

My ATX Water PROGRAM UPDATE

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Austin Water Oversight Committee
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Agenda

- Deployment Progress
 - Cumulative Meter Installations and Milestones
 - Citywide Implementation
- Customer Interactions and benefits





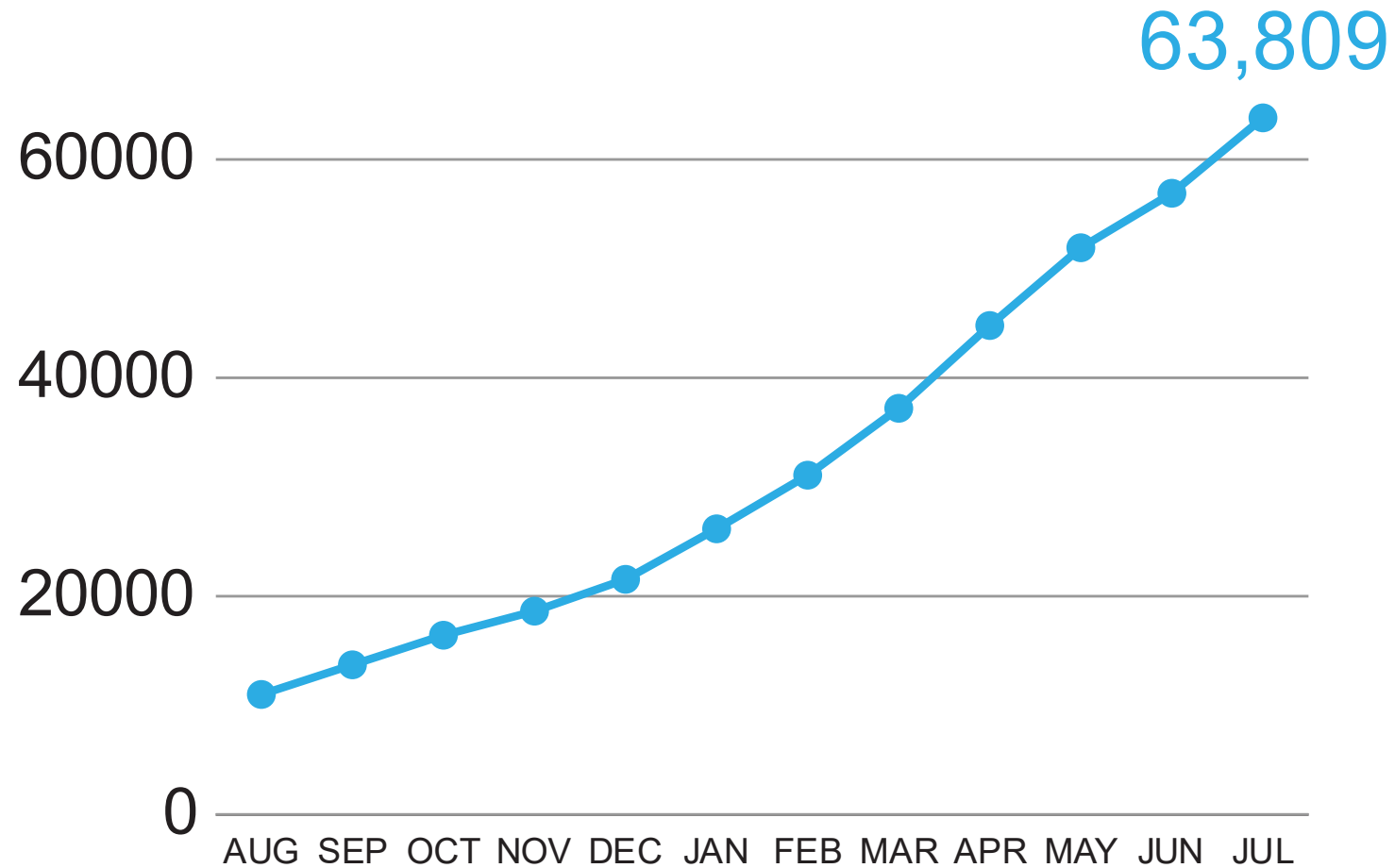
DEPLOYMENT PROGRESS



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 partially buried in the ground. The device has a metal frame and some wiring. The background shows a grassy field with some rocks and a large, spiky plant. The text "DEPLOYMENT PROGRESS" is overlaid in the center of the image.



