

My ATX Water PROGRAM UPDATE

Rick Coronado,
Assistant Director, Operations

Randi Jenkins,
Assistant Director, Customer Experience

WATER & WASTEWATER COMMISSION MEETING
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Agenda

- 💧 Deployment Progress
- 💧 Lessons Learned



myatxwater.org

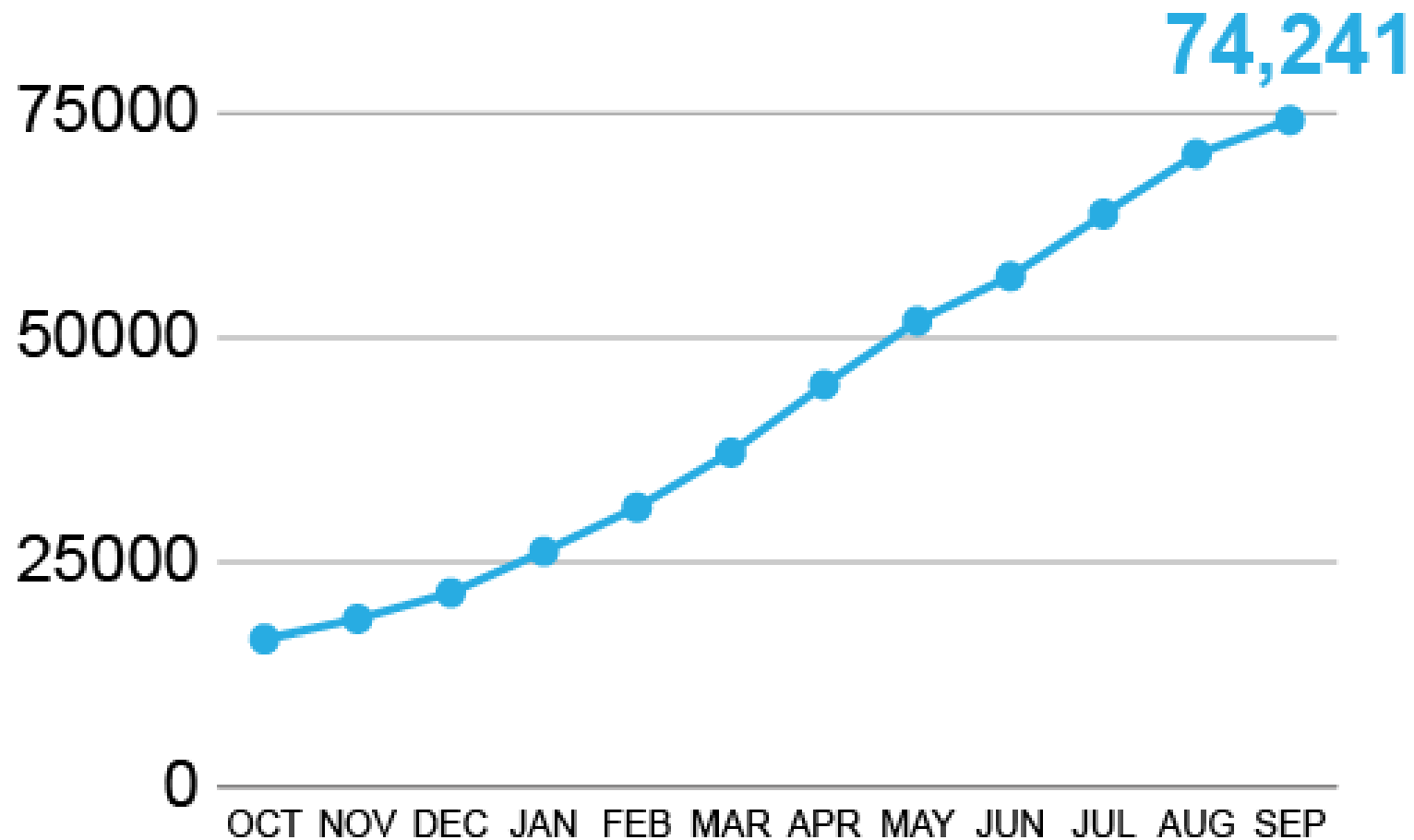




