



RMC Monthly Report

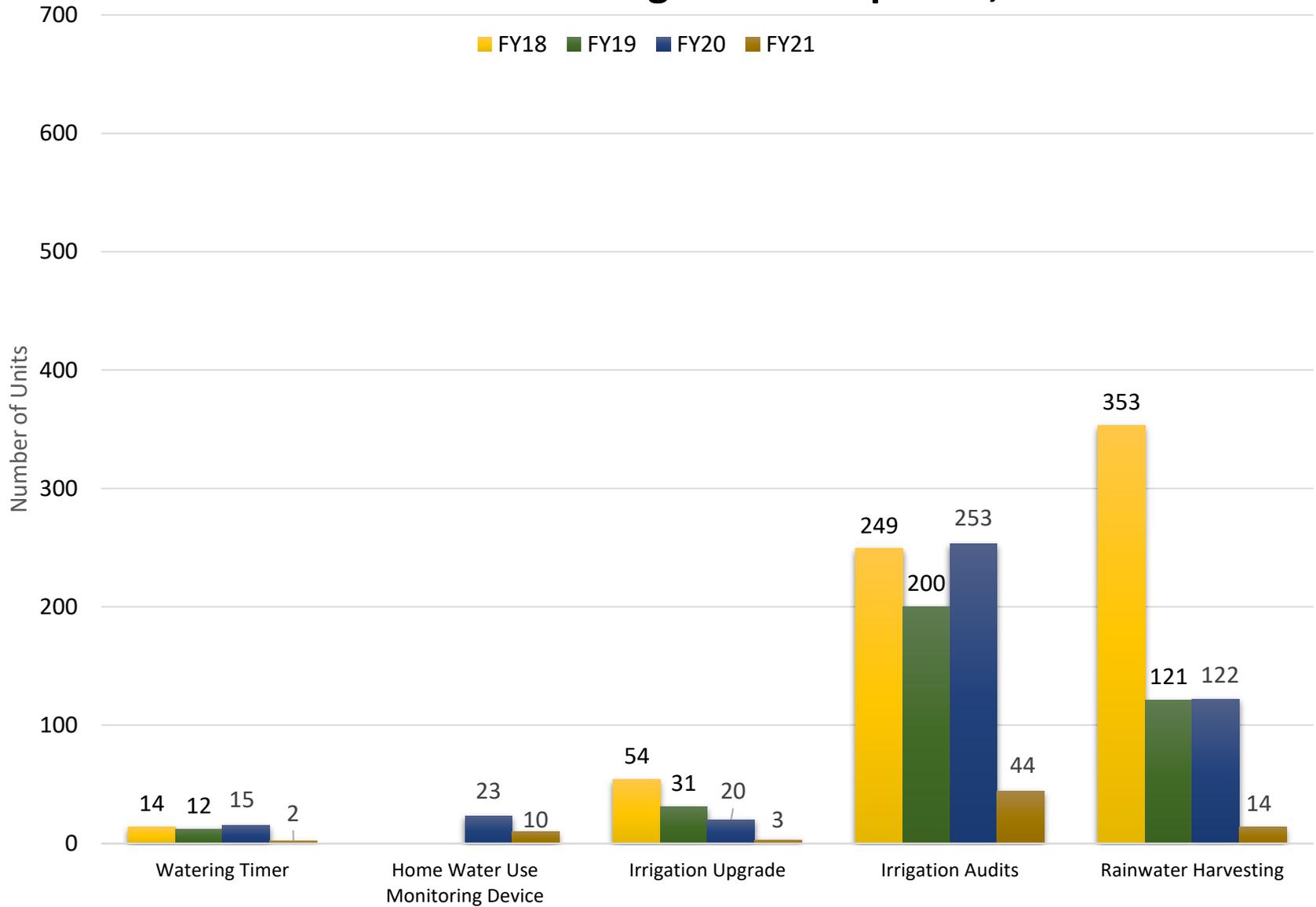
November 2020

FY21

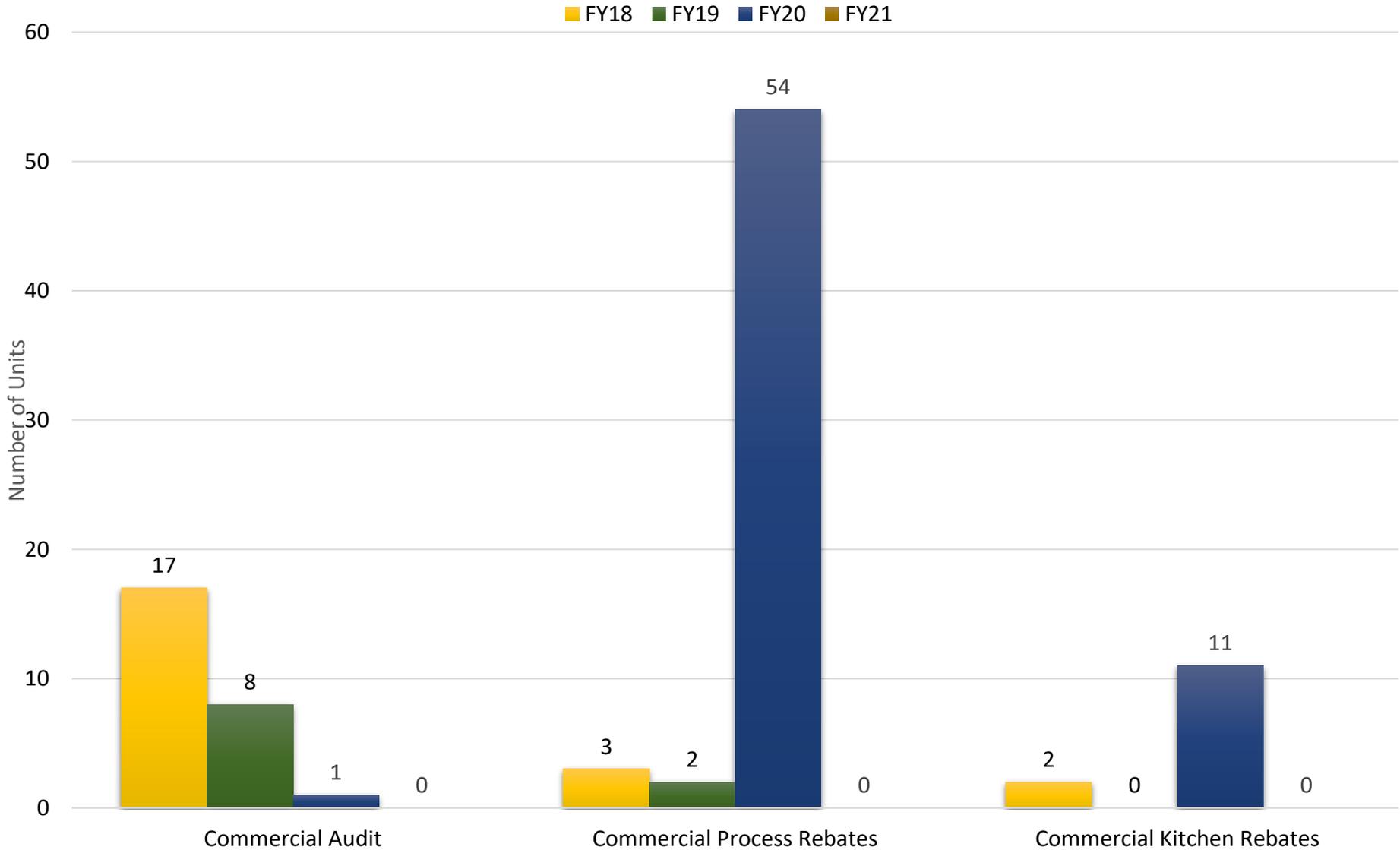
Mark Jordan
Water Conservation Division
City of Austin | Austin Water



