



# RMC Monthly Report

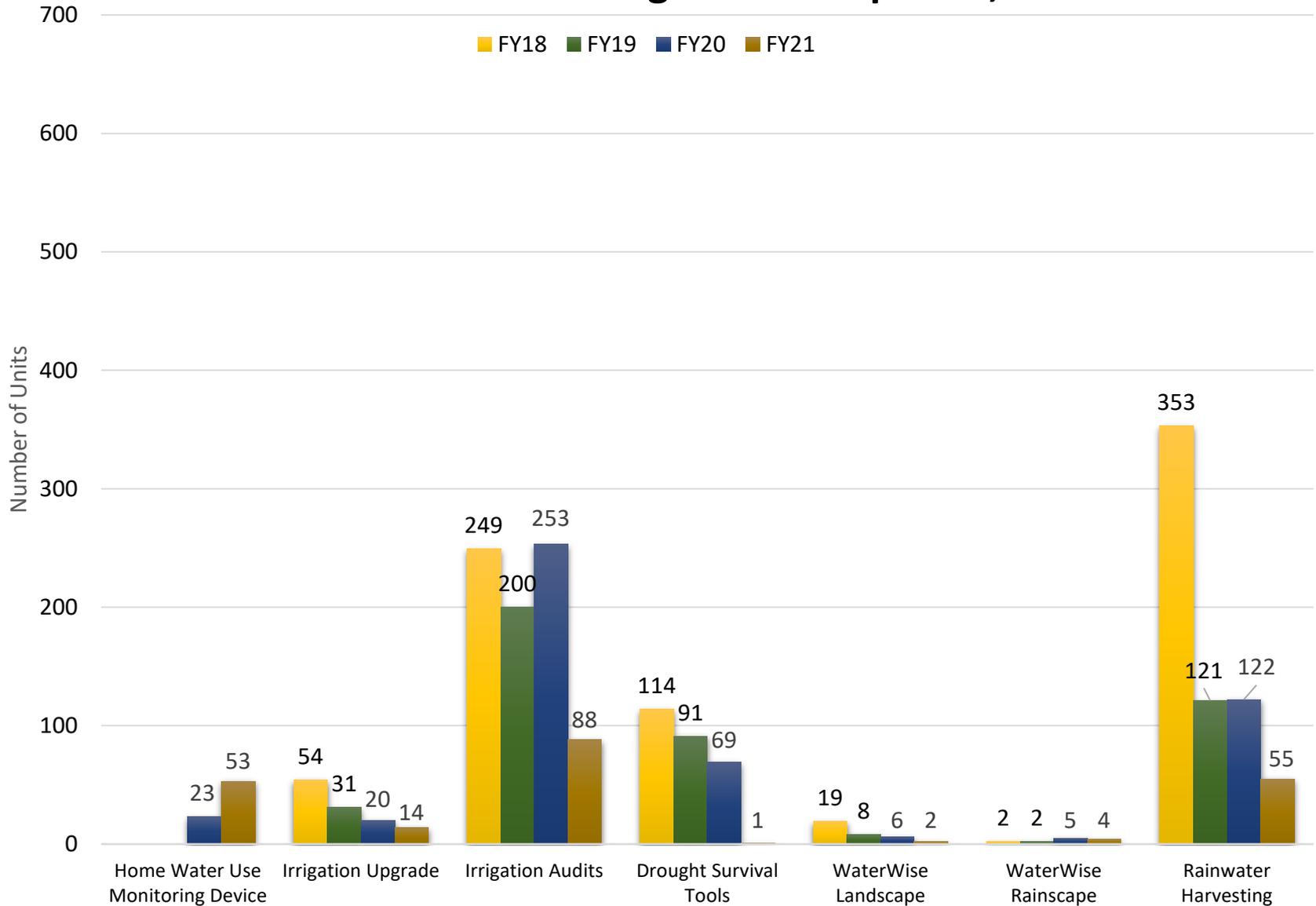
## February 2021

### FY21

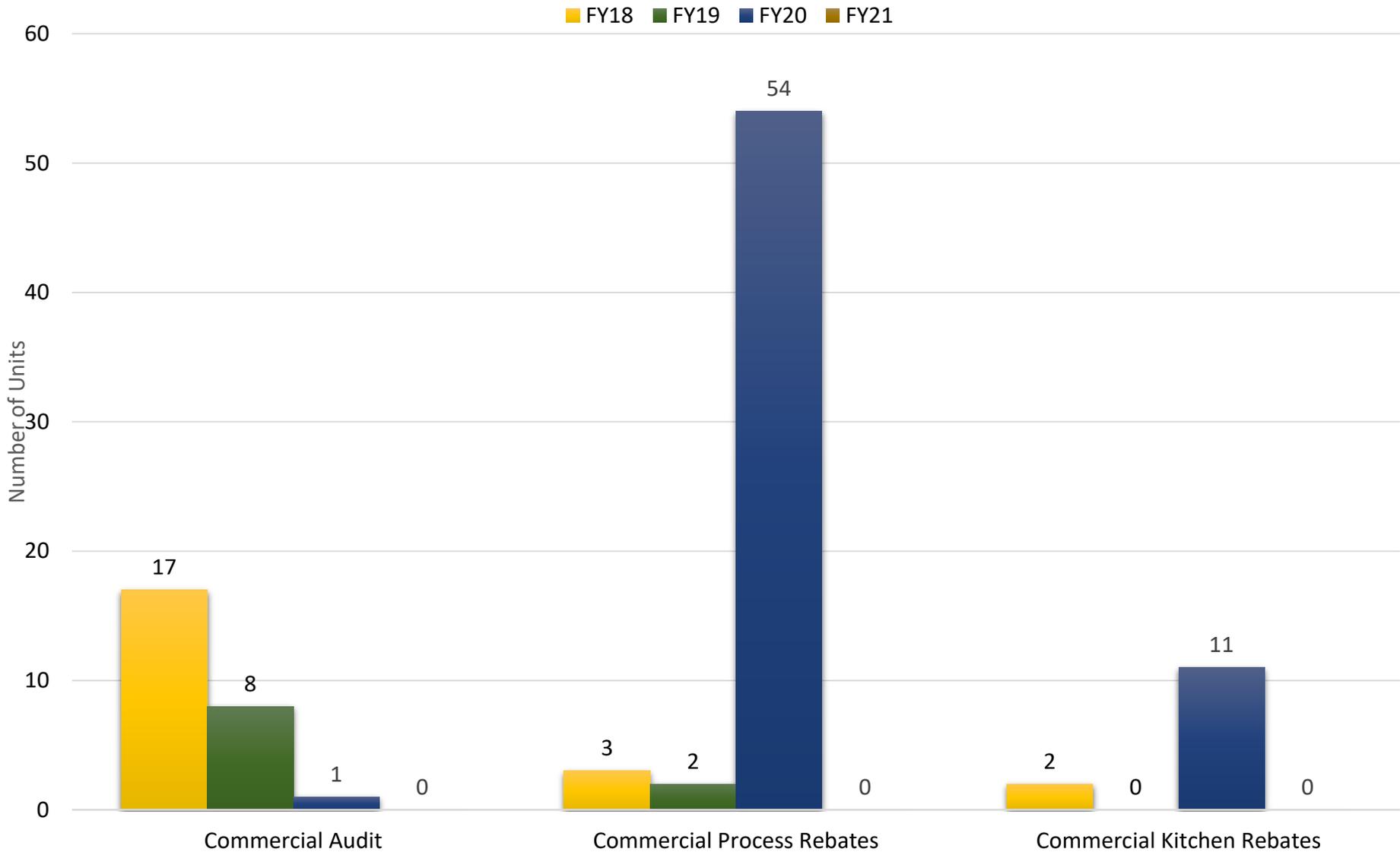
Mark Jordan  
Water Conservation Division  
City of Austin | Austin Water