DEPLOYMENT PROGRESS

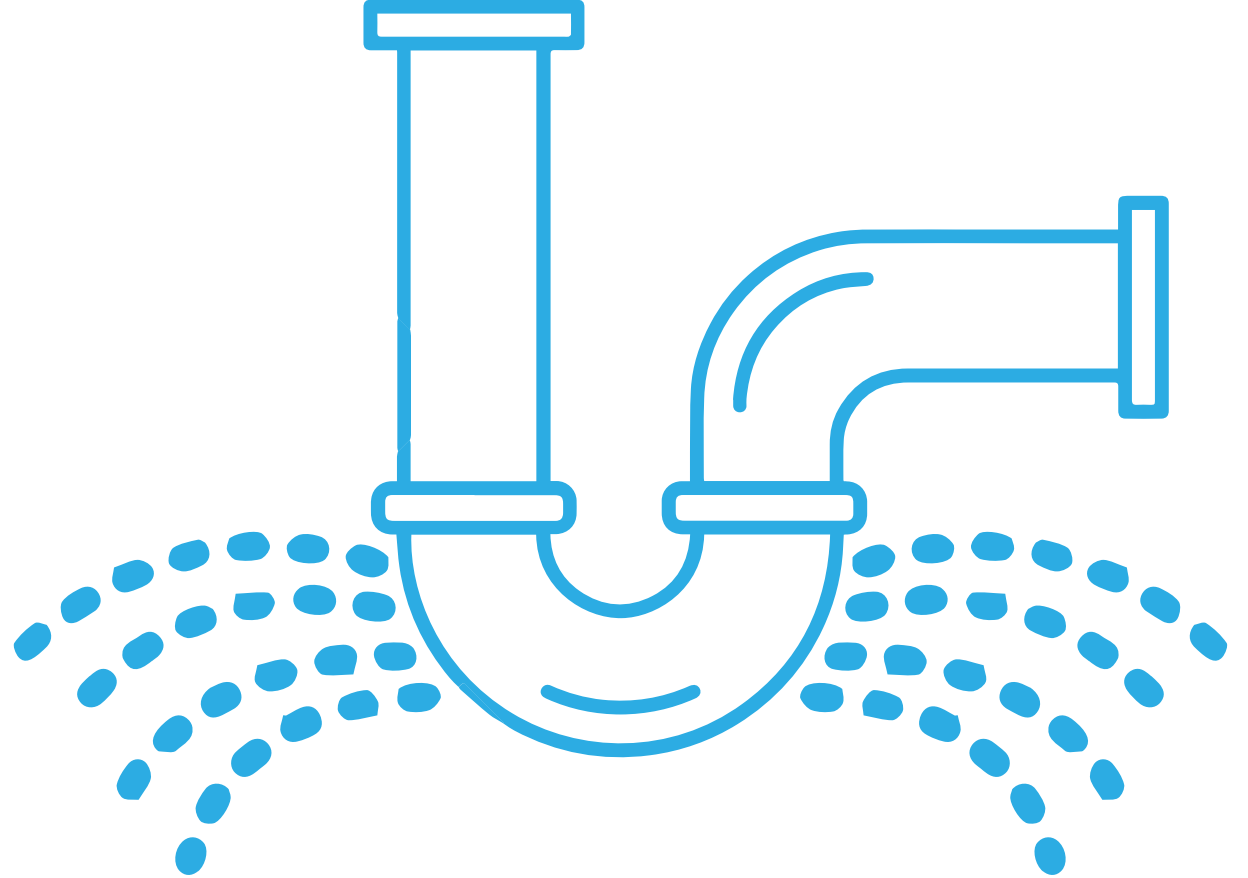


Cumulative Meter Installations



**43.2
Million
Gallons**

**estimated water
savings through
leak alert
system**



LESSONS LEARNED



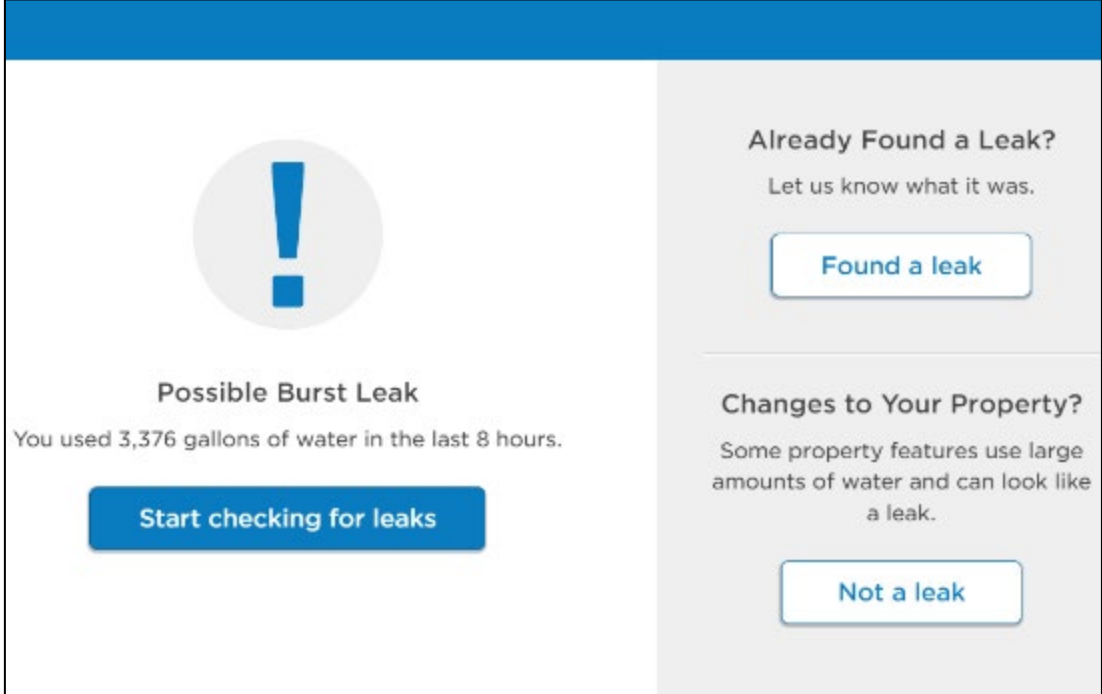
INFRASTRUCTURE & TECHNOLOGY

- 💧 Pre-install field surveys
- 💧 DCU installation
- 💧 Equipment performance under extreme weather conditions
- 💧 Dual Data Center failsafe
- 💧 Event management



CUSTOMER SERVICE

- Utilizing real-time data to address metering issues
 - Eliminates post-billing reports and manual analysis
 - Adjustment to Service Level Agreements
- Emergency Notifications
- Billing and Leak Notifications