Residential Program Participation, FY21 YTD

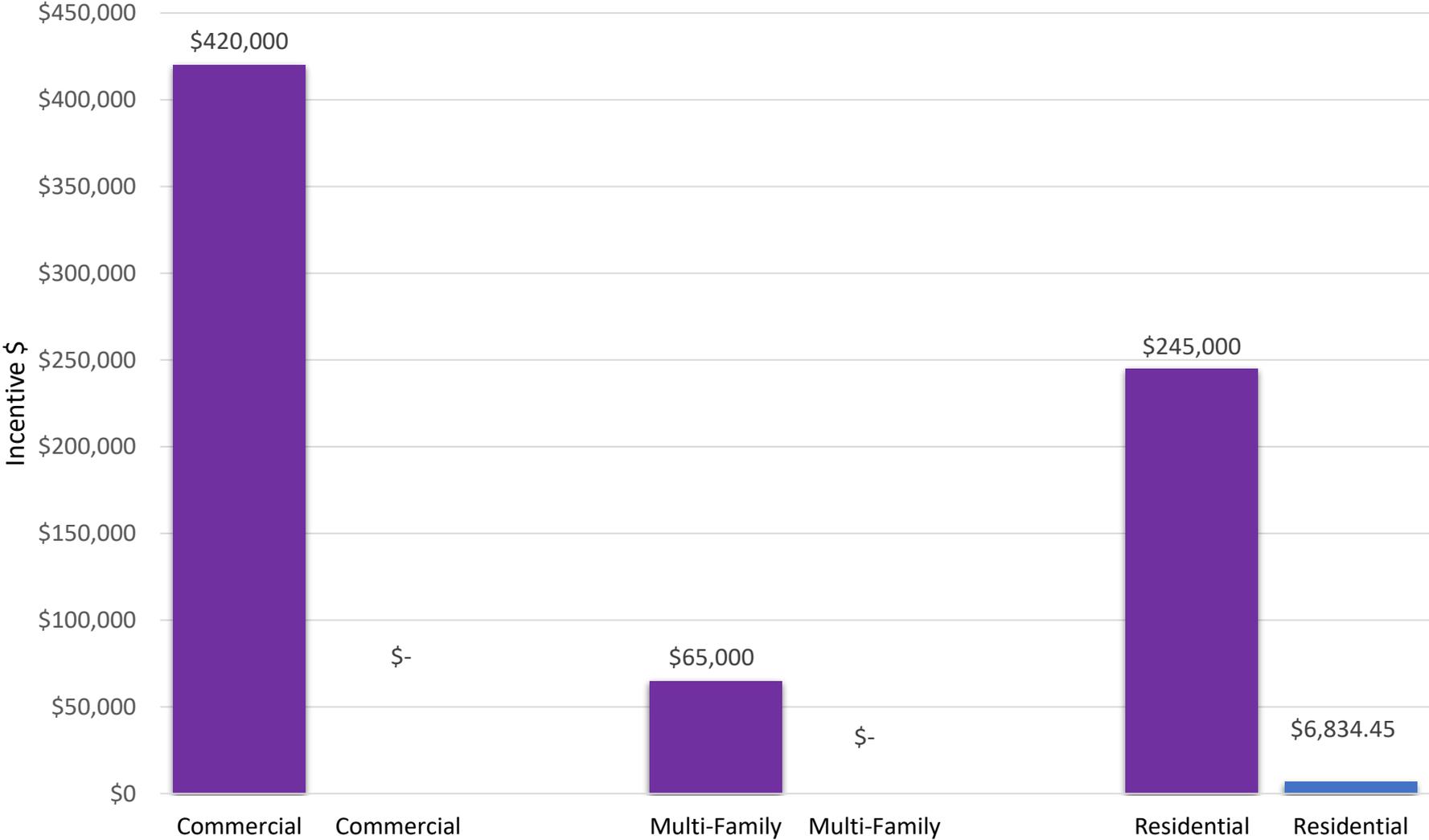


Commercial & Multifamily Program Participation, FY21 YTD



Rebates and Incentives Budget, FY21 YTD

FY21 Total Budget Q1 Q2 Q3 Q4

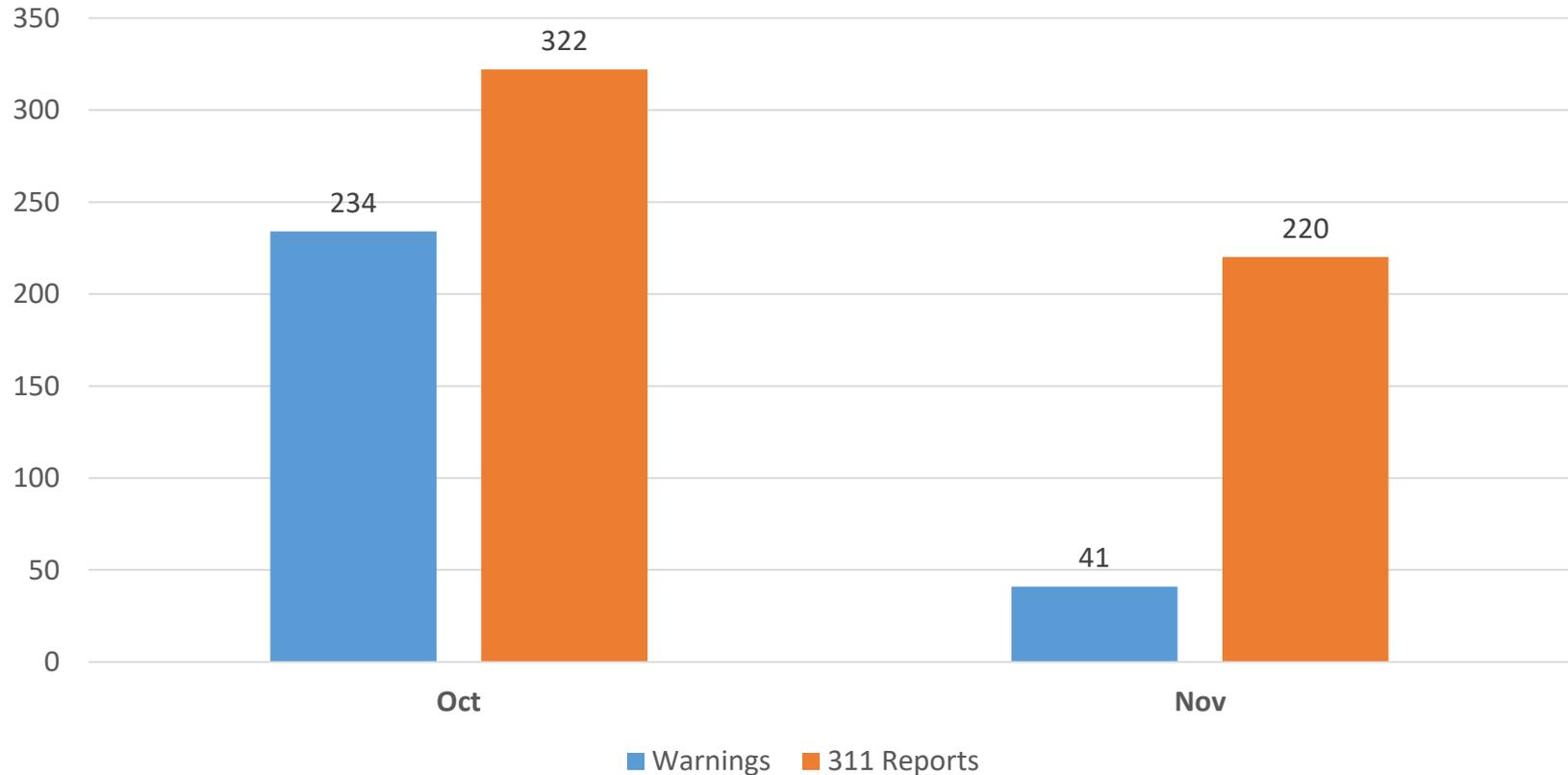


Helping Hands Outreach (H2O) Programs

- **G.O. REPAIR!** – Austin Water (AW) partners with Neighborhood Housing and Community Development’s GO Repair! Program to provide grants of up to \$15,000 per year to qualifying homeowners for plumbing repairs, accessibility improvements, and to make other repairs to address substandard housing conditions that pose health and safety risks.
- **FREE HOME WATER USE REPORT** – AW provides customers with access to a water use mobile app and internet reports to help homeowners achieve greater water savings. Customers can receive customized leak alerts, conservation tips, and information about rebate programs.
- **FREE WATER CONSERVATION TOOLS** – AW Conservation provides free water saving materials such as: high efficiency aerators; showerheads; and soil moisture meters to residential and multi-family customers.
- **PRIVATE WASTEWATER LATERAL REPAIR/REPLACEMENT** – AW can provide financial assistance to eligible customers for the replacement or repair of private wastewater laterals at single-family homes or duplexes whose household income is 100% or less than the area Median Family Income (MFI).

