



Annual Water Quality Report 2025

Austin Water Public Water System
ID: 2270001



Special Notice

You may be more vulnerable than the general population to certain microbial contaminants, such as *Cryptosporidium*, in drinking water. Infants, some elderly or immunocompromised persons such as those undergoing chemotherapy for cancer; those who have undergone organ transplants; those who are undergoing treatment with steroids; and people with HIV/AIDS or other immune system disorders can be particularly at risk from infections. You should seek advice about drinking water from your physician or health care provider. Additional guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* are available from the Safe Drinking Water Hotline at 800-426-4791.

En español

Este reporte incluye información importante sobre el agua para tomar. Para asistencia en español, por favor llame al 512-972-0155.



Austin Water's Commitment to Safe Drinking Water

Dear Austinites,

I am pleased to share the 2025 Water Quality Report and to celebrate an important milestone for our community.

Last year, Austin Water was inducted into the Leading Utilities of the World network, an international group of the most forward-thinking water and wastewater utilities. Membership represents the gold standard for innovation and performance in the developed world's water sector. To qualify, utilities must demonstrate excellence across 14 areas, including treatment advancements, improvements in drinking water quality, and innovative approaches to measurement and system management.

This recognition reflects our commitment not only to meeting today's standards, but to building the future of water. That commitment is evident in the investments we continue to make across all areas of the utility to monitor and safeguard water quality.

For example, in 2025 we completed the new 8 million gallon North Austin Reservoir and Pump Station, replacing the city's oldest reservoir after 110 years of service. This major infrastructure investment strengthens critical system components and safeguards water quality. The new facility significantly enhances water reliability in Austin for the next century.

Also in 2025, we completed a multi-year effort to replace 250,000 analog water meters with advanced digital meters that transmit hourly usage data. This full modernization of our metering system reduces errors, improves billing accuracy, lowers labor costs, and enables smarter, data-driven decisions—benefiting our community for generations to come.



And after completing a comprehensive, multi-year inspection that confirmed and certified the city's public water system is free of lead pipes, Austin Water launched a new initiative to replace pipes in private plumbing systems identified as Galvanized Requiring Replacement (GRR). Although not made of lead, these older galvanized pipes can contribute to trace amounts of lead detected in some systems. They will be replaced at no cost to Austin Water customers, further reducing potential lead exposure from private plumbing in residential properties and strengthening the overall safety of our system.

These projects are just a few examples of the many initiatives underway that reflect our commitment to adopting emerging technologies and adding new layers of quality control to the essential work of monitoring, sampling, and testing Austin's water.

Austin Water continues to meet or exceed all requirements set by the Environmental Protection Agency (EPA) and the Texas Commission on Environmental Quality (TCEQ). Our more than 1,400 dedicated employees work around the clock to deliver drinking water that is safe, reliable, and affordable.

For more than a century, Austin Water has proudly served this community. Today, as a member of the Leading Utilities of the World, we stand among the most innovative utilities from around the world—committed not only to excellence today, but to shaping the future of water for Austin.

Thank you for your continued trust. We are honored to serve you and to help lead the way forward.

