

My ATX Water PROGRAM UPDATE

Water & Wastewater Commission

October 6, 2021



Agenda:

- May 13, 2021 AW Oversight Committee Briefing
- Deployment Progress
 - Cumulative Meter Installations
 - Citywide Full Implementation
 - Disaster Recovery and Meter-to-Bill Certification
 - Improving Resilience
- Customer Outreach / Portal Engagement
- Preliminary Data – Alerts & Notifications





DEPLOYMENT PROGRESS

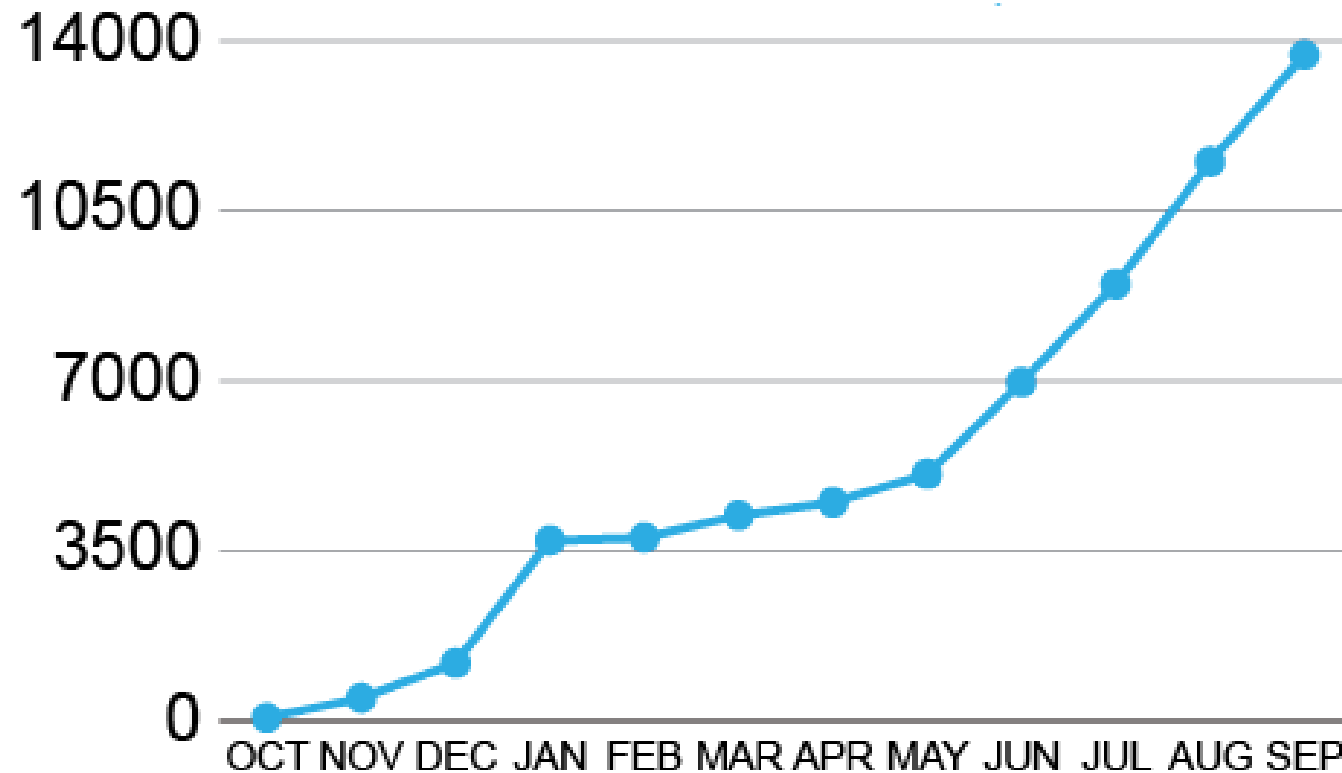


The image shows a worker in a high-visibility vest and safety gear working on a device in a field. The worker is wearing a yellow safety vest, a black face mask, and safety glasses. They are kneeling on the grass, working on a black device that is part of a larger system. The device has a black frame and a black base. The worker is using a tool to work on the device. The background shows a grassy field with some rocks and a large, spiky plant. The text "DEPLOYMENT PROGRESS" is overlaid on the image in a large, white, sans-serif font.