Water Waste Enforcement Activity, FY21 YTD

Warnings and 311 Reports

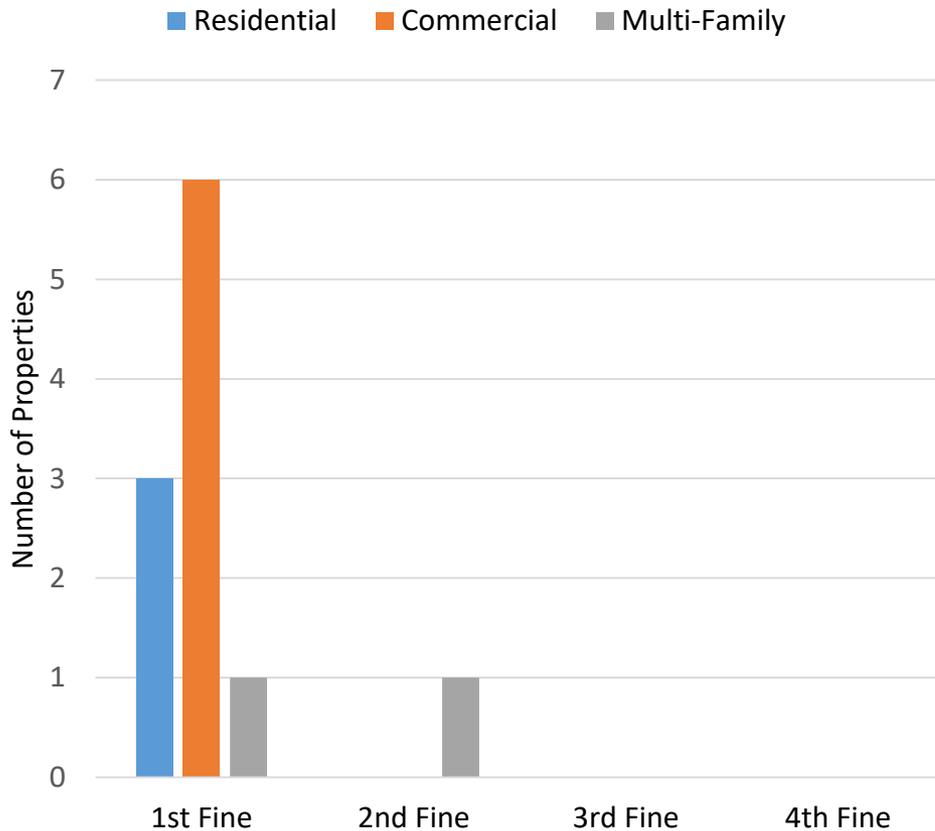


Current Drought Response Stage: Conservation Stage



Water Waste Enforcement Activity, FY21 YTD

Administrative Fines

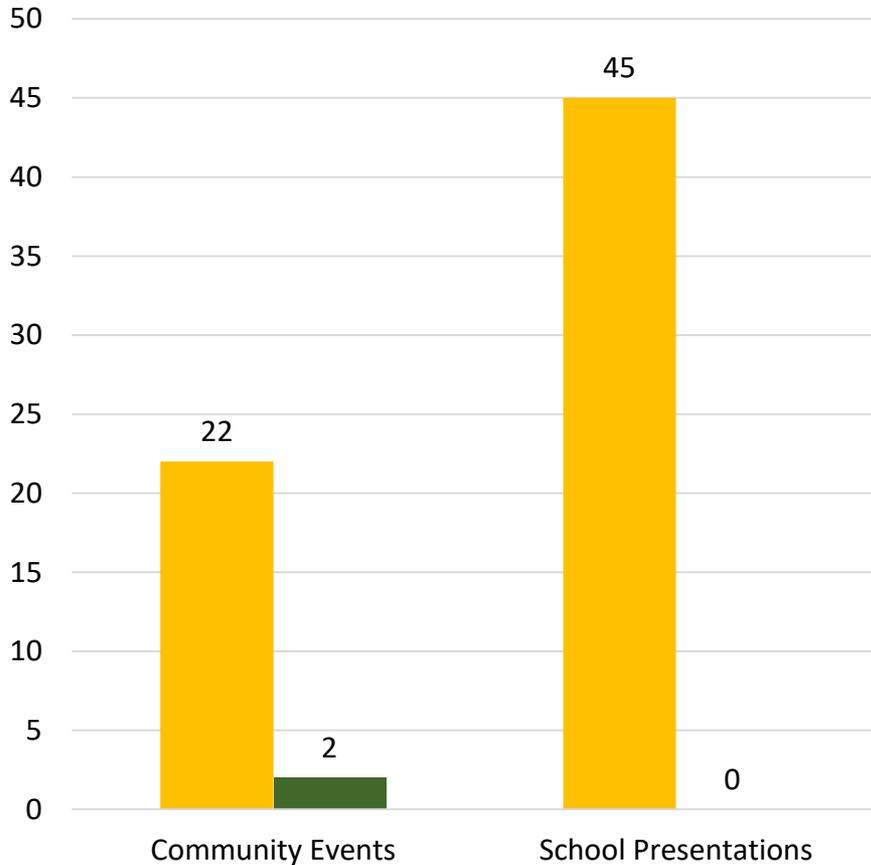


Fines Issued: 11
Fines Dismissed: 0
Citations: 0