Cumulative Meter Installations



Citywide Implementation

💧 Citywide Deployment

- 71% Data Collection Units installed
- 76,000 (pre-install) field surveys complete
- Supply Chain challenges

💧 Meter to Bill Automation

- ~32,000 meters converted from manual meter reads to automated reads
- Converting ~5,000 per week

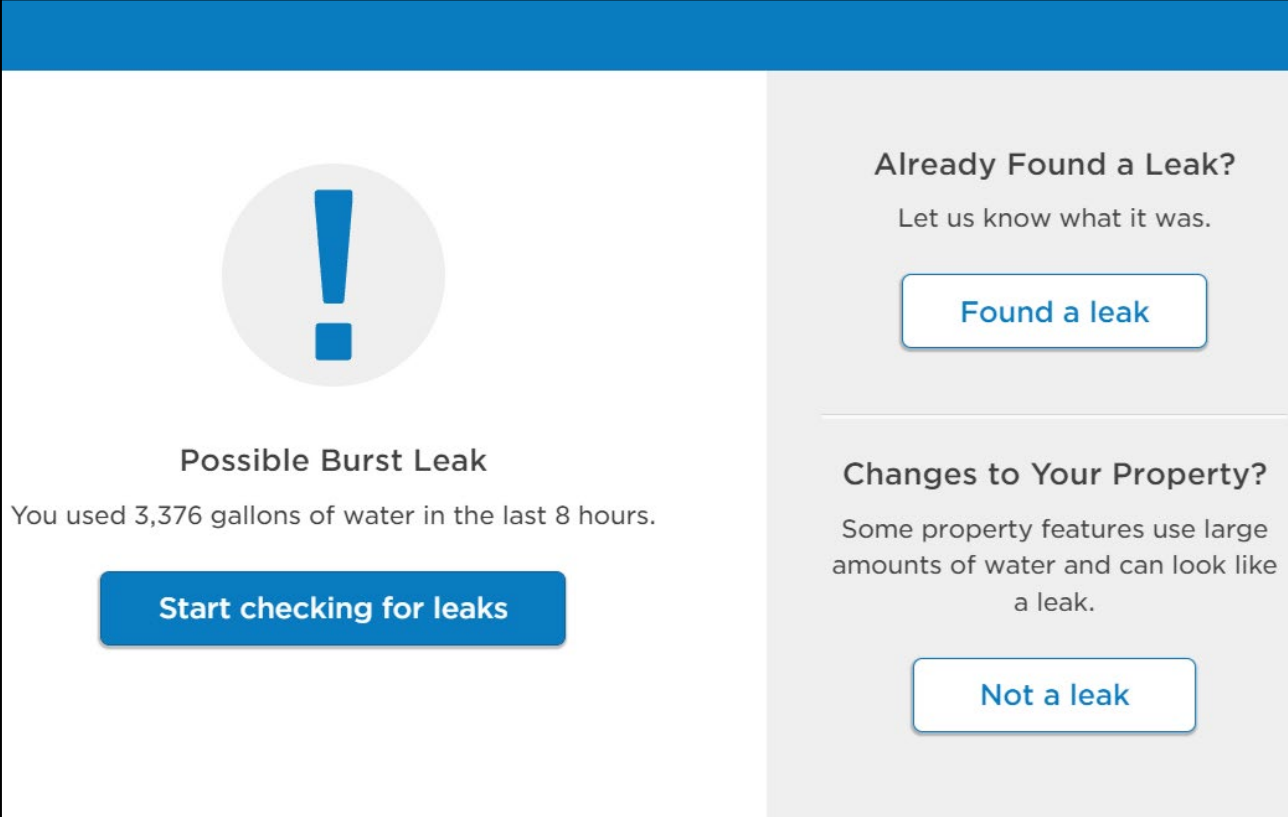


Customer Interactions and Benefits



Automated Leak Alerts

- 💧 In the past year, Austin Water sent more than 30,000 “continuous usage” alerts
- 💧 NEW to the portal:
Tiered rate notifications based on usage trends



The screenshot shows a web interface for Austin Water's Automated Leak Alerts. It features a blue header bar. The main content area is divided into two columns. The left column has a large blue exclamation mark icon in a circle, followed by the text "Possible Burst Leak" and "You used 3,376 gallons of water in the last 8 hours." Below this is a blue button that says "Start checking for leaks". The right column has a light gray background and contains two sections. The top section is titled "Already Found a Leak?" with the text "Let us know what it was." and a button labeled "Found a leak". The bottom section is titled "Changes to Your Property?" with the text "Some property features use large amounts of water and can look like a leak." and a button labeled "Not a leak".

