

# MY ATX WATER UPDATE

Randi Jenkins, Assistant Director of Customer Experience  
Water & Wastewater Commission | October 11, 2023



# Agenda

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







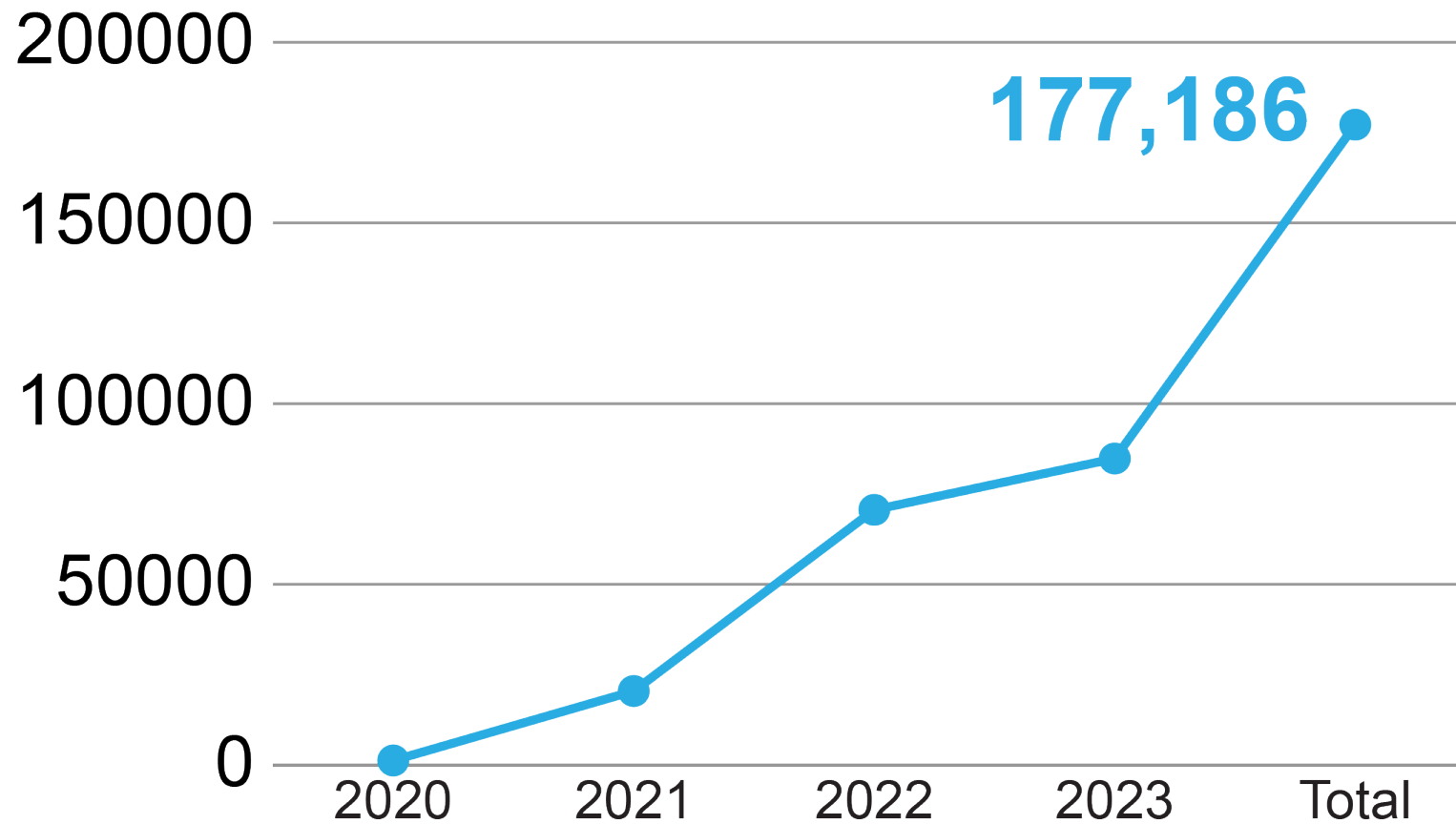
A worker wearing a high-visibility yellow vest, safety glasses, and a face mask is kneeling on the grass, working on a black, rectangular ground-mounted device. The device has a metal bracket attached to it. The worker is also wearing black gloves. The background shows a grassy area with some rocks and a large, spiky plant.

# DEPLOYMENT PROGRESS





# Cumulative Meter Installations



# Citywide Implementation

- 💧 100% Data Collection Units installed & operational
- 💧 Installation 70% complete
  - 175,000+ installs complete (out of 250,000)
  - 205,740 (pre-install) field surveys complete



# Quality Assurance & Meter to Bill Process

- Quality control is integral to project success.
  - Each meter is tested by manufacturer for accuracy before delivery.
  - Austin Water conducts additional tests on representative sample to validate accurate registered readings.
- Each meter undergoes 10-step certification process after installation.
- Manual and electronic reads are conducted simultaneously through two billing cycles before switching to fully electronic reads.





# COMMUNICATIONS, CUSTOMER INTERACTIONS AND BENEFITS



# Communications

- Weekly install and portal recruitment email open rate at ~70% (above industry average).
- Over 1.8M portal communications sent since October 2022.
- Portal communication to all customers used for drought education, water quality report and more.
- Upcoming communications about rate increase and wastewater averaging.



**My ATX Water**  
Austin's Smart Water Meter System

ONE  
SMART  
NEIGHBOR

As drought conditions continue, it's important that we all help conserve our precious resource. The new My ATX Water Program provides the tools to help you save water and money. Your new City of Austin water meter, along with the My ATX Water Customer Portal, will give you access to near-real-time water use data so you can maximize the savings.