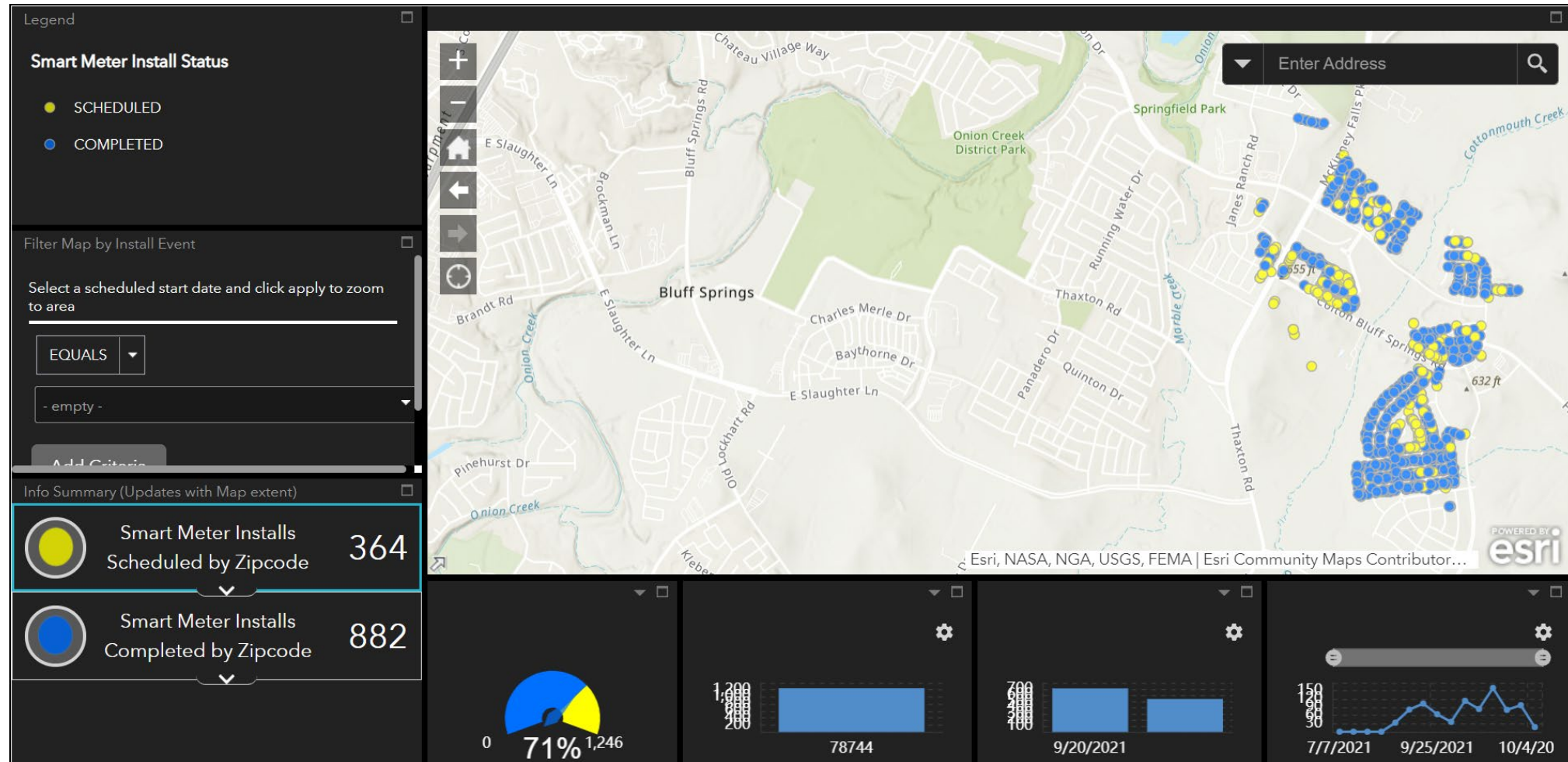
Cumulative Meter Installations

💧 13,714 meters installed



Meter Installation Map

myatxwater.org



Citywide Full Implementation

💧 Citywide Deployment

- 28% Data Collection Units installed
- ~32,500 field surveys complete
- Supply chain adjustments