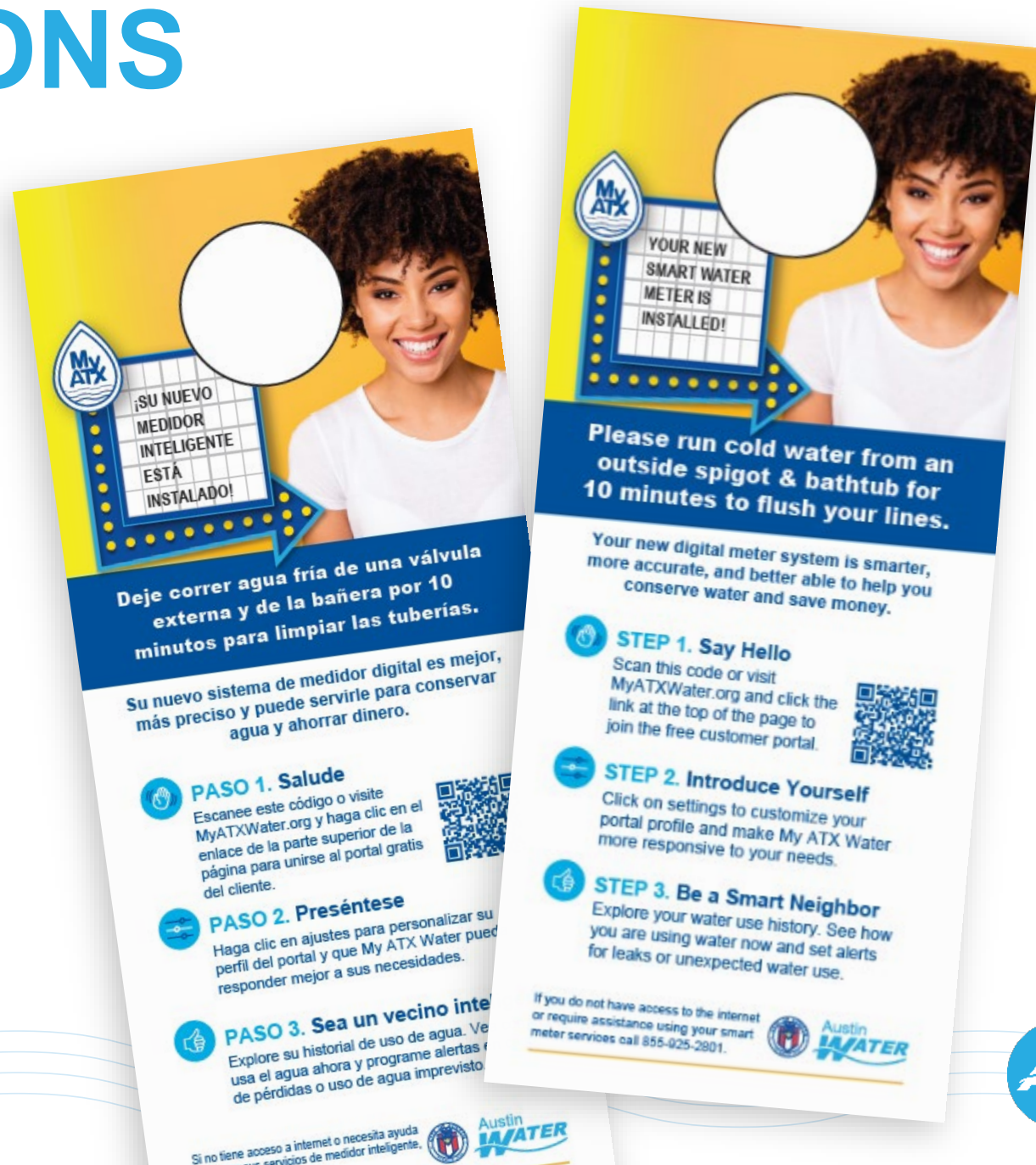


The screenshot displays a user interface for a water utility. On the left, a large blue exclamation mark icon is centered within a light gray circle. Below this icon, the text 'Possible Burst Leak' is displayed in bold, followed by 'You used 3,376 gallons of water in the last 8 hours.' A blue button with white text 'Start checking for leaks' is positioned below the text. On the right side of the interface, there are two sections. The top section is titled 'Already Found a Leak?' and includes the text 'Let us know what it was.' followed by a button labeled 'Found a leak'. The bottom section is titled 'Changes to Your Property?' and includes the text 'Some property features use large amounts of water and can look like a leak.' followed by a button labeled 'Not a leak'.



COMMUNICATIONS

- COVID19 created need to pivot to virtual communications
- Developed Communication Plan for Pilot based on finding from Surveys and Focus Groups
- Re-Evaluated Communication Plan after Pilot, and adjusted for Full Deployment



COMMUNICATIONS

- ♦ Customer issues are minimized or non-existent when Communication Plan is followed
- ♦ Most successful component has been post-install email campaign
- ♦ Change Management to review issues from Customer's Point of View

 My ATX Water

Greetings Subbareddy,

Congratulations, your new digital water meter has been installed at 5324 Magdalena Dr! Now, join the [My ATX Water Customer Portal](#) to access your water use data.