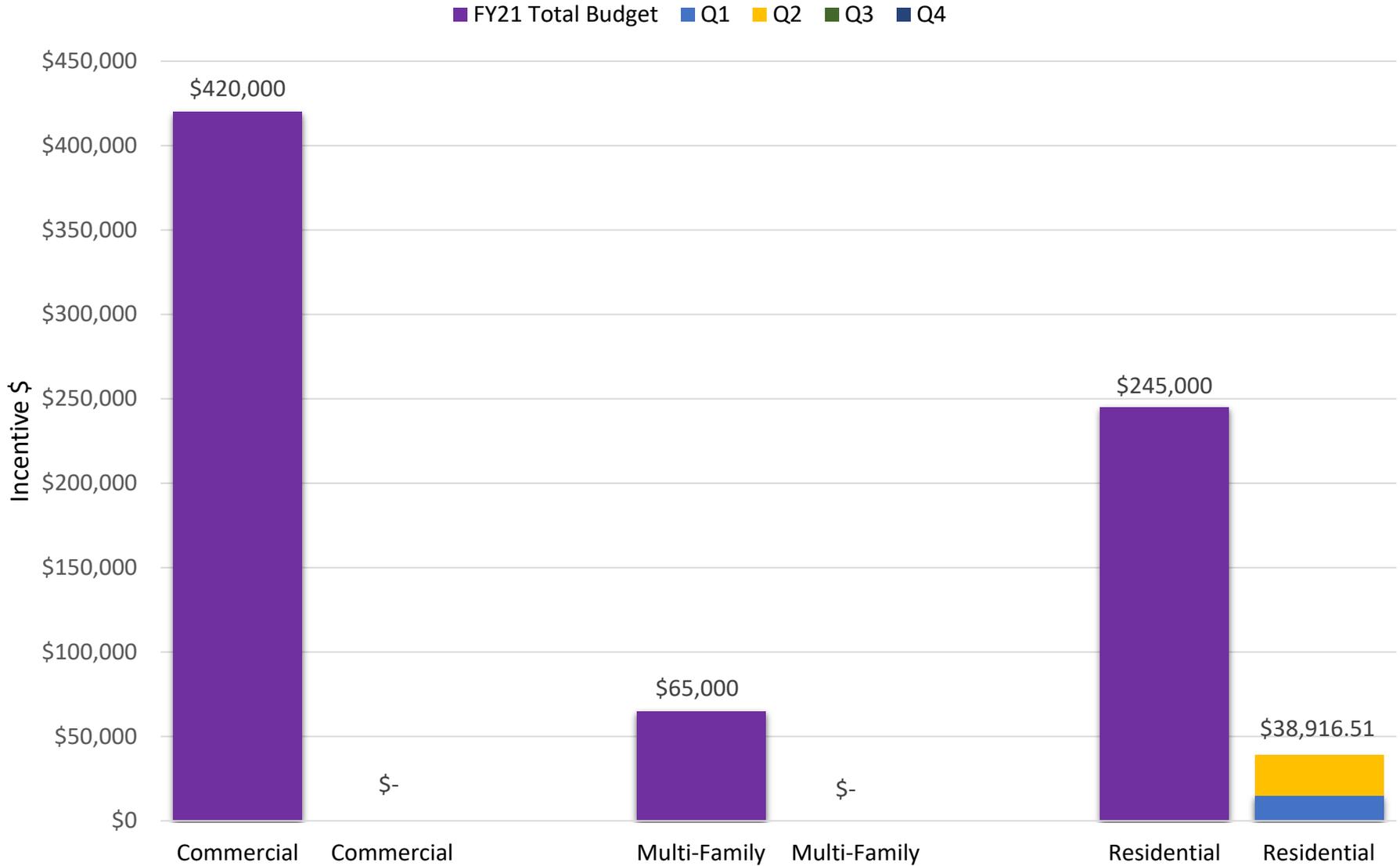
# Residential Program Participation, FY21 YTD



# Commercial & Multifamily Program Participation, FY21 YTD



# Rebates and Incentives Budget, FY21 YTD

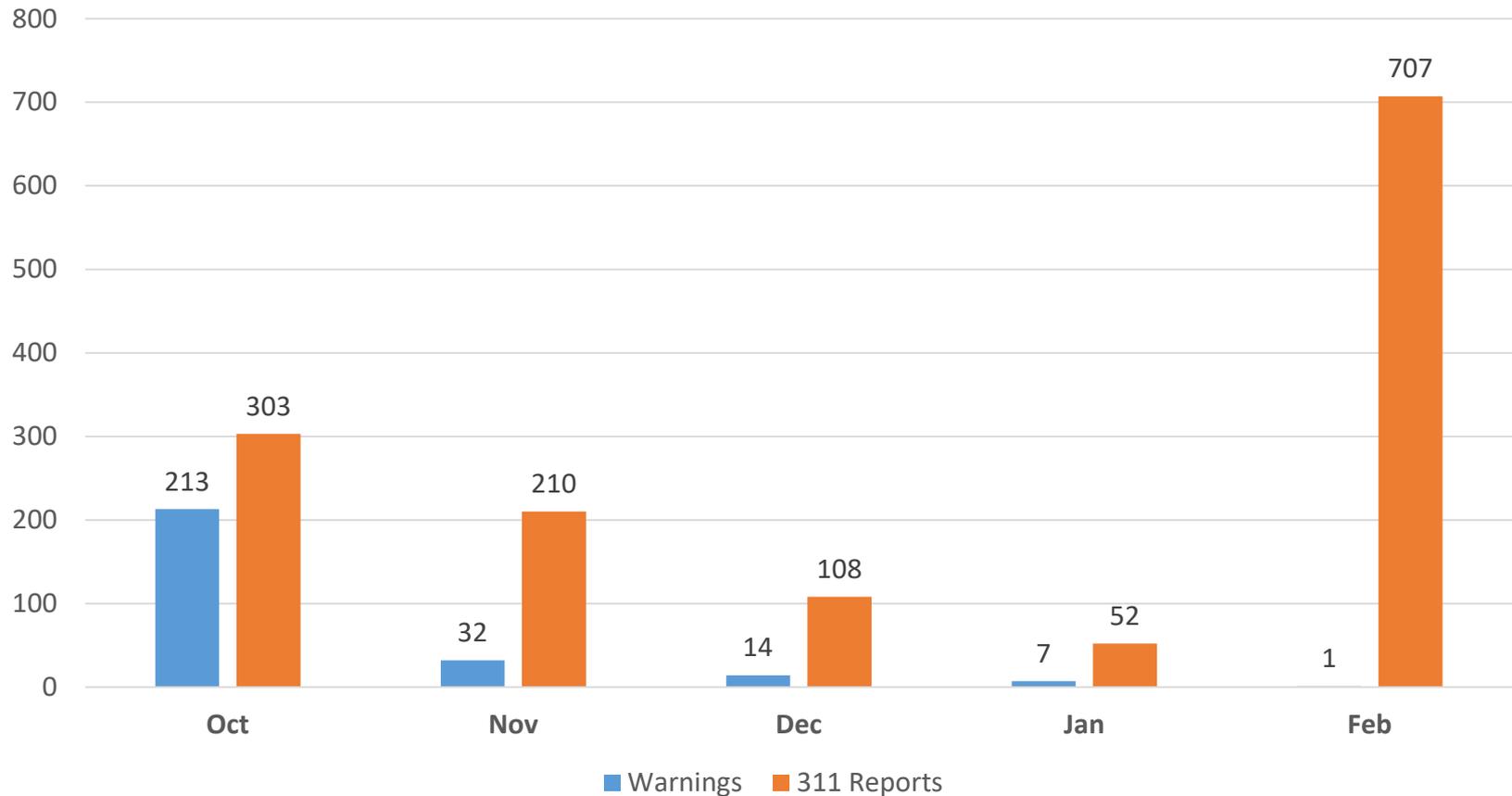


# Helping Hands Outreach (H2O) Programs

- **G.O. REPAIR!** – Austin Water (AW) partners with Housing & Planning Department’s (Formerly Neighborhood Housing and Community Development) G.O. Repair! program to provide grants of up to \$20,000 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 and showerheads; micro-fiber towels; 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.

