

# Water & Wastewater Commission

## May 8, 2024

# MY ATX WATER

## Austin's Smart Metering System

Austin  
**WATER**



# Citywide Implementation

- 100% Data Collection Units installed & operational
- 210,558 of 250,000 meters exchanged



# 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.





A photograph of two men in work attire working on a water meter outdoors. The man on the right, wearing a grey shirt and blue jeans, is kneeling and using a purple-gloved hand to hold a brass water meter. The man on the left, wearing a light blue shirt and blue jeans, is kneeling and looking at the meter. They are surrounded by green grass and foliage. The text "COMMUNICATIONS, CUSTOMER INTERACTIONS AND BENEFITS" is overlaid in large white letters across the center of the image.

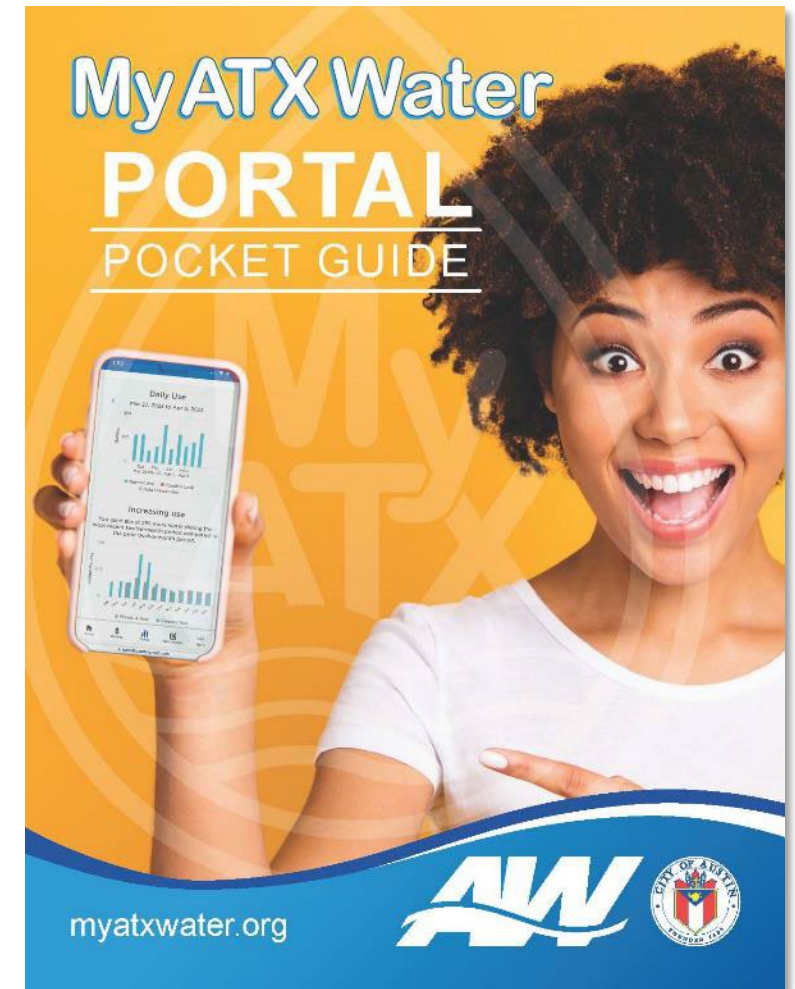
# COMMUNICATIONS, CUSTOMER INTERACTIONS AND BENEFITS





# Communications

- Since launching in 2020, AWW has sent **over 4.5M portal communications**
  - drought and water conservation education, water quality report, emergency and planned shutouts, potential water pressure changes, customer surveys, and more.
- Weekly install and portal recruitment **email open rate at ~70%** (above industry average).
- Proactive communication with Downtown customers to encourage them to schedule install appointments
- Upcoming communications on the horizon are the Water Quality Report, water conservation including encouragement to customize their home water profile, budget, and rates.