Public Outreach Activity, FY21 YTD

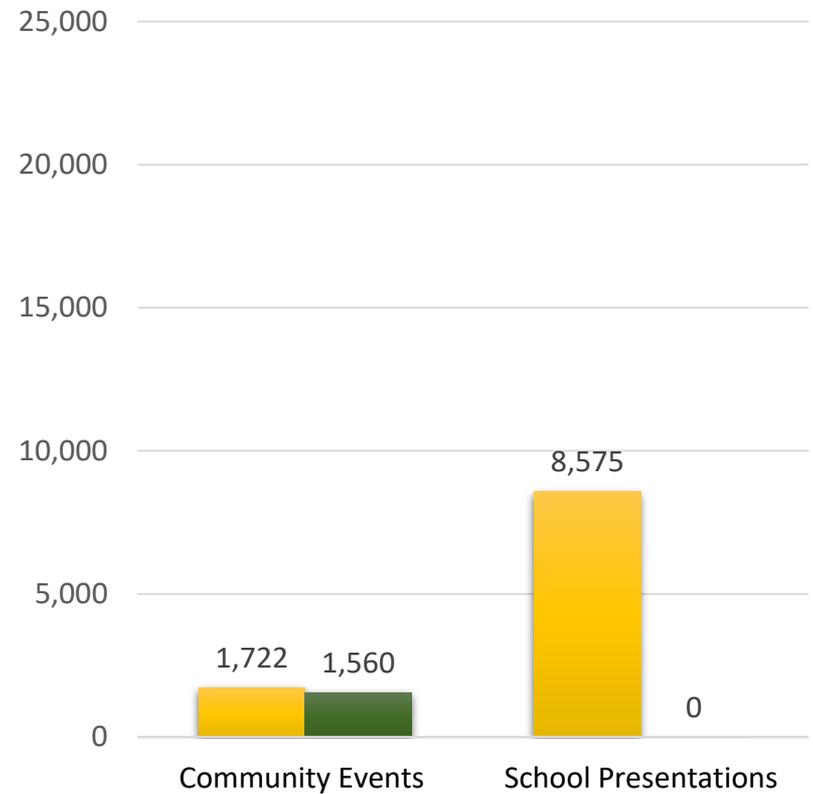
Number of Events

FY20 FY21

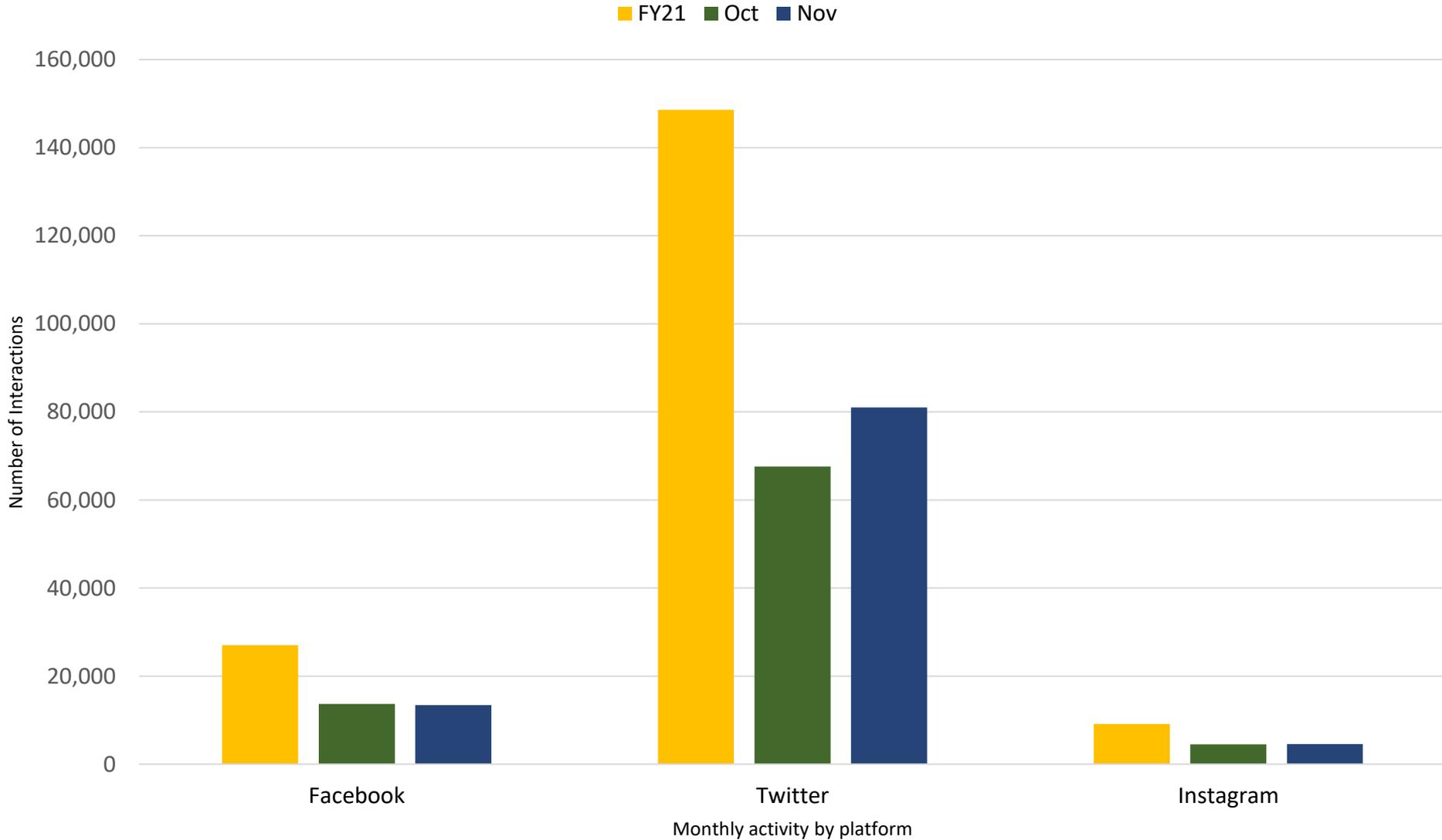


Populations Reached

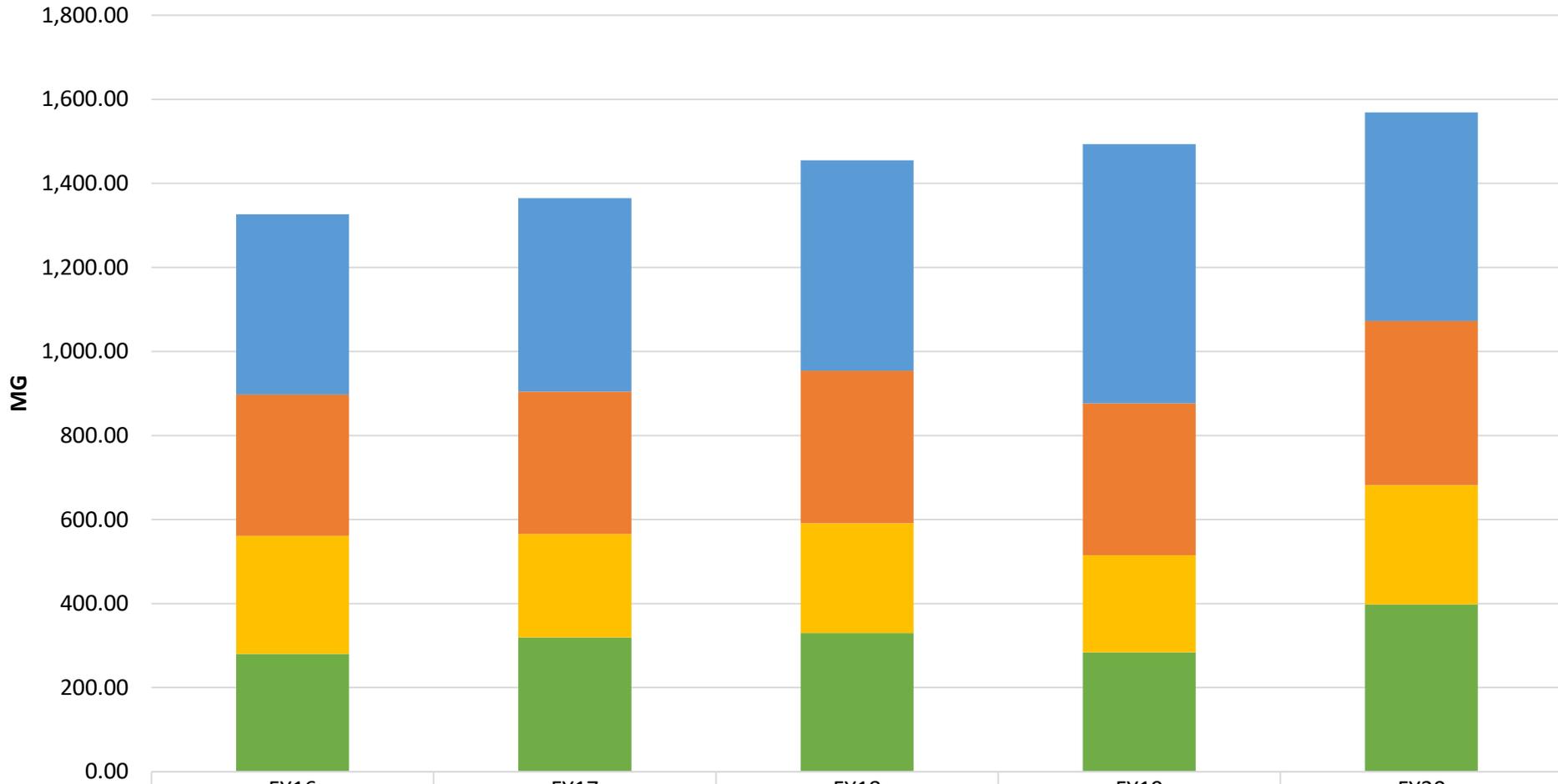
FY20 FY21



Social Media Activity, FY21 YTD

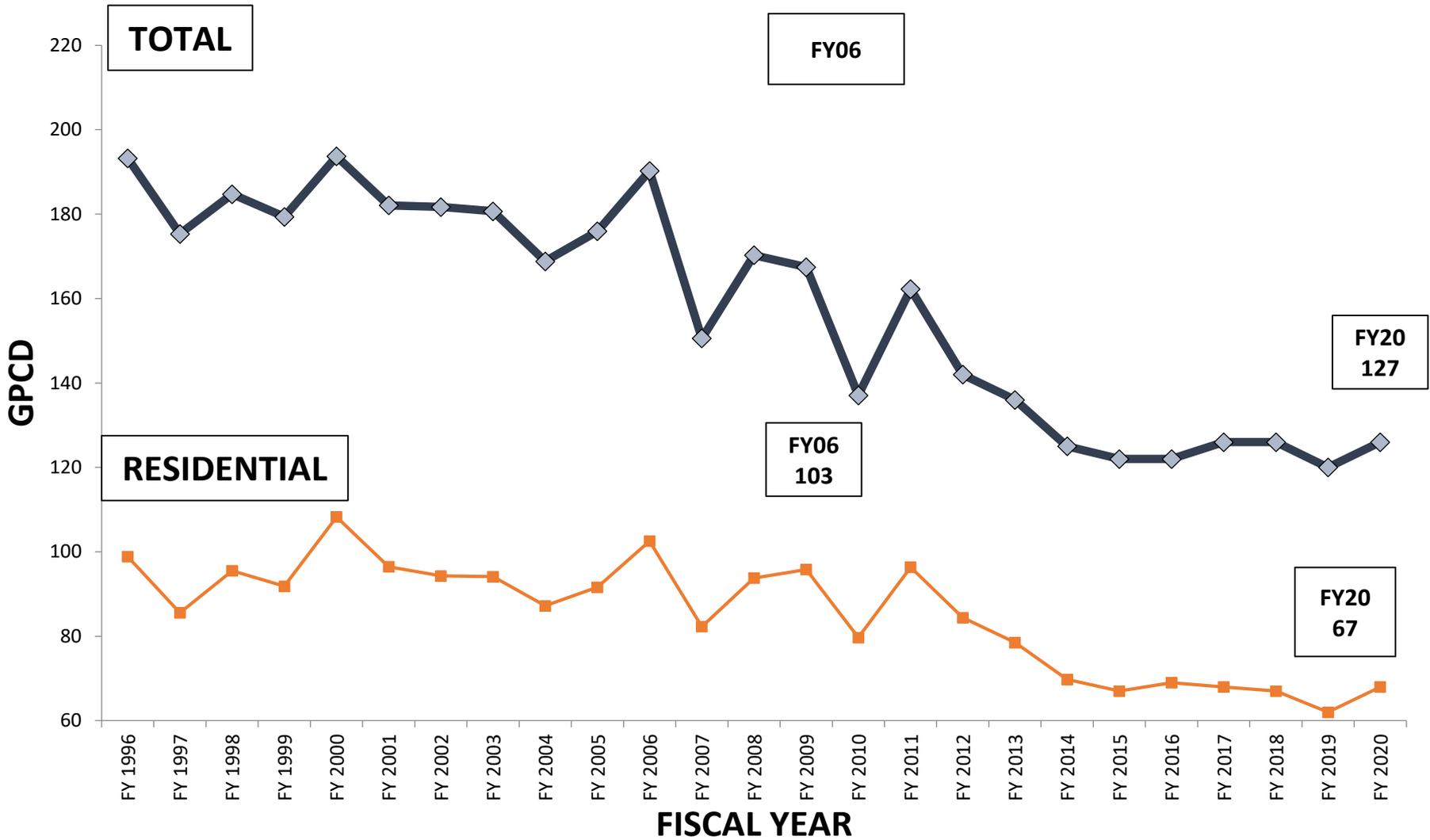


Reclaimed Water