# Water Waste/Watering Restrictions Enforcement Activity, FY21 YTD

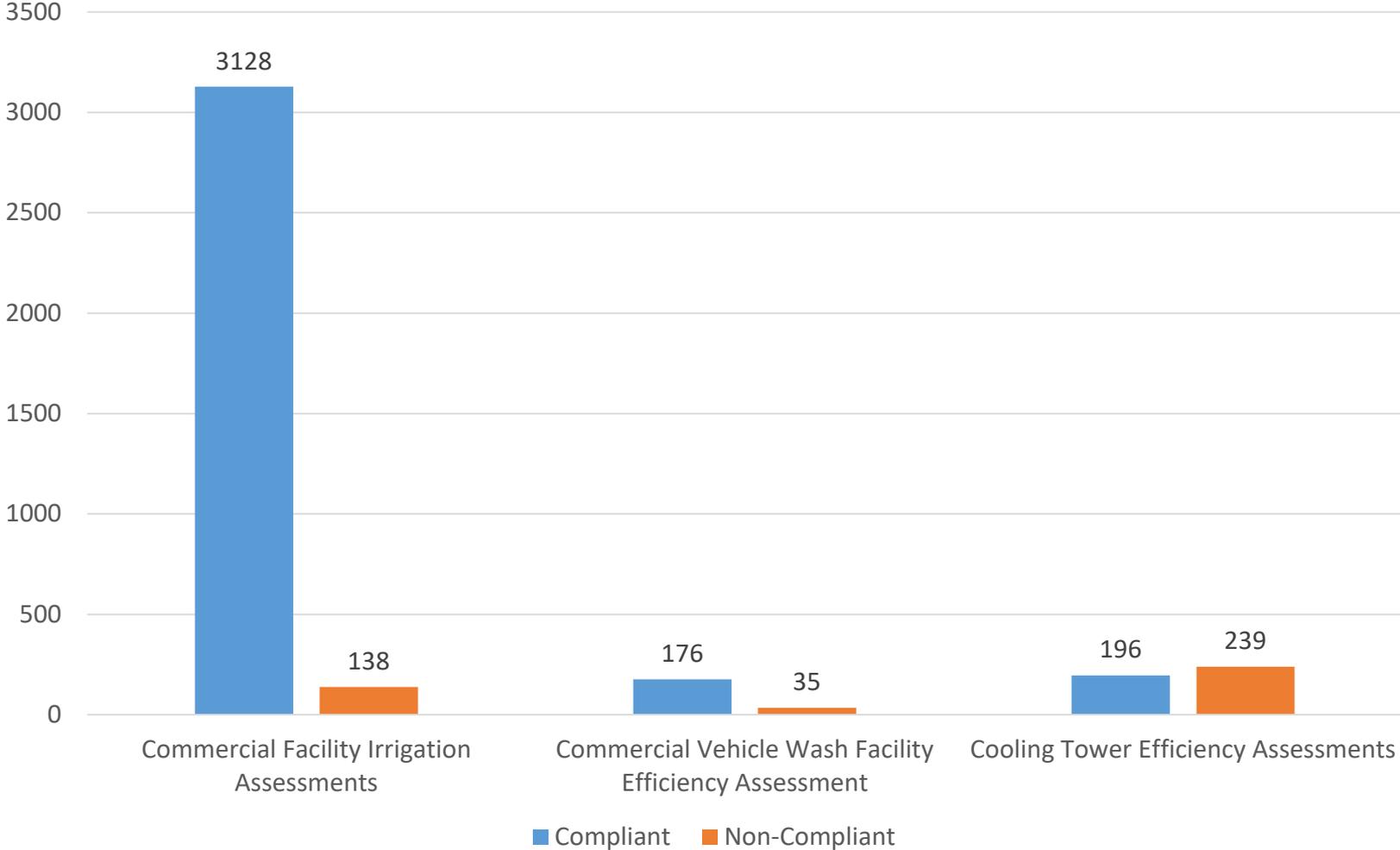
## Warnings and 311 Reports



Current Drought Response Stage: Conservation Stage



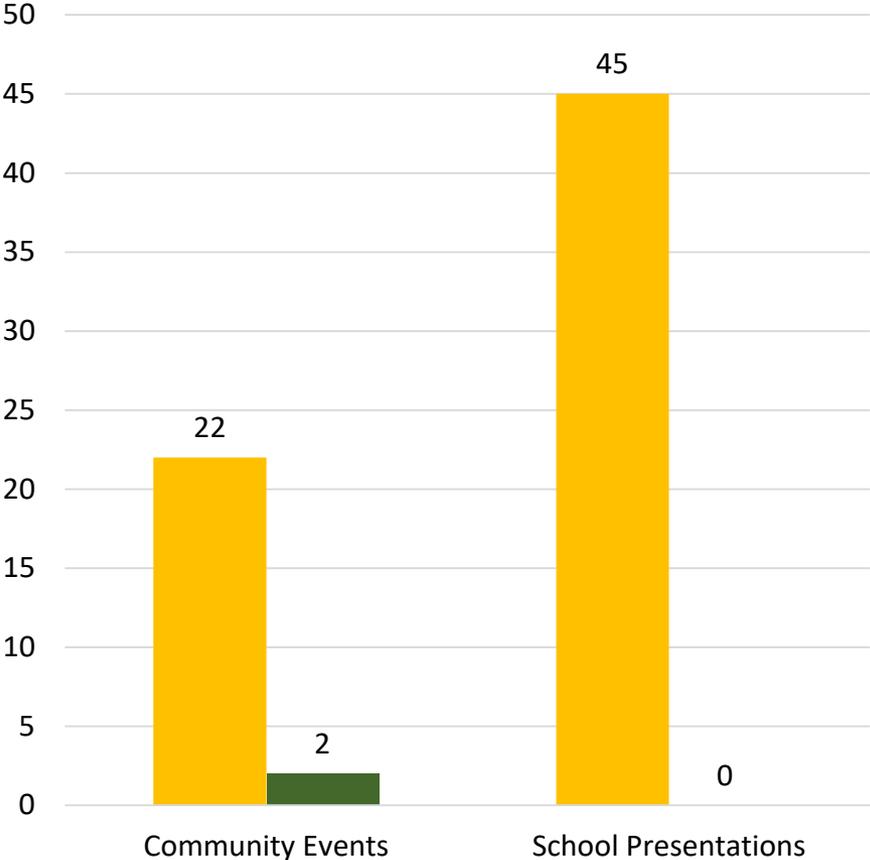
# Regulated Activity Compliance Activity