# Customer Interactions

- 💧 **123,599 Bill Forecast Notifications**

- In the past 12 months, nearly 40% billed at or lower volume than forecast, resulting in an estimated 32MG of water savings

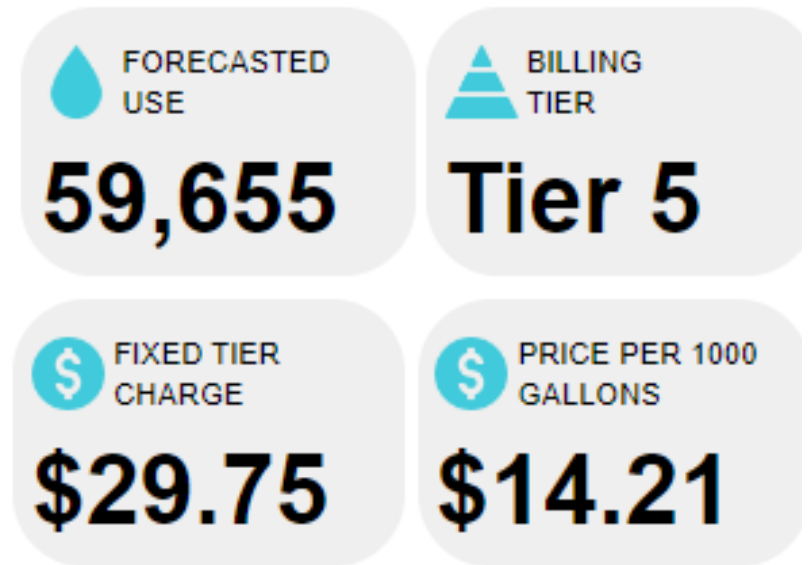
- 💧 **159,576 Continuous Usage Alerts**

- 💧 **19,185 customer conversations since 2021**

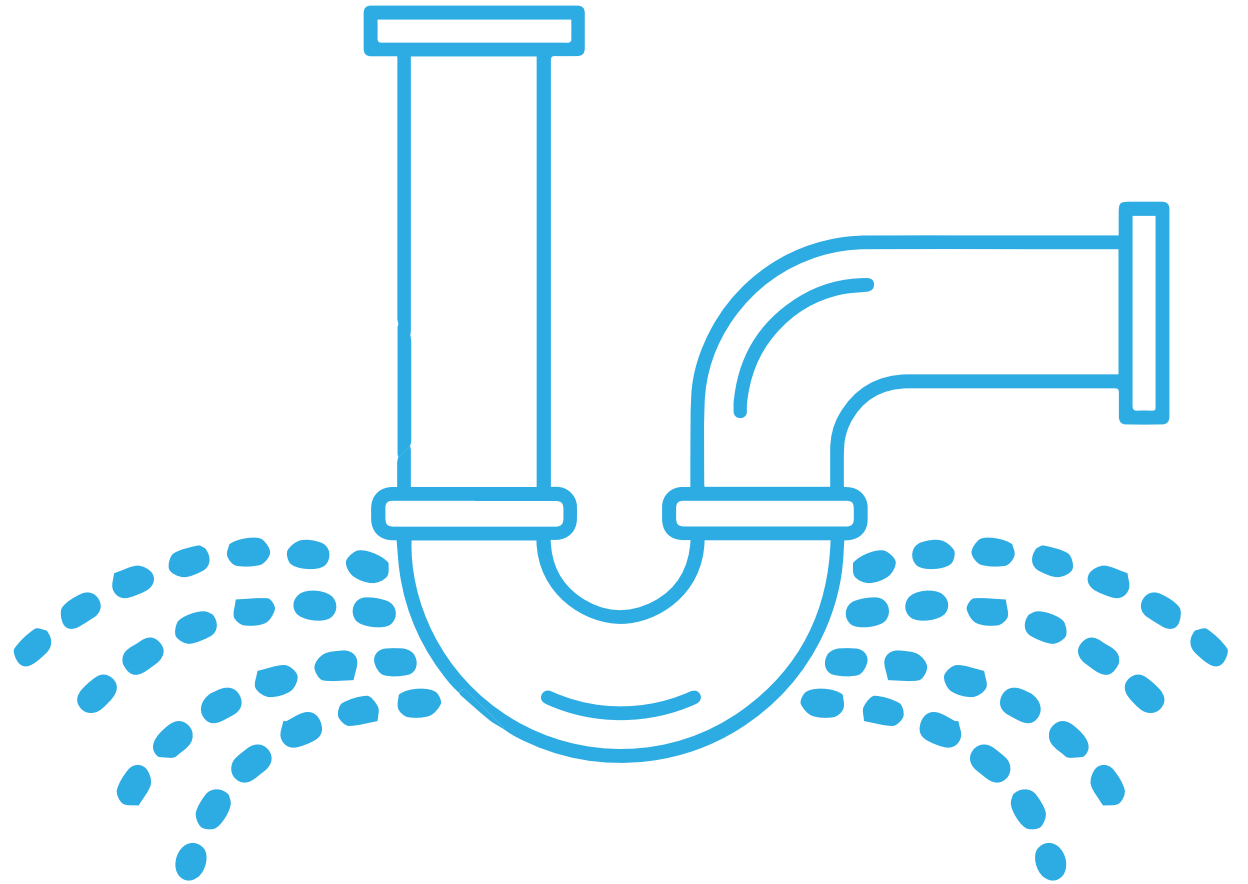
**Main topics are:**

- identifying leaks/response to continuous usage alerts
- Interpreting consumption data