Possible Burst Leak
You used 3,376 gallons of water in the last 8 hours.

[Start checking for leaks](#)

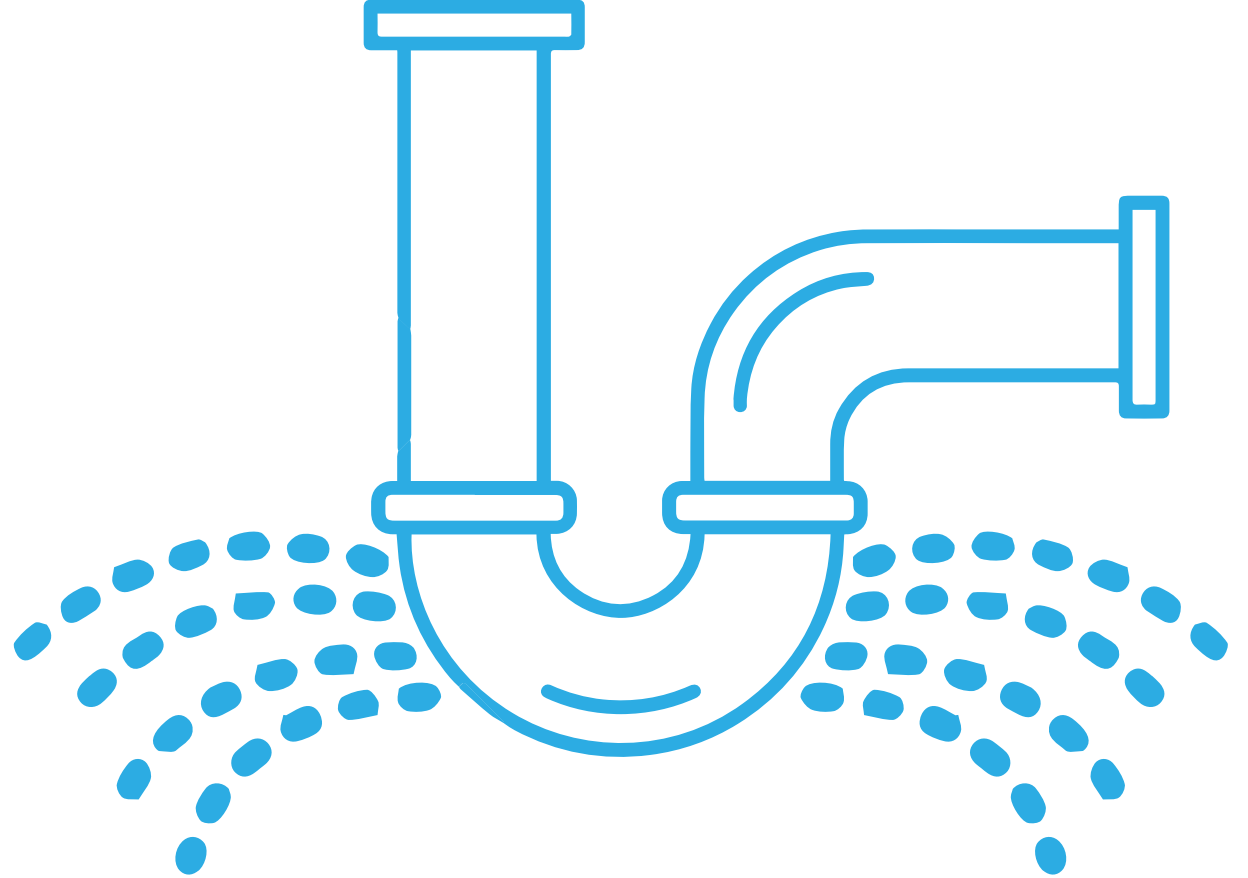
Already Found a Leak?
Let us know what it was.

[Found a leak](#)

Changes to Your Property?
Some property features use large amounts of water and can look like a leak.

[Not a leak](#)

33
Million
Gallons
estimated saved
through leak
alert system



Customer Testimonials

- “By monitoring our household water use on the new My ATX Water portal, we’ve been able to really cut back on our water bill each month. It’s really important for us to all conserve in a drought!” - Sanjay.
- “Thanks to a high usage text alert & My ATX Water's super useful hourly graphs, I found out about a water leak quickly & was able to pinpoint the location based on when it began. These tools are so helpful!” - Nanami
- "The Austin Water Portal is priceless! It notified me when we had a water leak in our yard. We would not have known as the leak was deep. So thankful for this portal!" – Rebecca



Questions?

