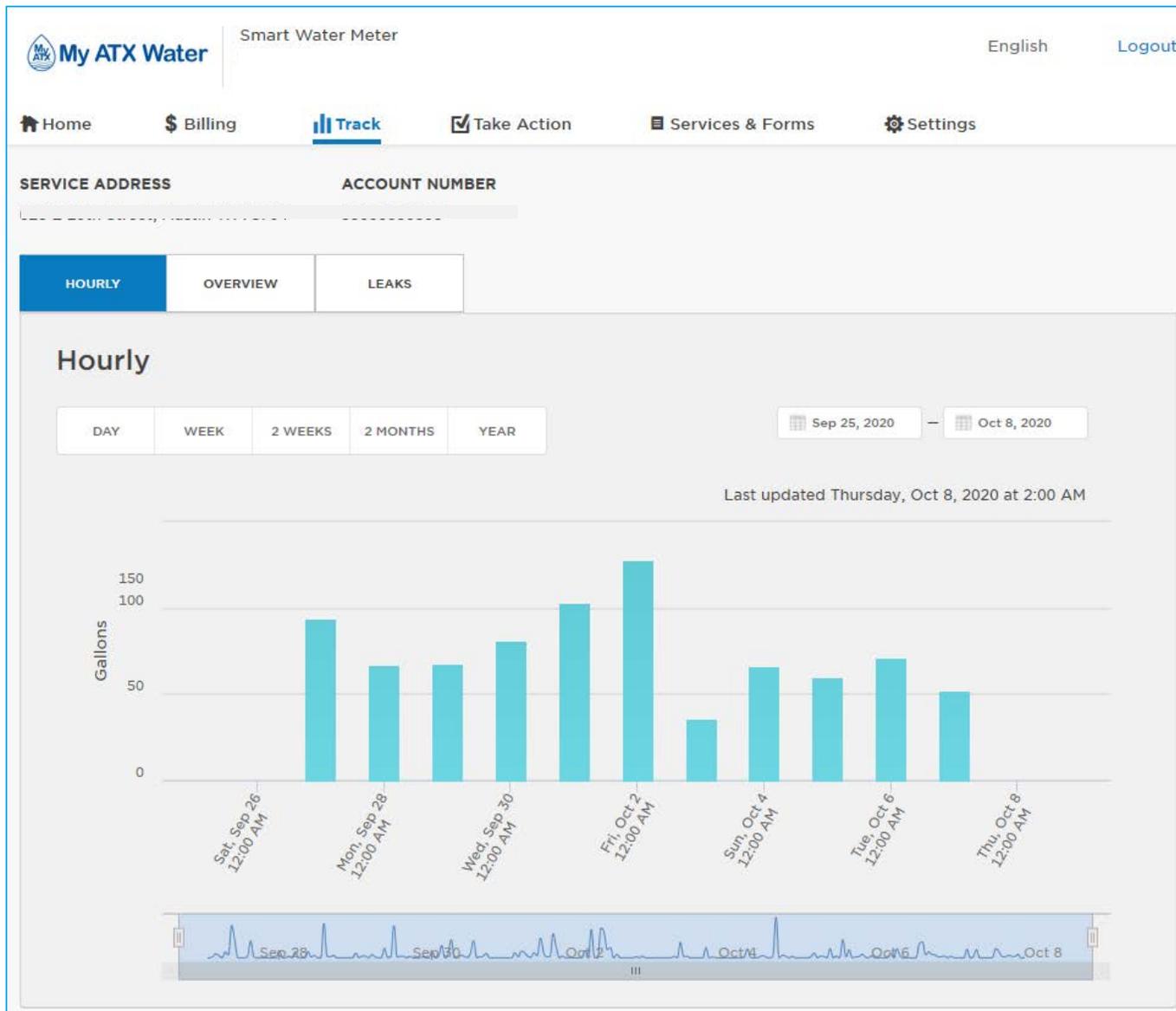
10 GPD \$48/year

See more

Customer Home Page

- My Daily Use – from AMI data or monthly billed volumes
- Notifications – portal alerts and reminders
- My WaterScore – compares similar household usage
- Recommended Actions displayed based on usage