# Total Public Outreach Activity, FY21 YTD

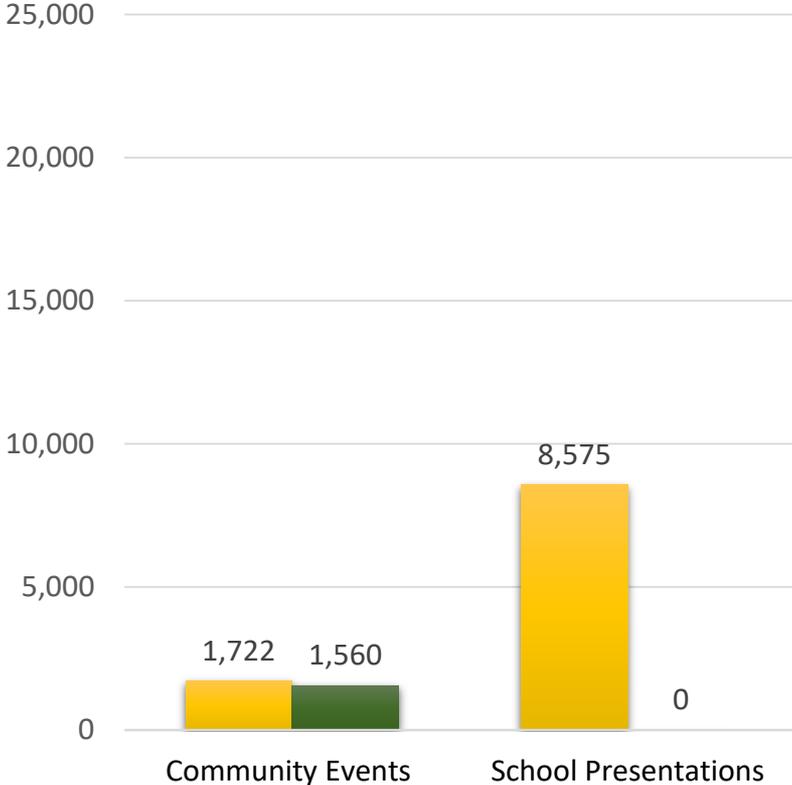
## Number of Events

FY20 FY21

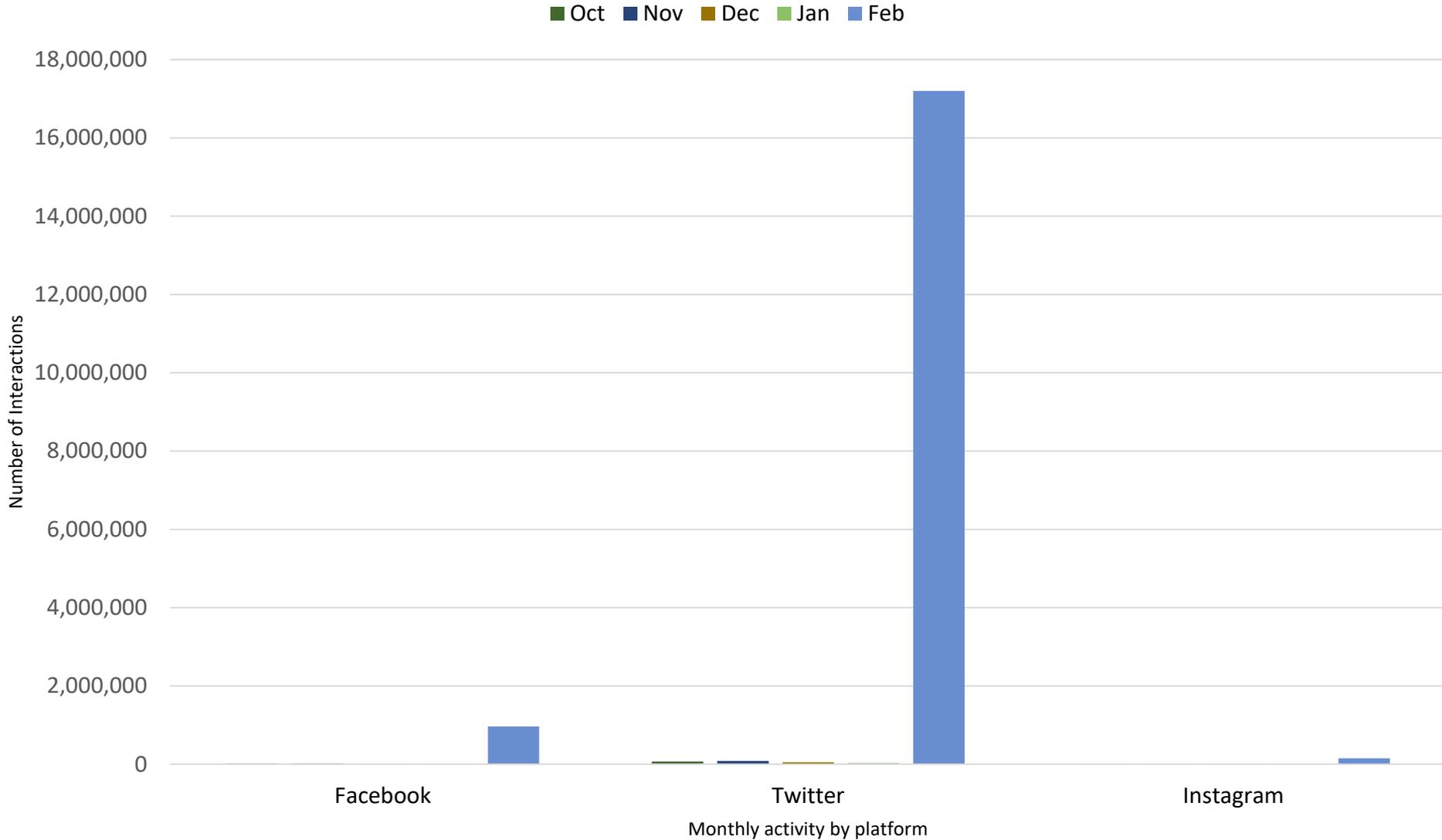


## Populations Reached

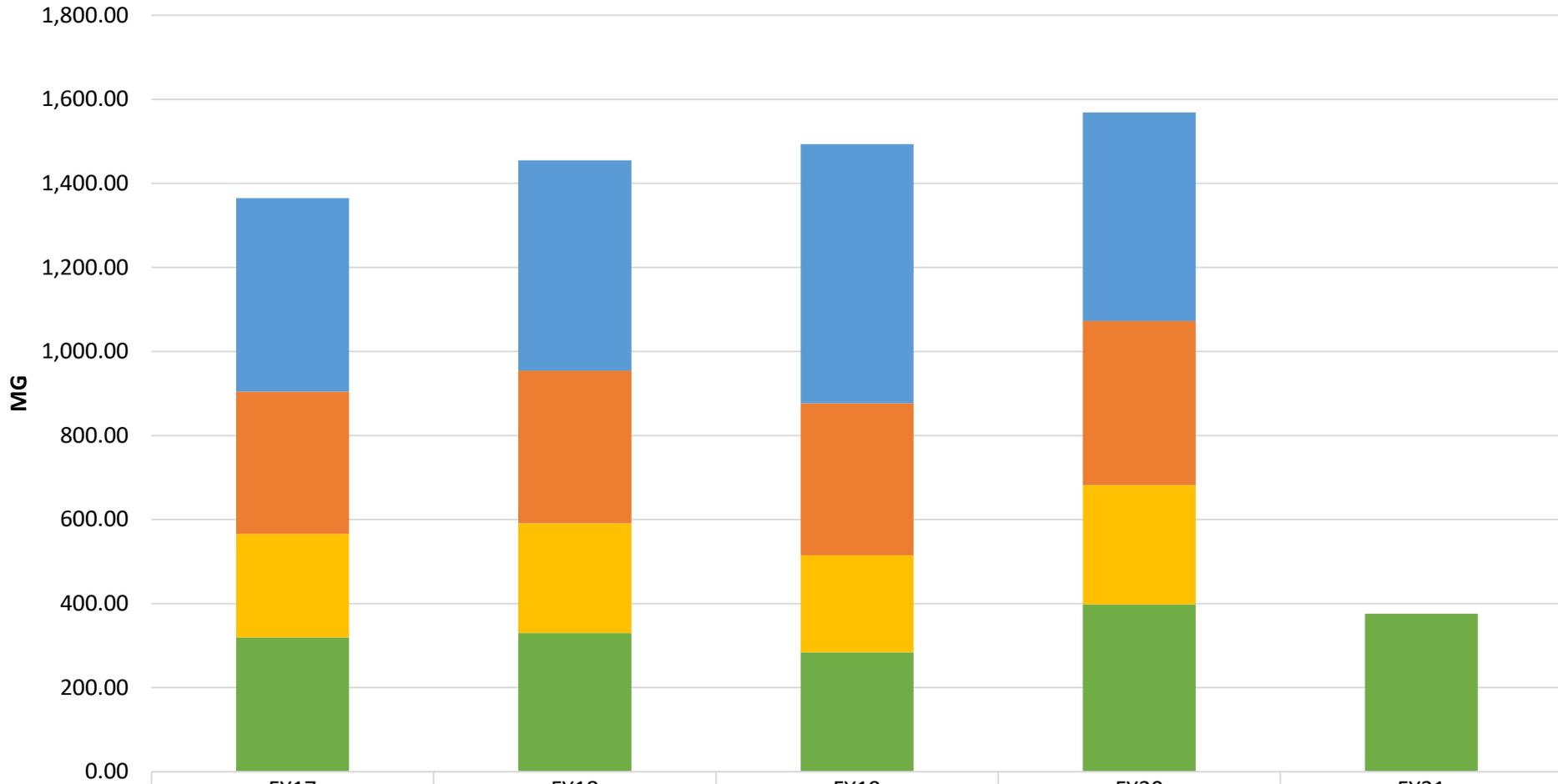
FY20 FY21



# Total Social Media Activity, FY21 YTD



# Reclaimed Water



■ Quarter IV