- 💧 **AW and COA Utilities have not experienced an increase in billing complaints and no backlog of open billing cases**



**720  
Million  
Gallons**  
estimated water  
savings through  
customer leak  
alert system



# HELP US HELP YOU, and save water too!

Sign up for the portal in  
**THREE EASY STEPS**



1

# Locate your account number.

You can find this either on your utilities bill or call COA Utilities Customer Care 512-494-9400



## Utility News

Bill Cycle 06

### Read Dates

Next meter read date will be on or about 11/5/2019.

Keep water use low this fall/winter & save year-round! Your wastewater averaging period is (12-05-2019 to 03-05-2020) and sets a cap on the volume of wastewater you will be billed each month for the next year. Visit [AustinWater.org](http://AustinWater.org) for more info.

Receiving benefits from a government assistance program? You may qualify for utility bill payment assistance. Call 512-494-9400.

Do you have too many recyclables and very little trash? Did you know you can request an additional recycling cart at no cost and downsize your trash cart to save money? Call 512-494-9400 to request carts.

The City of Austin is now in Conservation Stage water restrictions. This means more flexibility in watering schedules and car washing at home. To find your watering day and get all the facts on Conservation Stage, visit [WaterWiseAustin.org](http://WaterWiseAustin.org).

Outstanding utility bill balance? Set up monthly payment arrangements to keep your account in good standing. Call 512-494-9400 and a Customer Service Representative will assist you.

### Contact Information

View or Pay online: [www.coautilities.com](http://www.coautilities.com)

Customer Service: 512-494-9400  
or call toll free at 1-888-340-6465  
TDD: 512-477-3663  
Se Habla Español

To report an electrical OUTAGE call 512-322-9100 or visit [outagemap.austinenrgy.com](http://outagemap.austinenrgy.com). Please have your account number available.

## Summary of Service

### CUSTOMER NAME

Service Address: 123 Residential Blvd

**Account Number: 12345 67890**

Invoice Number: 123456789

Bill Print Date Oct 9, 2019

Due Date Oct 28, 2019

### Previous Activity/Charges

Total Amount Due at Last Bill \$848.00

Payment received - Thank you -\$848.00

Previous Balance \$0.00

### Current Activity/Charges

Water Service \$297.42

Wastewater Service \$126.25

Clean Community Service \$8.95

Solid Waste Services Drainage \$46.39

Service \$17.98

Street Service + \$12.79

Current Balance \$509.78

If Payment is received after due date, a late fee will be assessed.

**Total Amount Due \$509.78**

Do Not Send Payment. Your Bill is Scheduled for Electronic Autopayment on 10/28/2019.

Continued On Next Page



THE CITY IS COMPLYING WITH THE AMERICANS WITH DISABILITIES ACT.

Detach and include stub with your payment

Account: 12345 67890

Make Checks payable to City of Austin.

View or Pay online:  
[www.coautilities.com](http://www.coautilities.com)