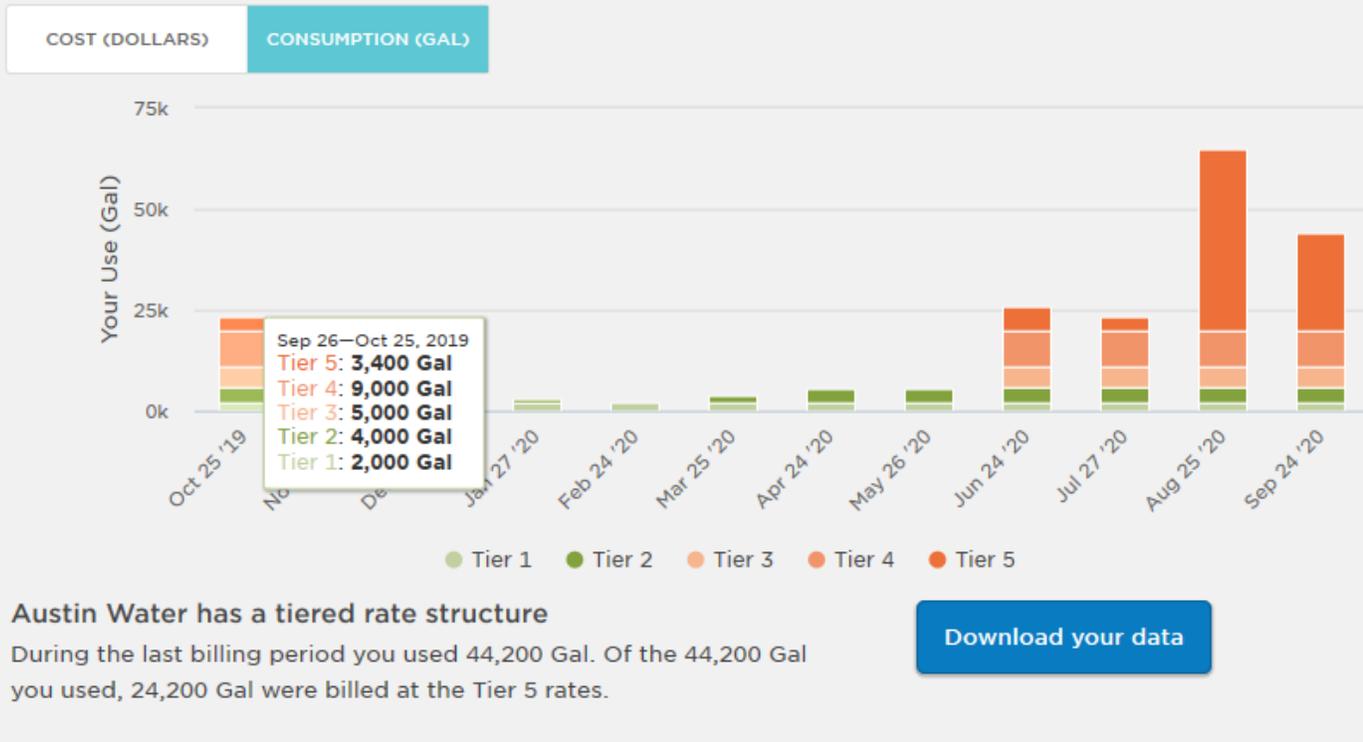


Track Usage

- Graph presents hourly AMI data by the selected time frame
- Hovering over a line segment displays usage
- Overview** reports monthly billing periods for AMI and non-AMI meters



Understanding Your Bill: Your Use vs. Rate Tiers



Understanding Your Bill

- Displays monthly billed usage separated by tiered water rates
- Twelve-month display helps customers recognize seasonal patterns
- Customers may download historical data (since January 2017)

Compare Billed Water Use



Next Steps

Avoid Bill Surprises

Get notified when you're on track for an unusually high bill, before it arrives.

Set Alerts

Ways To Save

View your personalized list of recommended actions.