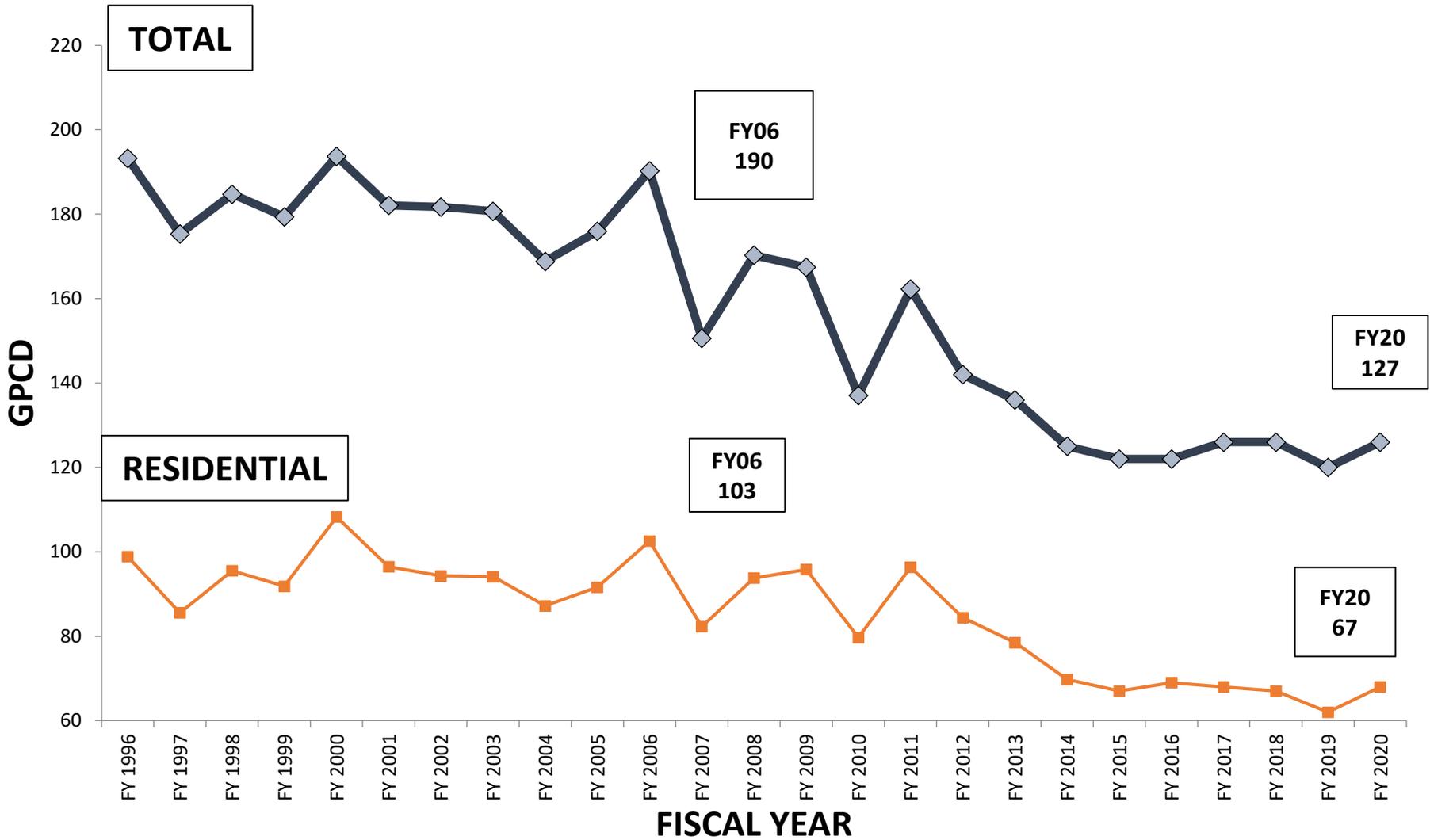
■ Quarter III

■ Quarter II

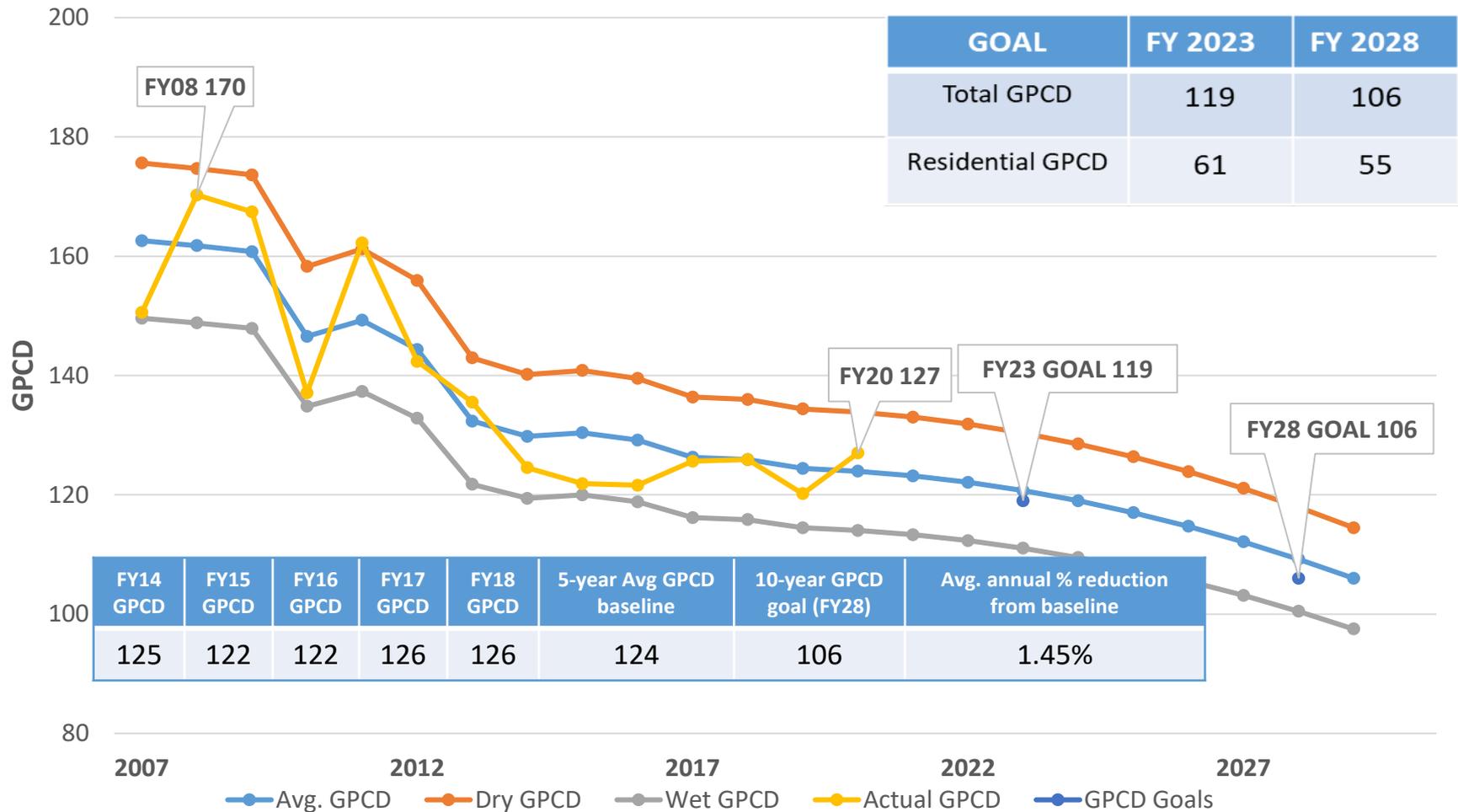
■ Quarter I

|             | FY17   | FY18   | FY19   | FY20   | FY21   |
|-------------|--------|--------|--------|--------|--------|
| Quarter IV  | 460.68 | 501.02 | 616.60 | 496.91 |        |