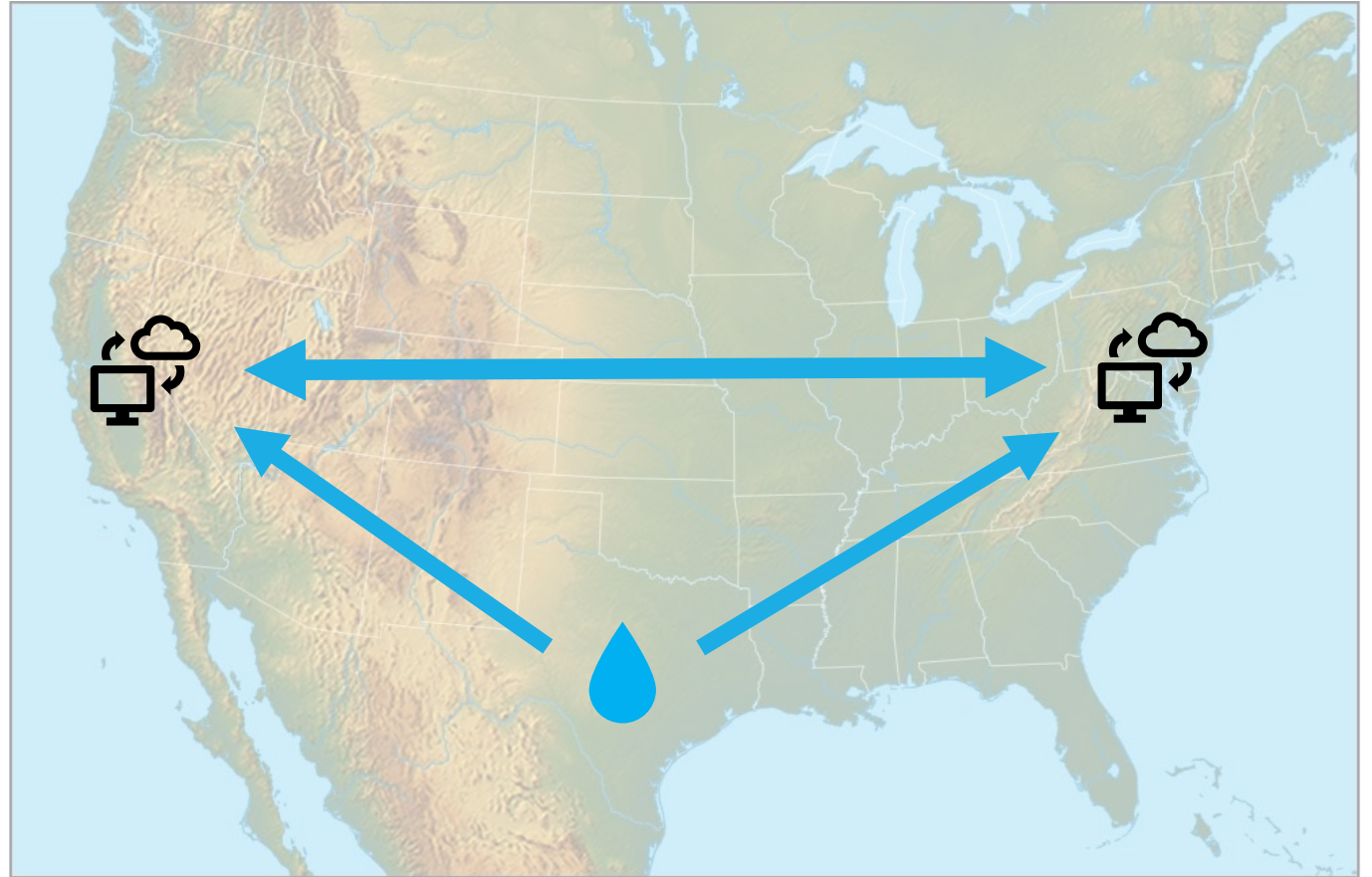
💧 Workforce Development

- AW – New full-time positions
- Aclara – Install technicians



Disaster Recovery and Meter-to-Bill Certification

- ♦ IT Integration
 - Disaster Recovery Scope Completed
- ♦ Meter Certification Process
 - Test meters for accurate reads
 - Inspect for consistency and reliability
 - Assess data integrity
 - 10 criteria for validation



Improving Resilience

- Winter Storm Uri impacted water infrastructure first in SW Austin
- Several thousand My ATX Water meters installed throughout SW Austin
- Enables near real-time monitoring of water loss during future extreme events
 - Improved communications
 - Enhanced resilience



CUSTOMER OUTREACH & PORTAL ENGAGEMENT

Your new **smart water meter** has been installed.

Action Needed: We recommend you clear sediment in your water line by running an outside spigot and cold water in a bath tub for 10 minutes before using any other indoor water. You may also need to clean screens on faucets and shower heads.



Look for an announcement soon about the new customer portal and how to sign up. No need to set up a new account or change your water meter. Visit myatxwater.org for more information. Call 512-464-9400.