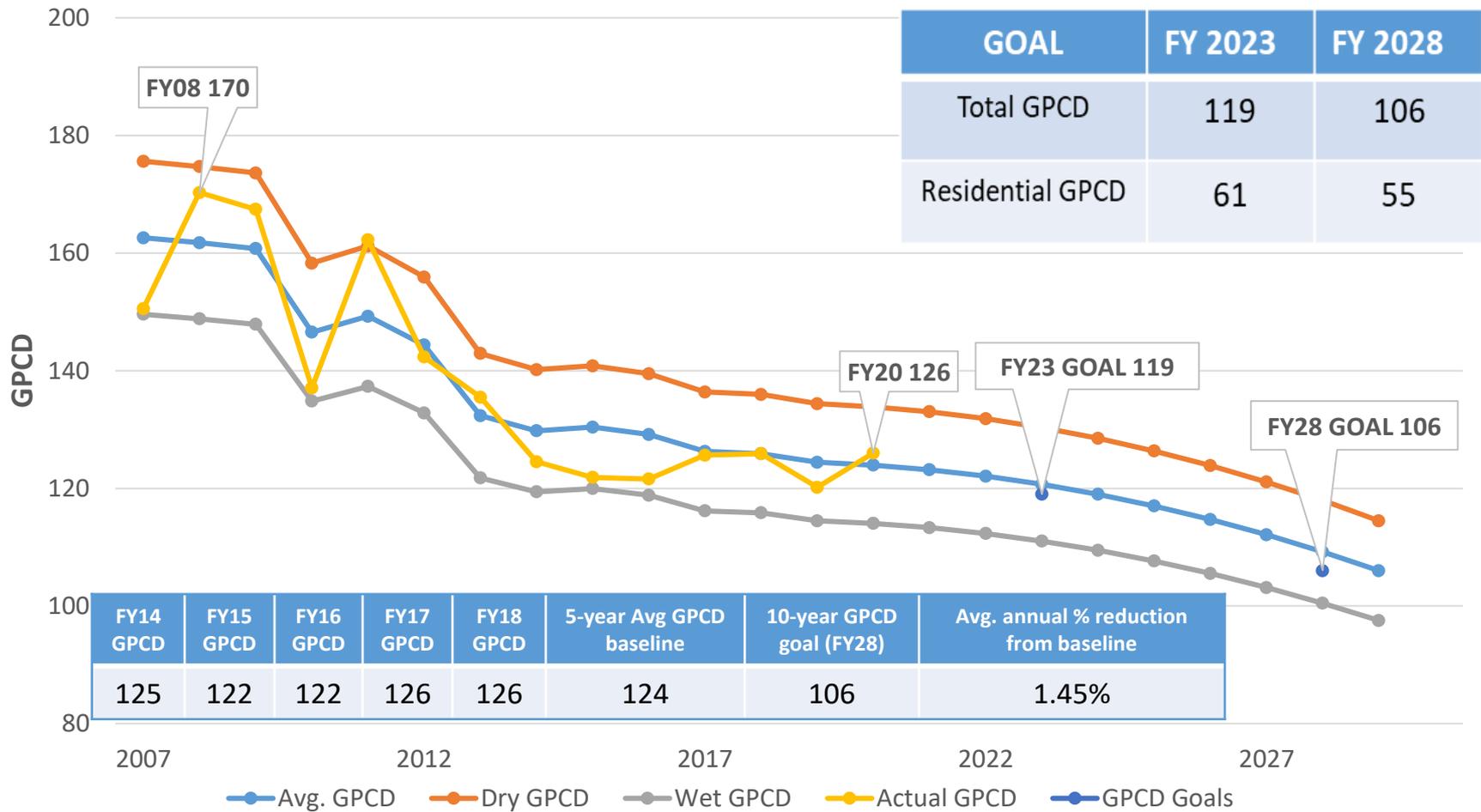


	FY16	FY17	FY18	FY19	FY20
Quarter IV	429.05	460.68	501.02	616.60	496.91
Quarter III	336.04	338.92	362.66	361.47	389.94
Quarter II	281.32	245.93	261.55	230.84	284.04
Quarter I	280.08	319.44	329.80	284.14	398.30

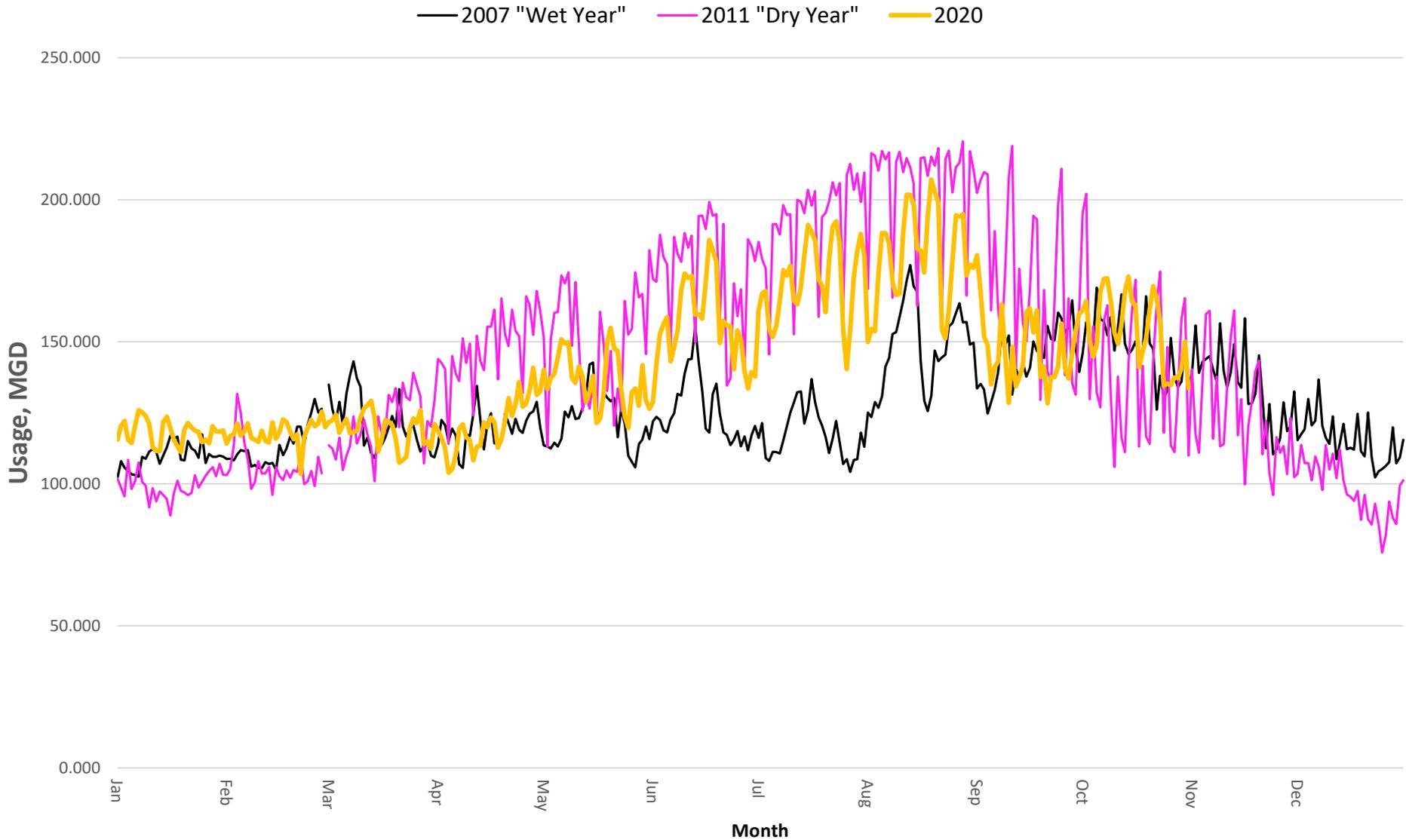
WATER USE - GALLONS PER CAPITA PER DAY (GPCD)