| Quarter III | 338.92 | 362.66 | 361.47 | 389.94 |        |
| Quarter II  | 245.93 | 261.55 | 230.84 | 284.04 |        |
| Quarter I   | 319.44 | 329.80 | 284.14 | 398.30 | 375.67 |

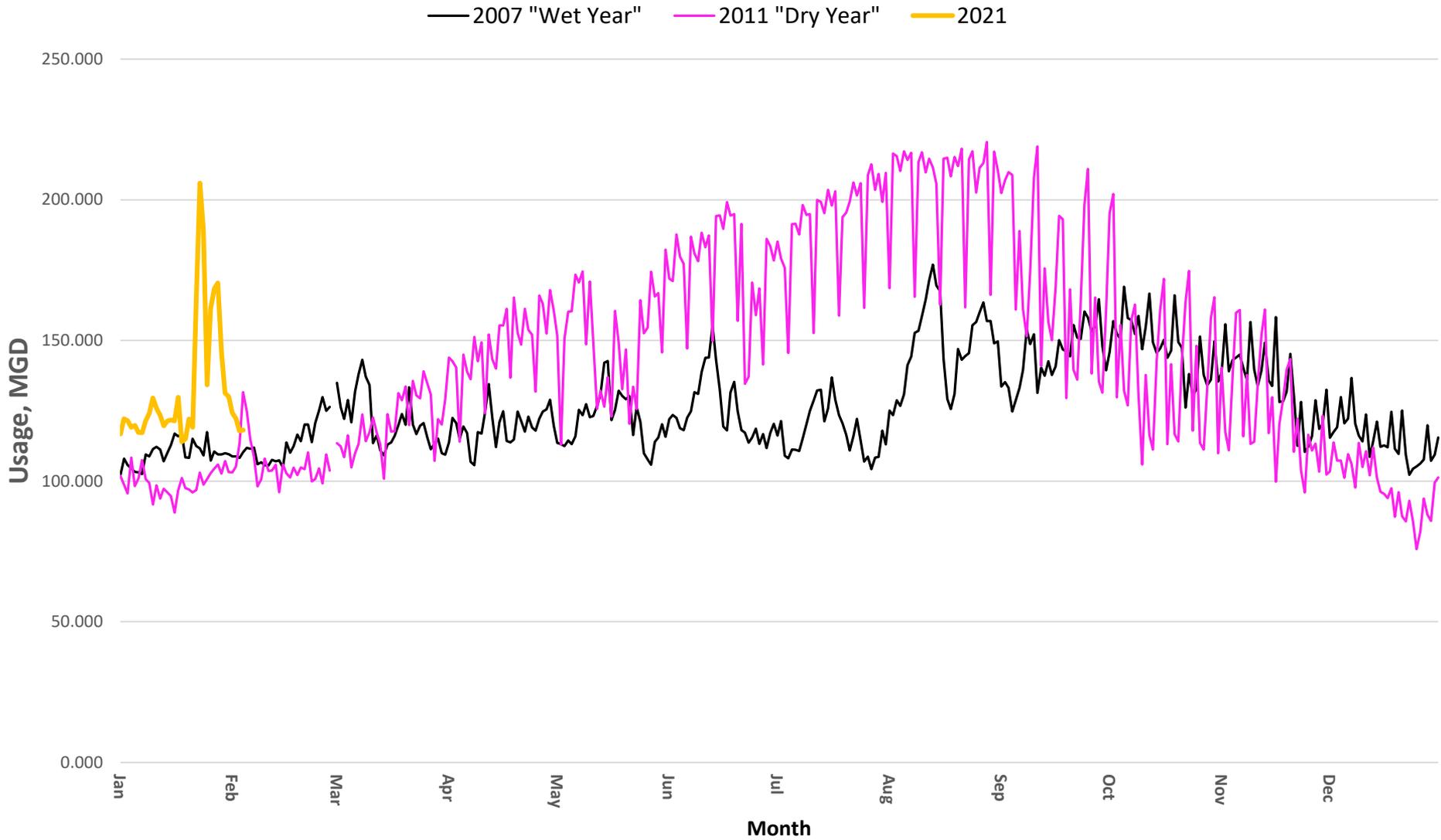
# WATER USE - GALLONS PER CAPITA PER DAY (GPCD)