MyATXwater
Smart Water Meter Systems



Austin WATER
mywater.org 512-464-9400



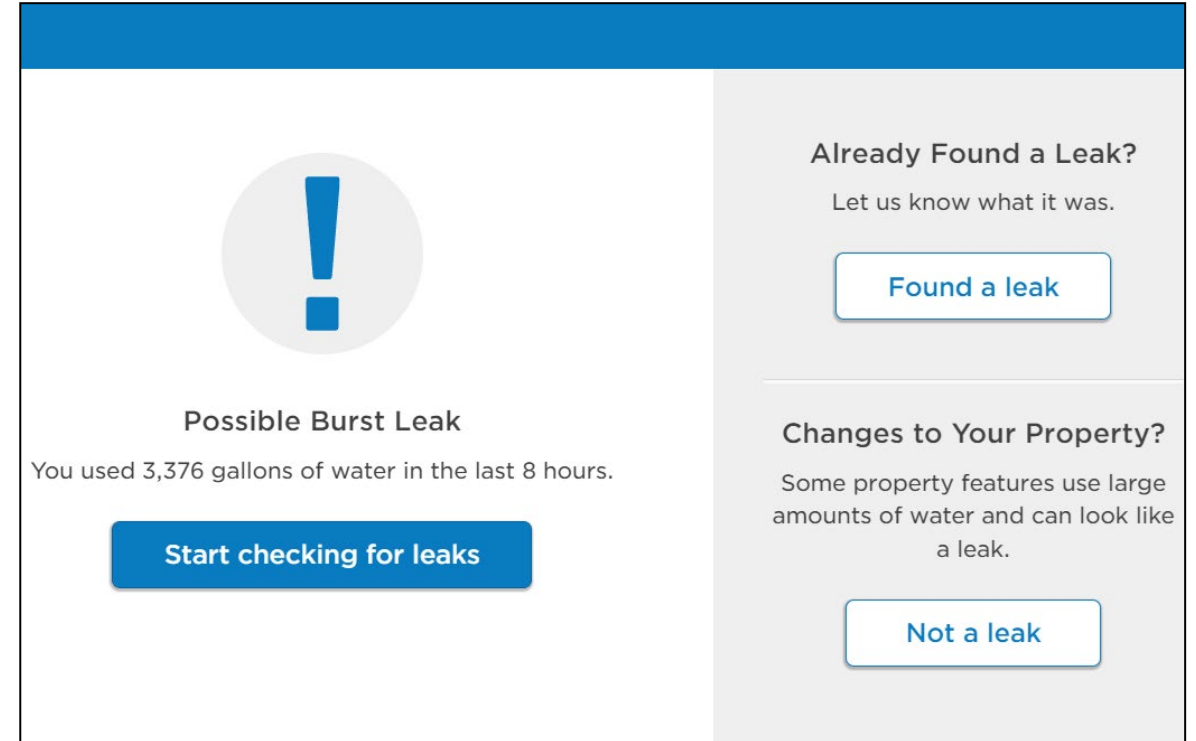
Customer Outreach

- Virtual community information meetings
- Customer mailer (2-4 weeks prior to install)
- Email (~1 week prior to install)
- Neighborhood yard signs
- NextDoor posts
- HOA/Neighborhood Association notification