Warm regards,



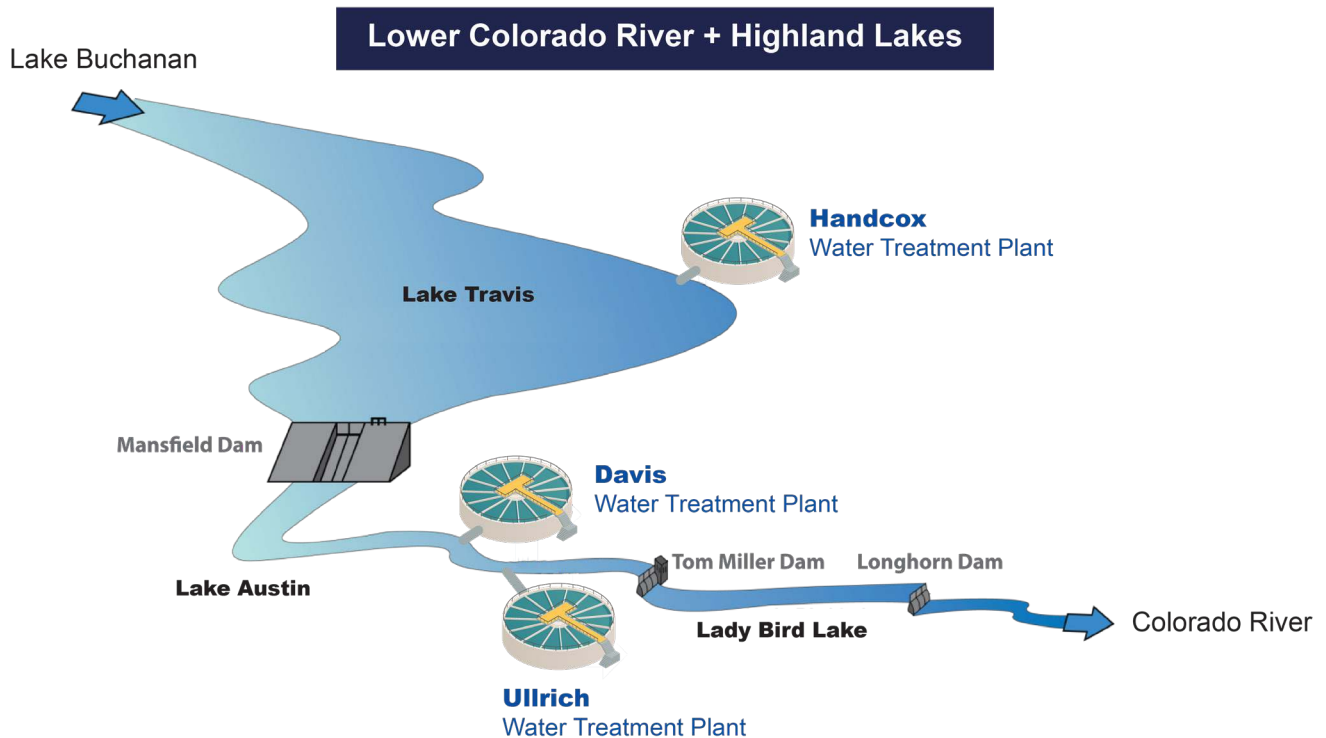
Shay Ralls Roalson, P.E.
Director of Austin Water



About Your Water

Where Your Drinking Water Comes From

Austin Water draws surface water from the Lower Colorado River as it flows through Lake Travis and Lake Austin. The water is then treated to a higher standard than what federal and state laws require at three specialized water treatment plants.



We Protect the Source

TCEQ completed an assessment of our source water and results indicate that some of our sources are susceptible to certain contaminants. The sampling requirements for the water system are based on this susceptibility and previous sample data. Any detection of these contaminants will be found in this Consumer Confidence Report. For more information on source water assessments and protection efforts of our system, contact Austin Water's Water Quality Manager at 512-972-0012.

What Is in Your Drinking Water

The sources of drinking water nationwide (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can be polluted by animals or human activity.

Contaminants that may be present in the source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from wastewater treatment plants, septic systems, agricultural livestock operations and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, storm water runoff and residential uses.
- Organic chemicals, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production and can also come from gas stations, urban storm water runoff and septic systems.
- Radioactive contaminants, which can be naturally occurring or the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations which limit amounts of certain contaminants in water provided by public water systems. The Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Contaminants may be found in drinking water that may cause taste, color or odor problems. These types of problems are not necessarily a cause for health concerns. For more information on taste, odor or color of drinking water, contact Austin Water at 512-972-0012.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at 800-426-4791.