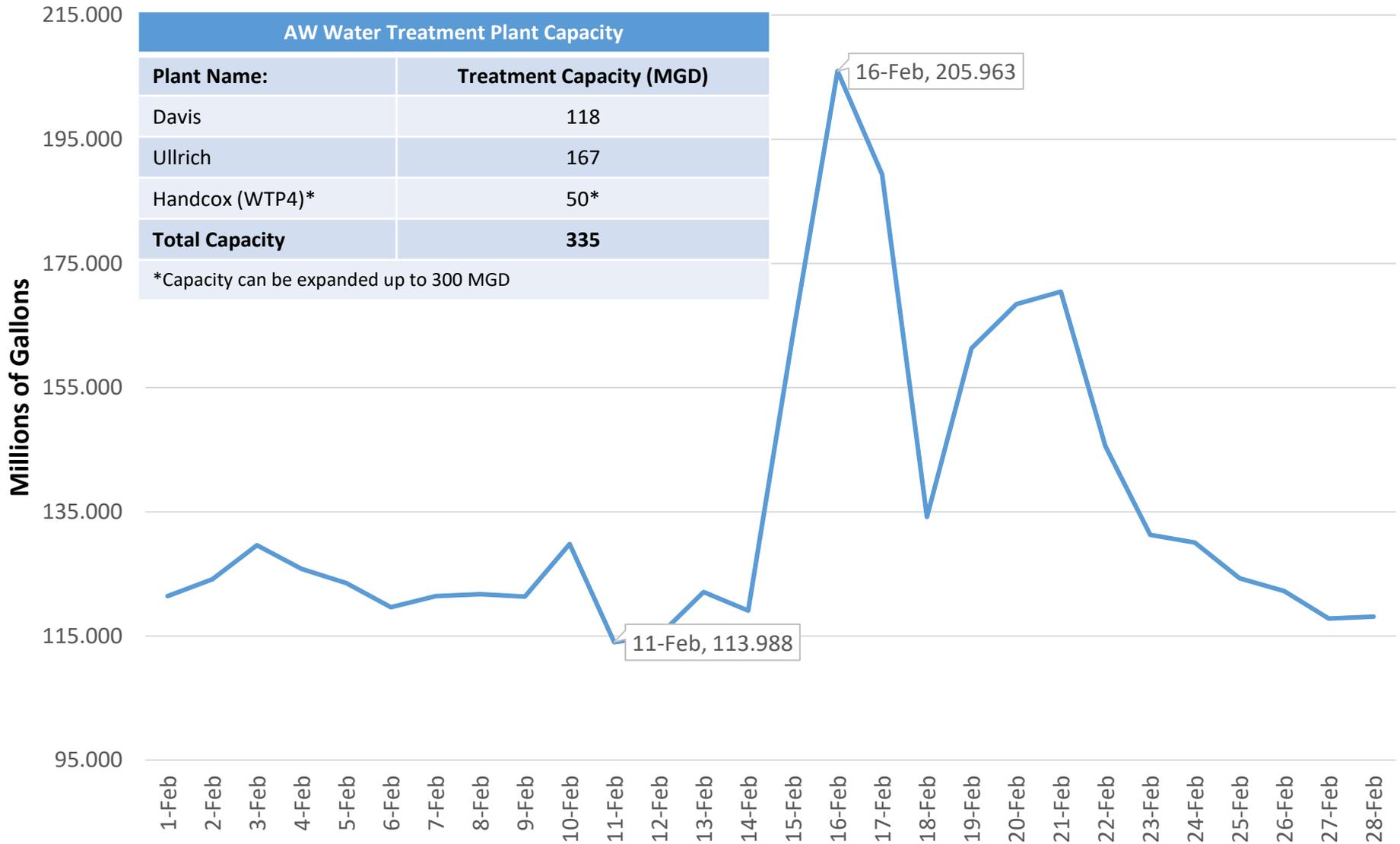
# Water Use - Gallons Per Capita Per Day (GPCD)