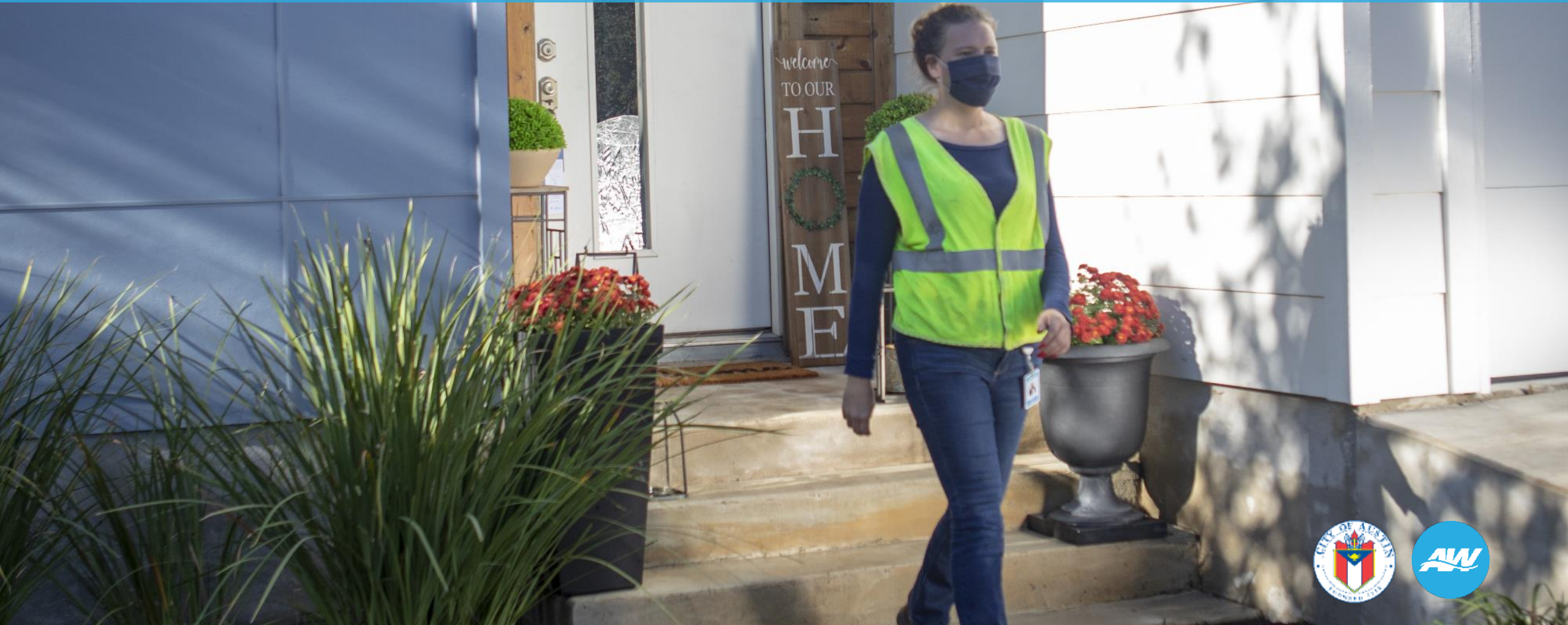


Portal Engagement

- Portal registrations – 5,668 customers
 - Invitation one week after meter install
 - 75% of registrations from email invites
- Portal notifications – more than 1 million
 - Invitations to register
 - Preinstall notifications
 - Continuous Use (Leak) Detection
 - High Use notifications
 - Billing / Conservation messaging
 - Emergency messaging





PRELIMINARY DATA: Alerts & Notifications



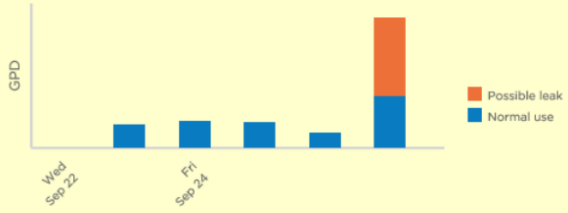
Portal Notifications

Irregular Water Use: You may have a leak

 Austin's Smart Water Meter System


Irregular Water Use
You used 2,348 gallons of water in 8 hours, beginning at 1:00 AM on Monday, September 27, 2021.
[Investigate possible leak »](#)

Your most recently recorded water use:



Date	Normal use (GPD)	Possible leak (GPD)
Wed Sep 22	~10	0
Fri Sep 24	~10	0
Sep 27	~10	~2338

What's next?
1. Check for leaks.
[Here's how »](#)
2. Tell us what you found
[I found a leak »](#) [This was not a leak »](#)

Property owners are responsible to investigate the source of any potential leak on their property. For more information, please visit <http://www.austintexas.gov/department/high-water-bill-options>

[Home](#) [Billing](#) [Track](#) [Take Action](#) [Services & Forms](#) [Settings](#)

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
57
Gallons Per Day [View use](#)
[Compare your past use for this billing period.](#) **-21%** ↓
GPD

72	57
Jul-Aug 2021	Aug-Sep 2021

Notifications
[Alert](#) yesterday ▲
Possible Burst Leak
You used 2,348 gallons of water in 8 hours.
[Investigate Unusual Use](#)
[Reminder](#) ▼
Enroll in Alerts
Protect your property and get pe...
[read more](#)



Leak Alerts - Preliminary Data

- 💧 8,482 Continuous Usage Alerts
 - 7,894 emails
 - 278 texts
 - 41 robocalls
 - 519 letters
- 💧 AW Customer Service Division assists with trouble-shooting private-side leaks and bill adjustments

Leak Explanations



Customer Satisfaction

“Love my spouse, but they didn’t tell me they forgot to shut off our hose out back. 😊

Also, this alert was extremely useful.

Thank you!”



Questions?