**Austin Water's
top priority
is to ensure
our water
continues to
be safe and
satisfying to
drink.**

Consumer Confidence Report

Substance (Sampled in 2025 unless noted differently)	Highest Level Allowed (EPA's MCL)	City of Austin Drinking Water			Ideal Goals (EPA's MCLG)	Possible Sources
Regulated at the Treatment Plant						
		Low	High	Average		
Barium (ppm)	2	0.009	0.015	0.012	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Beta/photon emitters (pCi/L) 2024*	50	4.5	4.5	4.5	0	Decay of natural and man-made deposits may release photon and beta radiation
Cyanide (ppb)	200	10	80	50	200	Discharge from steel/metal factories; discharge from plastic and fertilizer factories
Fluoride (ppm)	4	0.59	0.71	0.66	4	Water additive which promotes strong teeth: erosion of natural deposits; discharge from fertilizer and aluminum factories
Nitrate (as Nitrogen) (ppm)	10	0	0.11	0.05	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Simazine (ppb) 2024	4	0	0.08	0.03	4	Herbicide runoff
Total Organic Carbon (TOC) Removal Ratio**	TT - Annual average ≥ 1	1.00	1.75	1.27	Not Applicable	Naturally present in the environment
Turbidity (NTU)	TT - 95% of monthly samples must be ≤ 0.3 NTU & no sample can be > 1 NTU	0.02	0.11	0.04	Not Applicable	Turbidity is a measure of water cloudiness, typically due to soil runoff
*EPA considers 50 pCi/L to be the level of concern for beta particles. **The TOC removal ratio is calculated on a monthly basis and is the percent of TOC removed through the treatment process divided by the percent of TOC required by TCEQ to be removed.						
Regulated in the Distribution System						
Chloramines (ppm)	4 (MRDL)	0.06	3.1	2.3	≤4 (MRDLG)	Disinfectant used to control microbes
Haloacetic Acids (HAA5) (ppb)	Yearly Average (LRAA) 60	8.4	21.1	13.1	Not Applicable	Byproduct of drinking water disinfection
		Highest LRAA = 15.6				
Total Trihalomethanes (TTHM) (ppb)	Yearly Average (LRAA) 80	31.4	53.9	40.5	Not Applicable	Byproduct of drinking water disinfection
		Highest LRAA = 45.5				
In addition to other routine monitoring, Austin Water tests locations across our distribution system over 300 times per month for the presence of <i>E. coli</i> bacteria. No samples tested positive for the presence of <i>E. coli</i> bacteria in 2025. Austin Water was not required to conduct a Level 1 or Level 2 Assessment under EPA or State regulations.						
Lead and Copper Rule						
Copper (ppm) 2024***	AL = 1.3	90% of all samples tested were <0.008 ppm. None exceeded 1.3			1.3	Corrosion of household plumbing systems; erosion of natural deposits
		0	0.01	0.003		
Lead (ppb) 2024***	AL = 15	90% of all samples tested were <1.0 ppb. No sample exceeded 15			0	Corrosion of household plumbing systems; erosion of natural deposits
		0	5.1	0.2		
***Testing is conducted at customer taps every 3 years. Complete lead tap sampling data are available for review and may be accessed by calling 512-972-2133.						
Hardness						
Total Hardness (as CaCO3) (ppm) [gpg]	Not Applicable	70 [4.1]	126 [7.4]	93 [5.4]	Not Applicable	Water hardness is the measure of dissolved calcium and magnesium from the erosion of natural deposits
Unregulated Contaminants						
Substance (Sampled in 2025 unless noted differently)	Highest Level Allowed (EPA's MCL)	Low	High	Average	Ideal Goals (EPA's MCLG)	Possible Sources
Bromodichloromethane (ppb)	Not Regulated Individually	9.6	18.5	13.7	0	Byproduct of drinking water disinfection
Dibromochloromethane (ppb)	Not Regulated Individually	5.7	15.2	10.3	60	
Chloroform (ppb)	Not Regulated Individually	6.6	27.3	14.1	70	
Bromoform (ppb)	Not Regulated Individually	0	3.7	1.7	0	
Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. Any unregulated contaminants detected are reported in the following table. For additional information and data visit epa.gov or call the Safe Drinking Water Hotline (800-426-4791)						
Table Key						
AL = Action Level The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.		MCL = Maximum Contamination Level The highest level of a contaminant allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best treatment technology.			MRDLG = Maximum Residual Disinfectant Level Goal The level of a drinking water disinfectant below which there is no known or expected health risk. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants	
Level 1 Assessment = A study of the water system to identify potential problems and determine (if possible) why total coliform bacteria were found.		MCLG = Maximum Contamination Level Goal The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.			NTU = Nephelometric Turbidity Units a measure of turbidity	
Level 2 Assessment = A very detailed study of the water system to identify potential problems and determine (if possible) why an Escherichia coli (<i>E. coli</i>) MCL violation has occurred and/or why total coliform bacteria were found on multiple occasions.		MRDL = Maximum Residual Disinfectant Level The highest level of a disinfectant allowed in drinking water. There is evidence that addition of a disinfectant is necessary for control of microbial contaminants.			pCi/L = picocuries per liter a measure of radioactivity	
TT = Treatment Technique A required process intended to reduce the level of a contaminant in drinking water.		LRAA = Locational Running Annual Average The average of sample results taken at a specific monitoring location during the previous four calendar quarters.			ppm = parts per million or milligrams per liter (mg/L)	
					ppb = parts per billion or micrograms per liter (µg/L)	
					ppt = parts per trillion or nanograms per liter (ng/L)	
					gpg = grain per gallon Standard unit used to program household water appliances. One grain of calcium carbonate dissolved in one US gallon of water. One grain per gallon equals approximately 171 ppm	