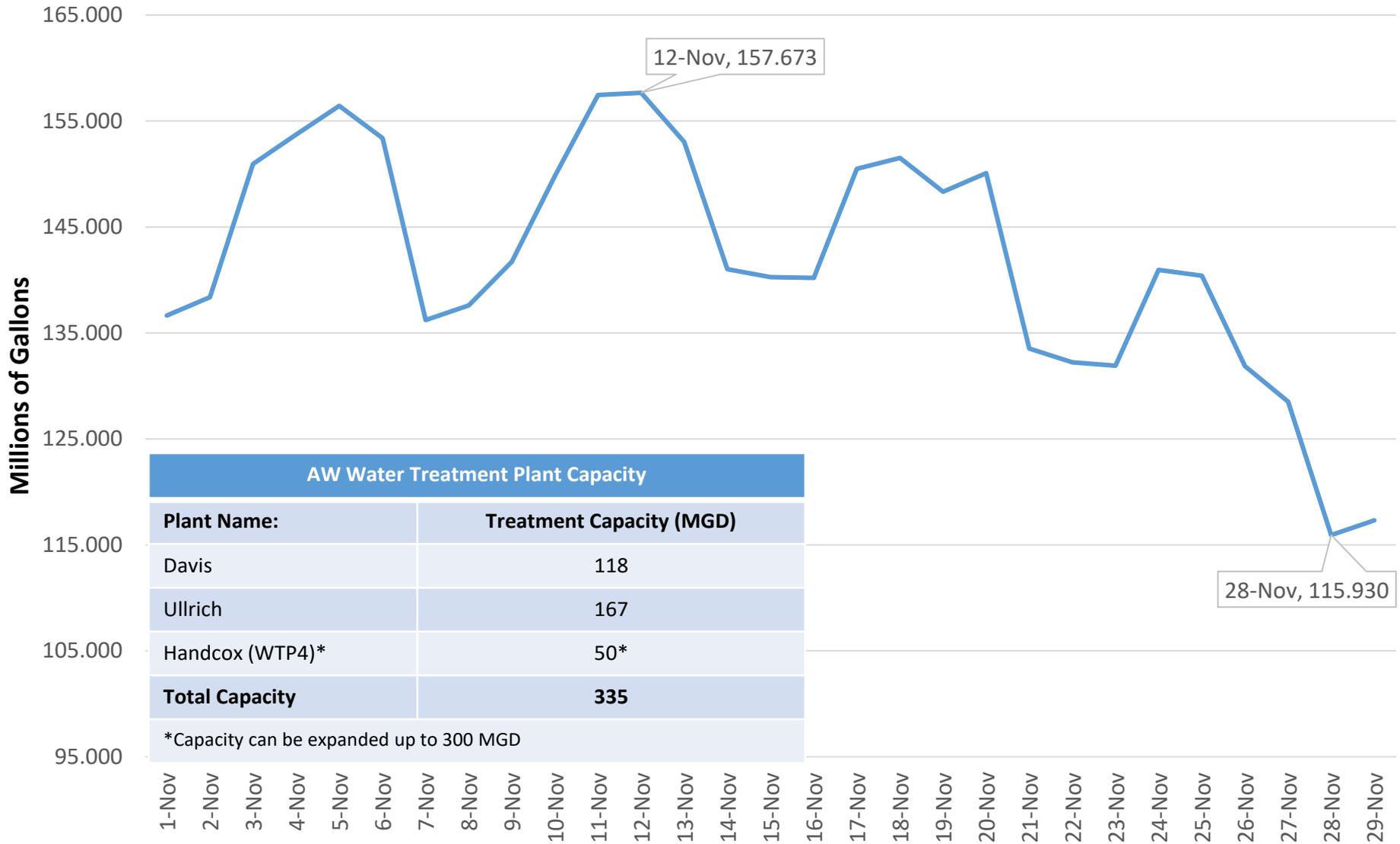
Water Use - Gallons Per Capita Per Day (GPCD)



Multi-Year Daily Water Usage

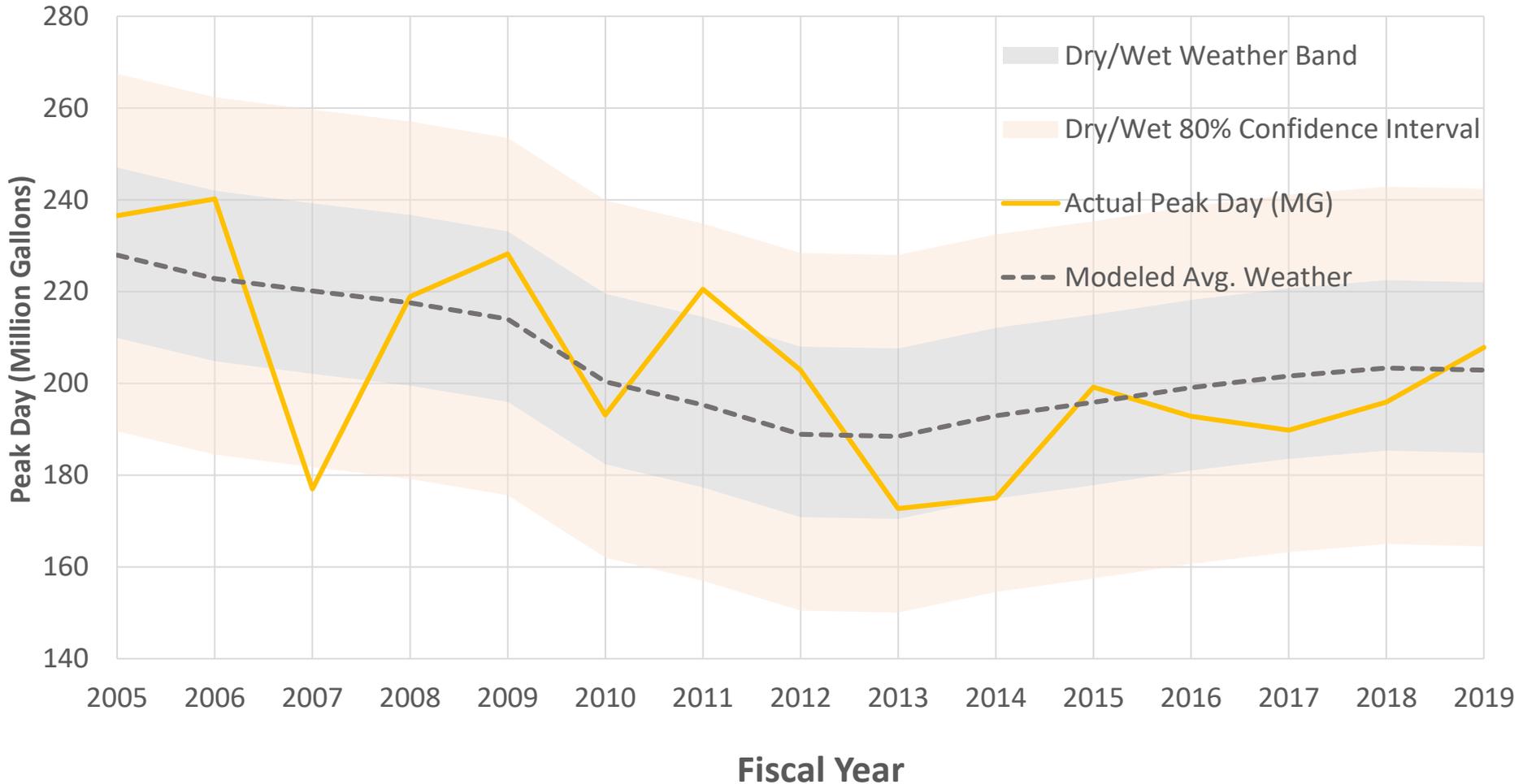


Daily Water Usage - November 2020



AW Water Treatment Plant Capacity	
Plant Name:	Treatment Capacity (MGD)
Davis	118
Ullrich	167
Handcox (WTP4)*	50*
Total Capacity	335
*Capacity can be expanded up to 300 MGD	