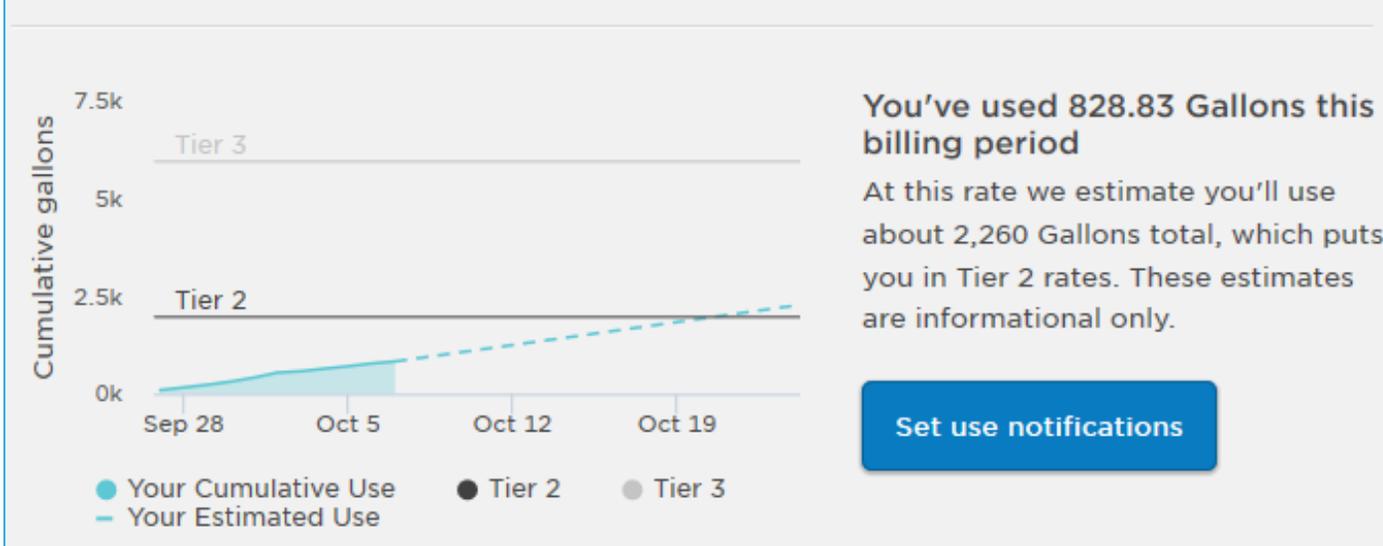
Take Action

Compare Billed Usage

- Presents same monthly billing period for up to three years
- Displays past three months billing usage
- Directs customers to set notification alerts or follow recommended actions based on usage



Your Use This Billing Period



Billing Period Use

- Projects end of current bill period usage for AMI customers
- Calculates usage between current bill period days 7 and 21
- Estimate is based on current bill period data and not historical data



Communication Preferences

High Use Notifications

You will be notified when your daily use is over **2X** times your normal seasonal use.

1X 3X 5X

**Typical Seasonal Use: 330 GPD*

- Email
 Text Message
 Voice Message

Bill Forecast Notifications

You will be notified if your use in the current period is on track to exceed **\$50 more** than your normal seasonal bill. We will only contact you a maximum of once per billing period.

Unable to currently send notifications to this account due to change in meter read frequency, insufficient history, or variance from typical meter read frequency within your utility.

more than your typical bill

- Email
 Text Message
 Voice Message

Unplanned Use Notifications

You will be notified when use from your property exceeds your Daily Threshold setting.

Daily Threshold (Gallons)

Starts on Ends on

Never

- Email
 Text Message
 Voice Message

Utility Connect

Austin Water Smart Water Meter communications regarding your water utility account, water use, and important related announcements.

Email
 Text Message
 Voice Message

Unsubscribe from All Communications

High Use Notifications

- Uses up to 10 days historical AMI hourly usage in comparison

Bill Forecast Notifications

- Calculation based on historical same month, prior years, up to two years of data

Unplanned Use Notifications

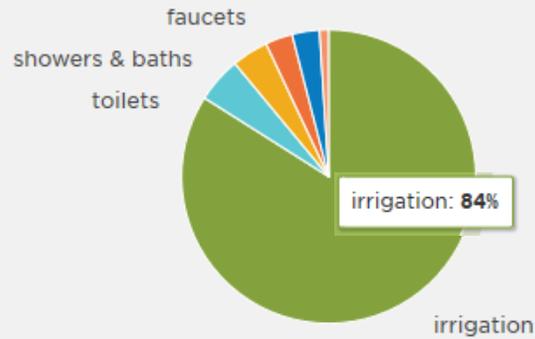
- Ideal for AMI customers who will be away from home or property owners with vacant rentals

Utility Connect

- Customers identify message receipt options to allow Austin Water to send informative messages



Estimating Your End Uses: 2019 - 2020



Biggest estimated use is irrigation

Based on your water use history, your household profile, and national averages, your biggest estimated end use is modeled to be irrigation. This model may not reflect your actual water use patterns.

Update profile to improve estimates

The screenshot shows a 'Profile' update form with tabs for HOUSEHOLD, OUTDOOR, INDOOR, and SEASON. A blue arrow points to the 'HOUSEHOLD' tab. Below the tabs is a house icon and the text: 'We want to know you better so we can provide accurate comparisons to similar households.' The main question is 'How many people typically live in your home?' with a subtext: 'If this changes regularly, choose the number of occupants that are in the home most of the time.' The answer options are radio buttons for 01, 02, 03, 04, 05, 06, 07, 08, and 09+. A 'Continue' button is at the bottom right.