**Benefits of My ATX Water**

- Continuous usage and leak notifications
- Personalized alerts
- Water budgeting features
- Customized water-saving tips and rebate information

**Don't have your new meter yet?  
Don't worry!**

You can still join the My ATX Water Customer Portal now to access monthly water use data and other benefits at [myatxwater.org](https://myatxwater.org).

Austin **WATER**   
austinwater.org    





# MyATX Water PORTAL POCKET GUIDE



[myatxwater.org](http://myatxwater.org)



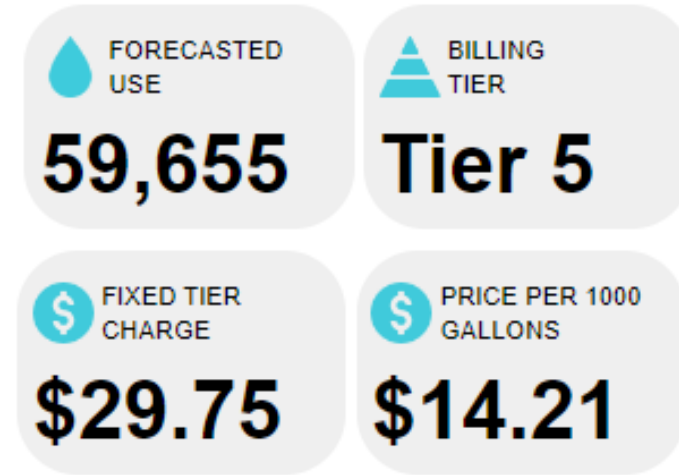
# 39,328

## Customers registered on My ATX Water Portal



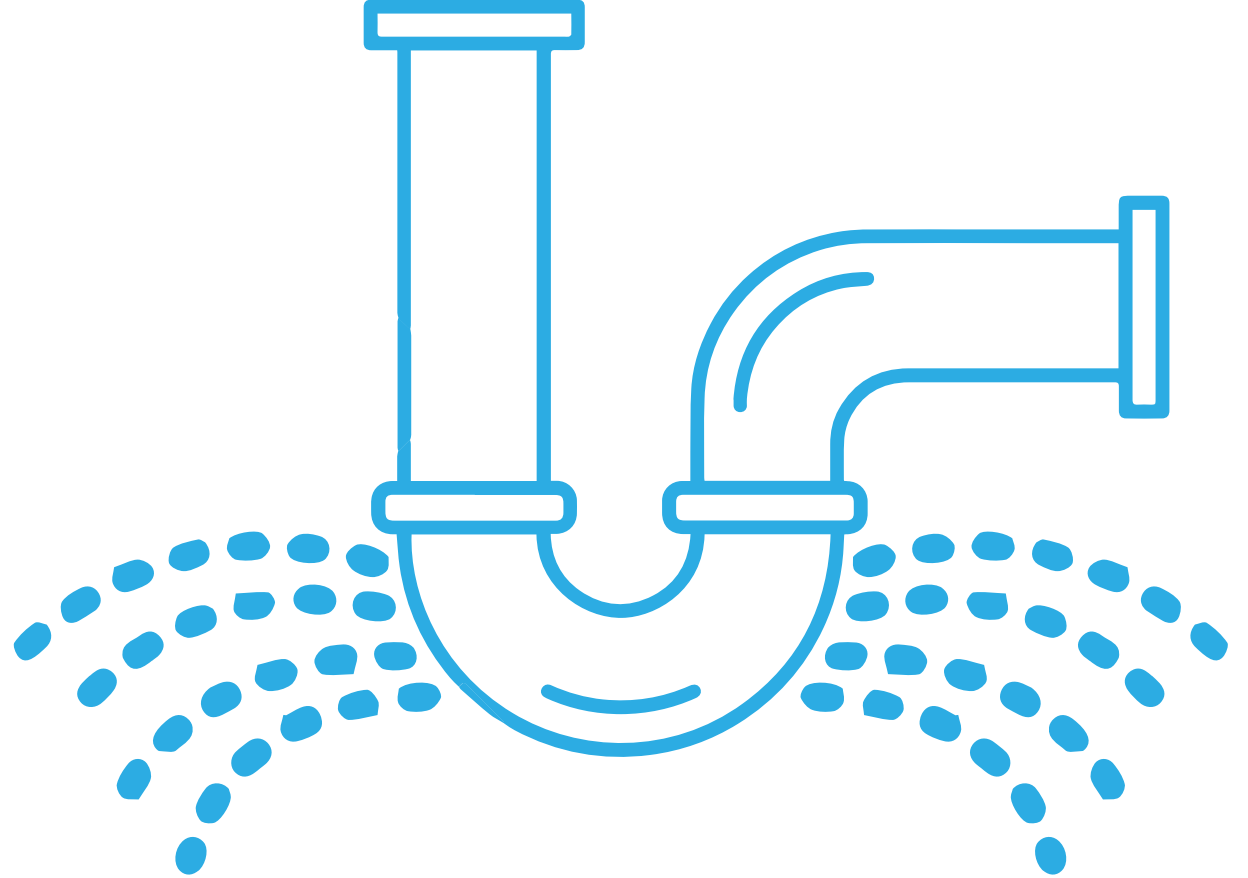
# Customer Interactions

- 💧 **73,298** Bill Forecast Notifications
  - 58% billed at or lower volume than forecast, resulting in ~50MG savings
- 💧 **121,000+** Continuous Usage Alerts
- 💧 **14,500+** customer conversations since 2021 (over 9,000 this fiscal year)
  - Main topics are leaks and questions about the portal
- 💧 AW and COA Utilities have not experienced an increase in billing complaints and no backlog of open billing cases





**400  
Million  
Gallons**  
estimated saved  
through leak  
alert system



# QUESTIONS?