P.O. Box 2267 Austin, TX 78783-2267

**Total Amount Due: \$509.78**

**Date Due: 10/28/19**

Penalty After Date Due: \$

Total Due After 10/28/2019: \$

CAP Contribution: \$

Parks & Libraries Fund: \$

Public School Energy Asst.: \$

Enter  
contributions  
and fees  
in Total Paid

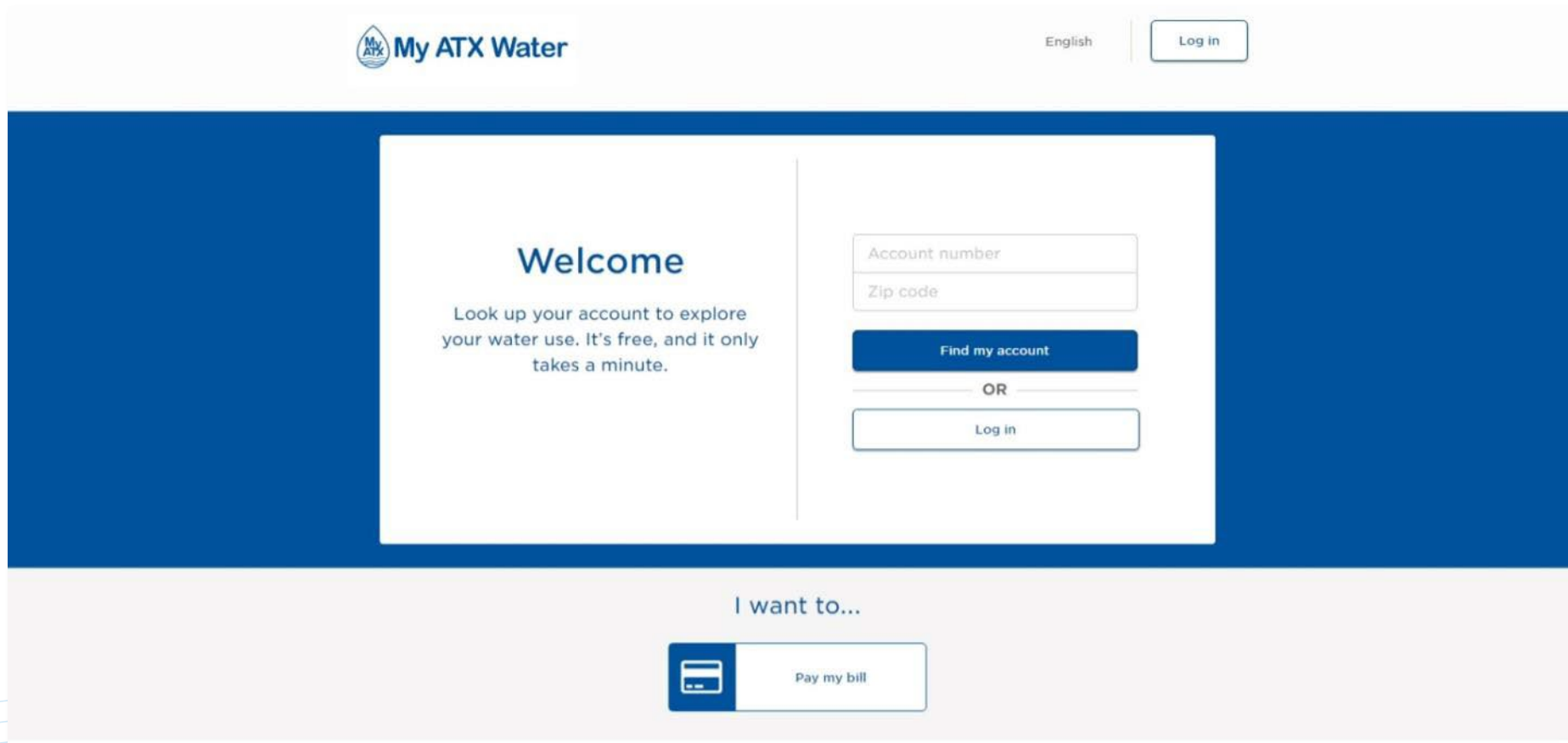
**Total Paid: \$**

Do Not Send Payment. Your Bill is Scheduled for Electronic Autopayment on 10/28/2019.



# 2

Type your **account number**  
and **zip code** into this website:  
[austintx.watersmart.com](http://austintx.watersmart.com)



The screenshot shows the 'My ATX Water' website interface. At the top left is the 'My ATX Water' logo. To its right are links for 'English' and 'Log in'. The main content area has a dark blue background. On the left, a white box contains the text 'Welcome' and 'Look up your account to explore your water use. It's free, and it only takes a minute.' On the right, there are two input fields labeled 'Account number' and 'Zip code', followed by a blue 'Find my account' button. Below this is an 'OR' separator and a 'Log in' button. At the bottom, a light gray bar contains the text 'I want to...' and a button with a credit card icon and the text 'Pay my bill'.

My ATX Water English Log in

Welcome

Look up your account to explore your water use. It's free, and it only takes a minute.

Account number

Zip code

Find my account

OR

Log in

I want to...


Pay my bill

# 3

## Fill out your user profile and start saving!

**Profile** HOUSEHOLD OUTDOOR INDOOR SPECIAL

X SAVE AND CLOSE



We want to know you better so we can provide accurate comparisons to similar households.

**How many people typically live in your home?**  
If this changes regularly, choose the number of occupants that are in the home most of the time.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9+

Continue



As a master plumber I didn't know what to think about the new electronic meters. Y'all alerted me this morning that I had a leak at my house. I went out and sure enough my irrigation box is full of water. That usually could've gone on for months. Y'all have a real winner with that system.



# Questions?