Water Use – Peak Day Pumpage

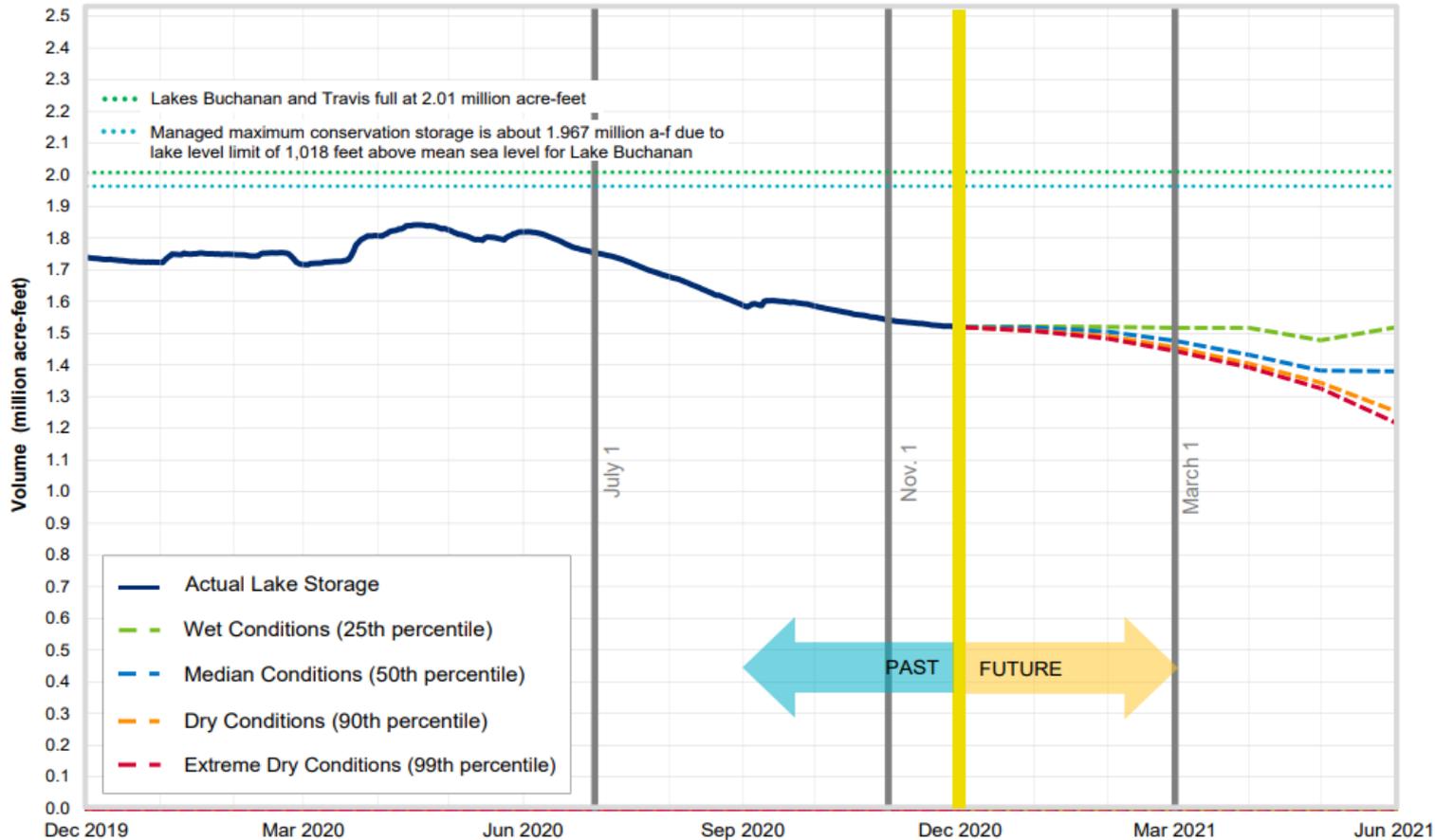


System Water Loss

Historical Water Loss				
Calendar Year (CY)	Gallons (billions)	Infrastructure Leakage Index (ILI)	Loss in Gallons Per Capita per Day (GPCD)	Percent of Total Water Pumped
2019	7.468	3.91	19	15.57%
2018	7.064	3.84	19.4	15.49%
2017	7.464	4.21	21	16.42%
2016	5.973	3.31	17.1	13.87%
2015	6.713	3.88	19.8	16.00%

Five & Ten-Year Water Loss Reduction Goals				
	Historic 5-year Average	Baseline	CY 2024 Goal	CY 2029 Goal
Water Loss (GPCD)	18.9	19.3	11	11
ILI	3.68	3.84	2.6	2.4

Lakes Buchanan and Travis Total Combined Storage Projections



Date: Dec. 1, 2020

Highland Lakes Storage summary as of December 7, 2020

Combined lake storage: 1.513 million acre feet

Combined reservoir total: 75%

City of Austin Drought
Contingency Plan
Drought Response
Stage Triggers:

Conservation Stage:
Above 1.4 MAF

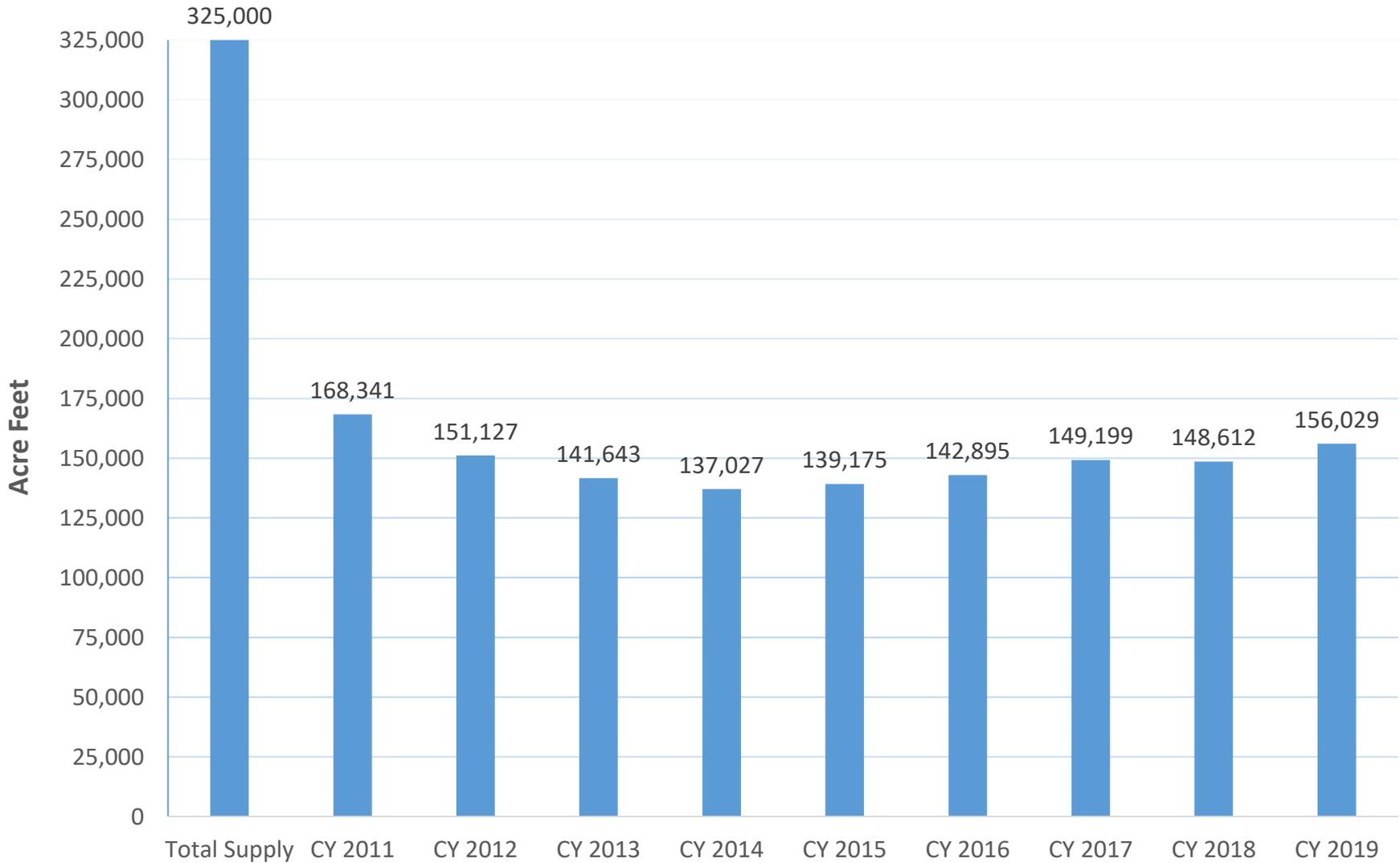
Stage I:
1.4 MAF

Stage II:
900,000 AF

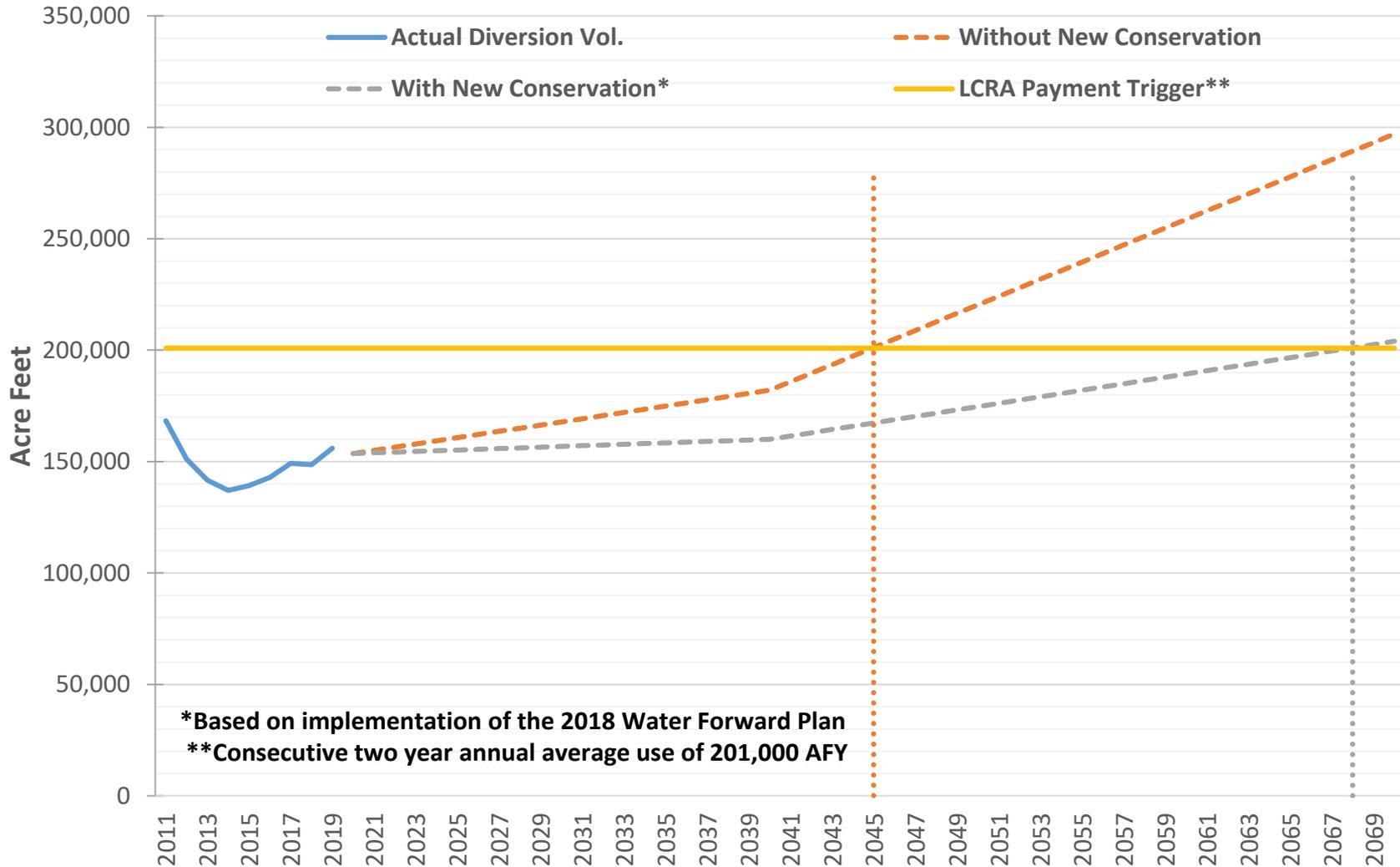
Stage III:
600,000 AF

**Emergency
Response
Stage IV:**
Catastrophic event
including prolonged
drought

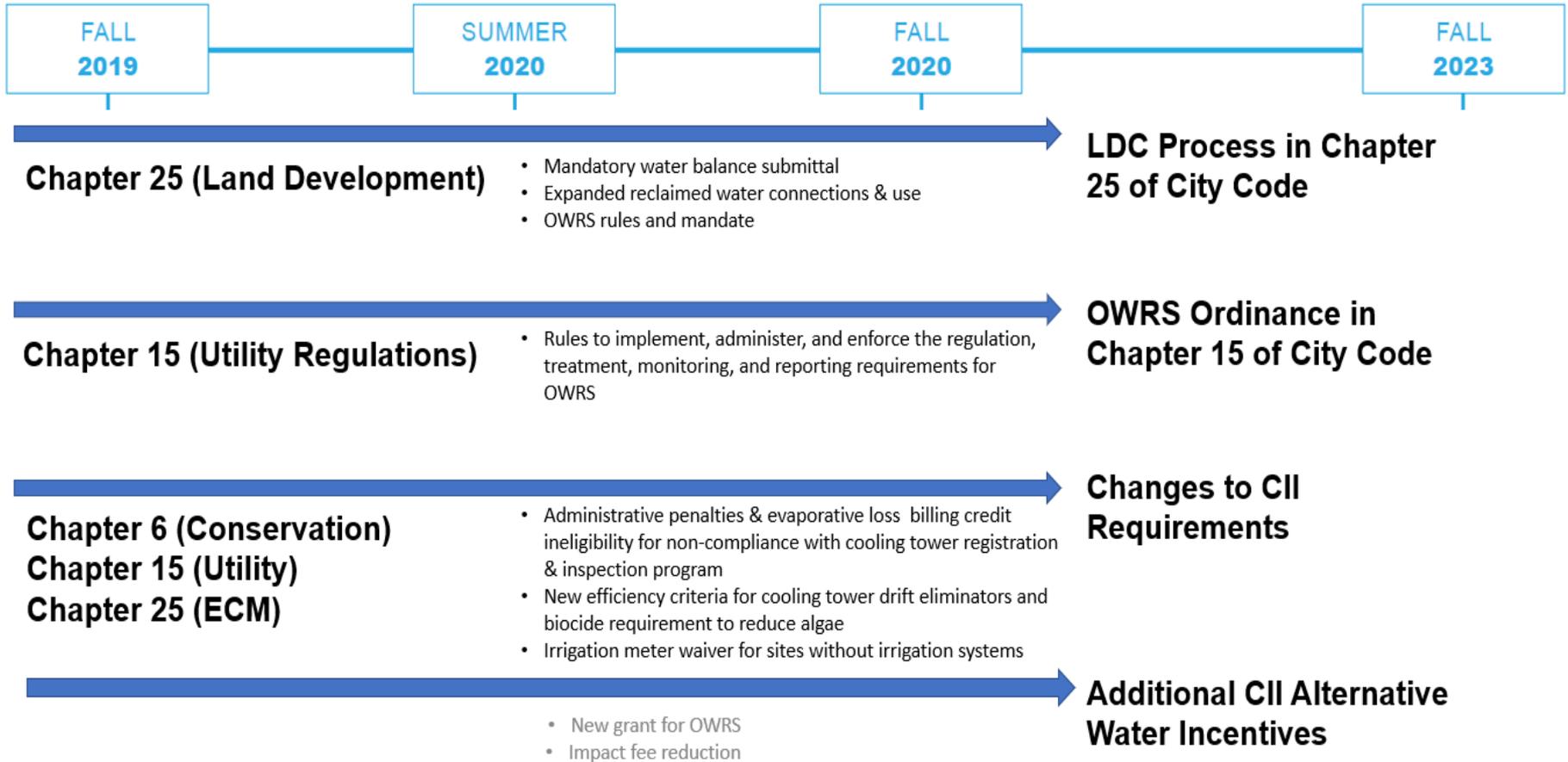
Annual Amount of Water Diverted for Municipal Use



Projected Annual Amount of Water Diverted for Municipal Use



Water Forward Ordinances In the Land Development Code



Upcoming Events

December 10, 2020 - City Council action on Recommendations for Council Action (RCAs) relating to proposed alternative water regulations and commercial, industrial, and institutional water efficiency requirements.

January 12, 2021 -Austin Integrated Water Resource Planning Community (Water Forward) Task Force



Wastewater Averaging

During your Wastewater Averaging Period **restrict outdoor water use and conserve water** to save money throughout the year.

Find your **Wastewater Averaging Period**

1. Locate your **Bill Cycle Number** on your current water bill
2. Use your Bill Cycle Number on the schedule to the right to determine your Wastewater Averaging Period

WASTEWATER AVERAGING PERIOD 2021

Bill Cycle #	Beginning Date	Ending Date
12	11/13/2020	2/12/2021
13	11/14/2020	2/13/2021
14	11/16/2020	2/16/2021
15	11/17/2020	2/17/2021
16	11/18/2020	2/18/2021
17	11/19/2020	2/19/2021
18	11/20/2020	2/22/2021
19	11/23/2020	2/23/2021
20	11/24/2020	2/24/2021
1	11/25/2020	2/25/2021
2	11/30/2020	2/26/2021
3	12/1/2020	3/1/2021
4	12/2/2020	3/2/2021
5	12/3/2020	3/3/2021
6	12/4/2020	3/4/2021
7	12/7/2020	3/6/2021
8	12/8/2020	3/9/2021
9	12/9/2020	3/10/2021
10	12/10/2020	3/11/2021
11	12/11/2020	3/12/2021

Utility Hours
 How many hours will you be on an about 11:00 a.m. to 7:00 p.m. on weekdays and 9:00 a.m. to 5:00 p.m. on weekends. You may have additional restrictions on your account. Call 512-495-4000 for more information.

Summary of Service
 CUSTOMER: JOHN DOE
 Service Address: 52 Residential Dr
 Account Number: 12345 67890
 Invoice Number: 123456789
 Bill Start Date: 11/13/2020
 Due Date: 11/19/2020

Previous Activity Charges
 Total Amount Due at Last Bill: \$100.00
 Payment Received: \$0.00
 Previous Balance: \$100.00

Current Activity Charges
 Water Service: \$10.00
 Wastewater Service: \$10.00
 Clean Community Service: \$5.00
 Solid Waste Services/Charges: \$5.00
 Sewer Service: \$5.00

Current Balance
 If Payment is received after due date, a late fee will be assessed.

Total Amount Due
 Do Not Send Payment. Your Bill is Electronic Assignment on 11/13/2020.

Contact Information
 Austin Water
 1100 Barton Springs Rd, Austin, TX 78704-2001
 Phone: 512-495-4000
 Fax: 512-495-4001
 Website: www.austintx.gov

Account: 12345 67890
 Total Amount Due: \$100.00
 Due Date: 11/19/2020

Do Not Send Payment. Your Bill is Scheduled for Electronic Assignment on 11/13/2020.

Austin WATER
 AustinWater.org

- Wastewater averaging takes place during the late fall/winter months and determines a cap on the volume of wastewater billed for each month for the next year.
- Encourages customers to conserve water in order to reduce their wastewater average.
- Calculator on website to help customers estimate their upcoming wastewater average.



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