Estimating Usage

- Graphical display of 12-month disaggregation of water usage
- Estimates usage category by modeling customer data with profile information
- Updating customer profile information creates more accurate estimates and comparisons



How many people typically live in your home?

- 1 2 3 4 5 6 7 8 9+

Do you own or rent 625 E 10th Street?

- Own Rent

Do you primarily reside at this home?

- Yes, I live there No, it's rented
 N/A, the property is vacant

What is your home's lot size?

24,888

square feet = 0.6 acres

Do you have a yard?

- Yes No

How much of your front and back yard is hardscape?

- 1-25% 76-100%
 26-50% Don't know
 51-75%

How much of your planted area is grass?

- 0% 51-75%
 1-25% 76-100%
 26-50% Don't know

During which seasons do you water your yard?

Mark all that apply.

- Spring Winter
 Summer None
 Fall

How do you water your yard?

Mark all that apply.

- Drip irrigation Above-ground sprinklers
 Underground irrigation Oscillating sprinkler
 Hand-held hose Rain barrel or cistern
 Watering can Greywater system
 Other I don't water my yard

Do you use an irrigation controller to automate your watering schedule?

- Yes, a timed controller Yes, a weather-based controller
 No

Would you consider replacing some or all of your grass with low-water-use plants?

- Yes No
 Maybe

Do you have a swimming pool?

If your swimming pool is screened but does not have a cover that prevents evaporation, please mark "Yes, uncovered."

- Yes, uncovered No
 Yes, covered

How many toilets are in your home?

- 1 2 3 4 5+

How many of your toilets are high efficiency?

- 0 1 2 3 4 5+ Not sure

What type of washing machine do you have?

- High-efficiency (HE) Conventional
 Not sure None

Are any of your bathroom faucets older than 1994?

- Yes Not sure
 No

What type of dishwasher do you have?

- Older model from 1994 or before Not sure
 Newer model from 1994 or after None

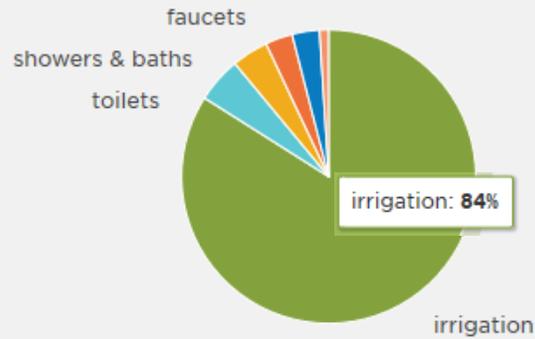
Does your home have any of the following items?

Mark all that apply.

- High-efficiency showerheads Faucet inserts, such as a restrictors
 Not sure None of the above



Estimating Your End Uses: 2019 - 2020

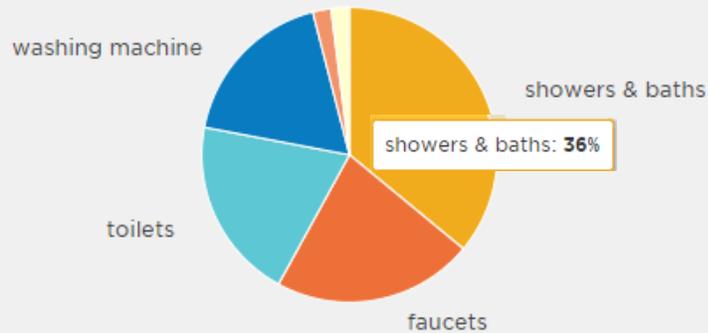


Biggest estimated use is irrigation

Based on your water use history, your household profile, and national averages, your biggest estimated end use is modeled to be irrigation. This model may not reflect your actual water use patterns.

Update profile to improve estimates

Estimating Your End Uses: 2019 - 2020



Biggest estimated use is showers & baths

Based on your water use history, your household profile, and national averages, your biggest estimated end use is modeled to be showers & baths. This model may not reflect your actual water use patterns.

Update profile to improve estimates

Estimating Usage

- Before/After comparison of estimates based on updated customer profile information
- For illustrative purposes, profile updated noting no yard for irrigation



Questions?

MyATXWater.org

My ATX Water Austin's Smart Water Meter System

FAQs

Customer Portal

How can I access the My ATX Water Portal?

The My ATX Water customer portal is under development. We will provide instructions to customers when it is available, which is expected in 2021.

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

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

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

Data should be available within 24 hours of consumption.

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

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

More Information

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

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

Who do I contact about an issue with my bill?

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