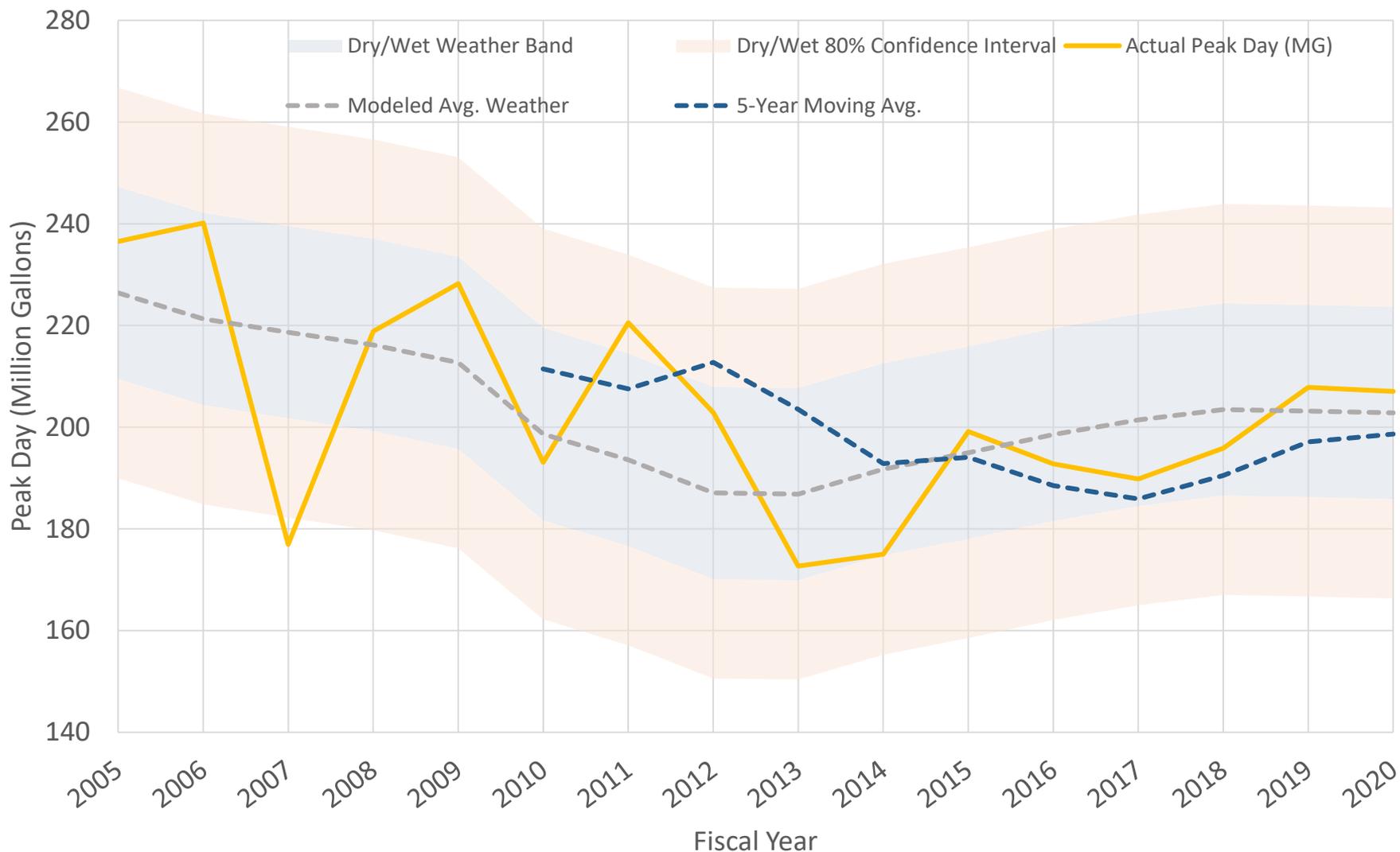
# Multi-Year Daily Water Usage



# Daily Water Usage - February 2021



# Water Use – Peak Day Pumpage



# System Water Loss

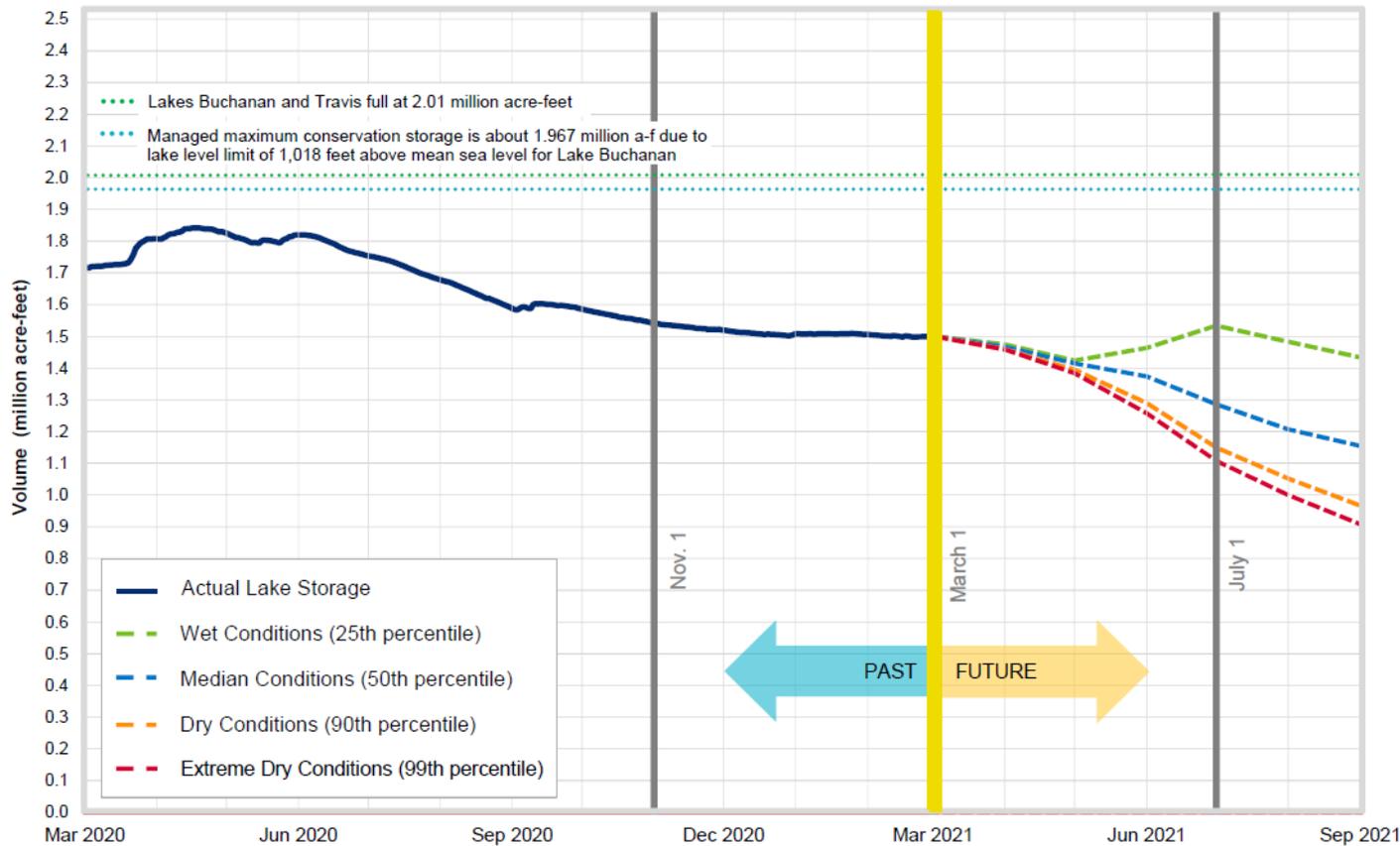
## Historical Water Loss As reported to TWDB

| 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: March 1, 2021

Note: One acre-foot equals 325,851 gallons

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

Highland Lakes Storage summary as of March 8, 2021

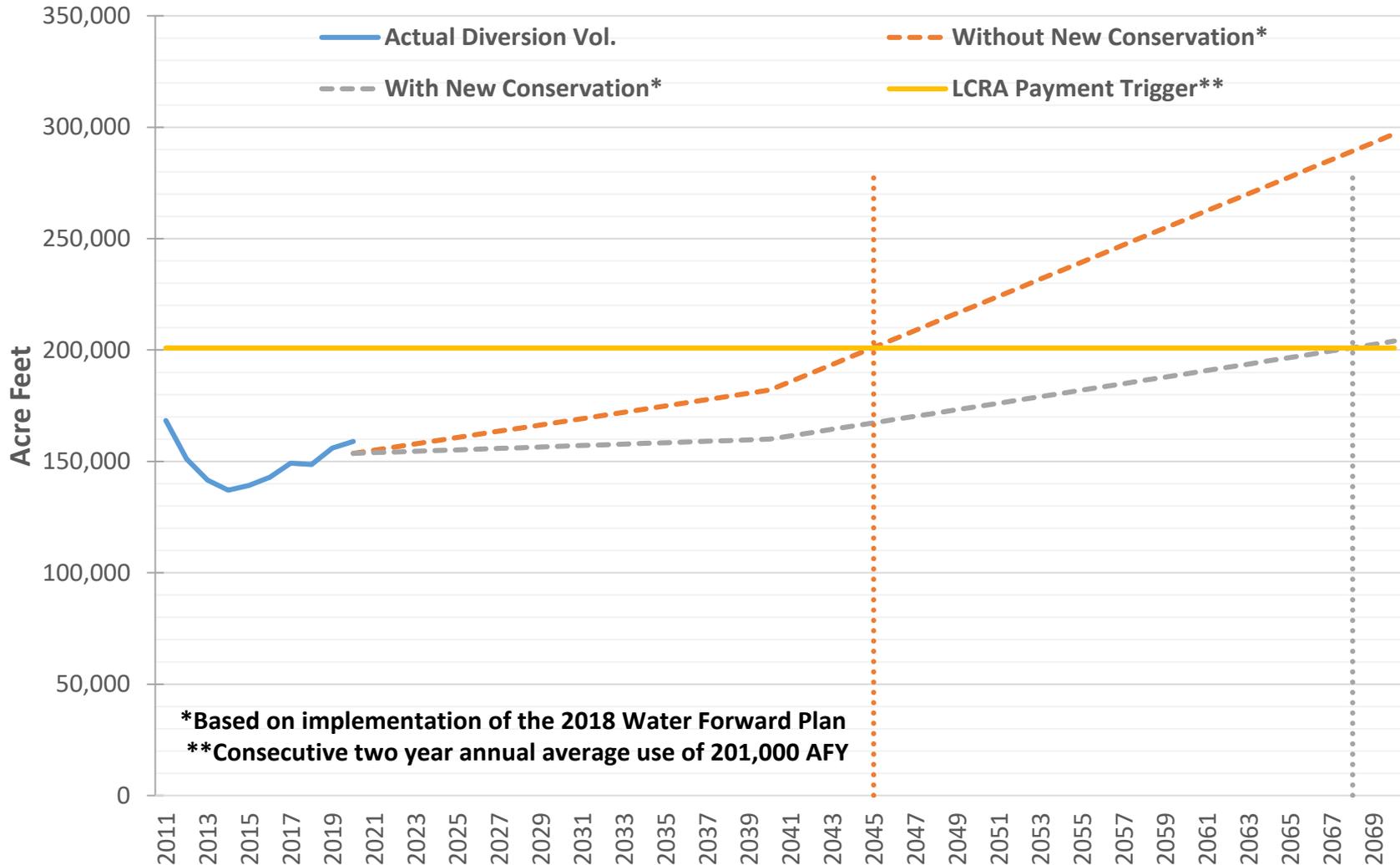
**Combined lake storage: 1.498 million acre feet**

**Combined reservoir total: 75%**

# Annual Amount of Raw Water Diverted for Municipal Use



# Projected Amount of Raw Water Diverted for Municipal Use



# Winter Storm Uri

- AW Customer Recovery Assistance:
  - \$10 million approved by City Council for utility bill relief
  - \$1 million financial assistance for low-income emergency home repairs
- Emergency Water Use Restrictions:
  - Enforced emergency water use restrictions including the prohibition of water use by commercial car washes and irrigation systems
- Community Outreach:
  - Bottled water distribution
  - Followed-up with apartments and nursing homes after water outage:
    - Provided access to alternative potable water sources including fire hydrants and plumbing repair consulting





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City of Austin | Austin Water