Continuous Sampling and Testing

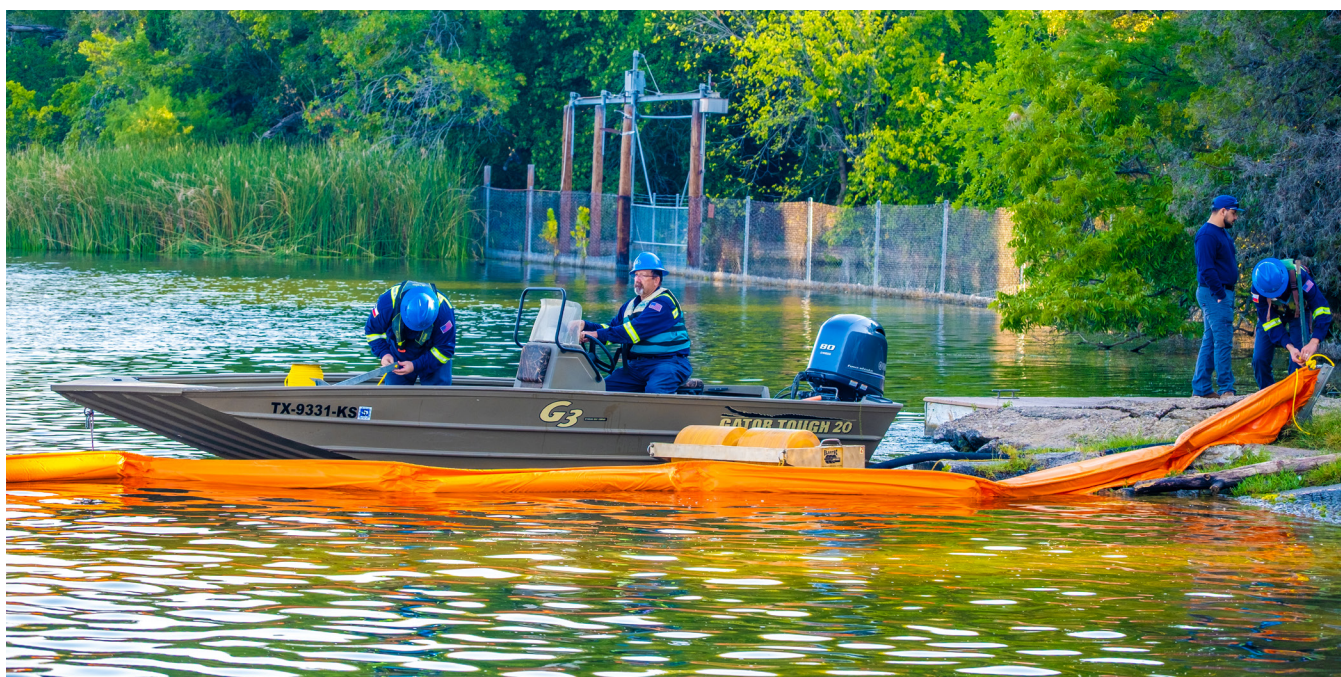
Austin Water collects samples at our treatment plants and across our water system multiple times a day, every day, to test for bacteria and chemicals that could pose a risk to our customers. **Our top priority is to ensure our water continues to be safe and satisfying to drink.**

Below you will find highlights of Austin Water's tireless efforts and meticulous steps taken to protect drinking water safety and quality.

Protecting Vital Infrastructure

- Following the devastating impacts of Winter Storm Uri in 2021, **Austin Water's infrastructure was repaired and winterized to be more resilient during future extreme freezing weather events.**
- A copper sulfate feed system was installed in 2020 to protect raw water piping against zebra mussels that can damage equipment and affect taste and odor in drinking water.





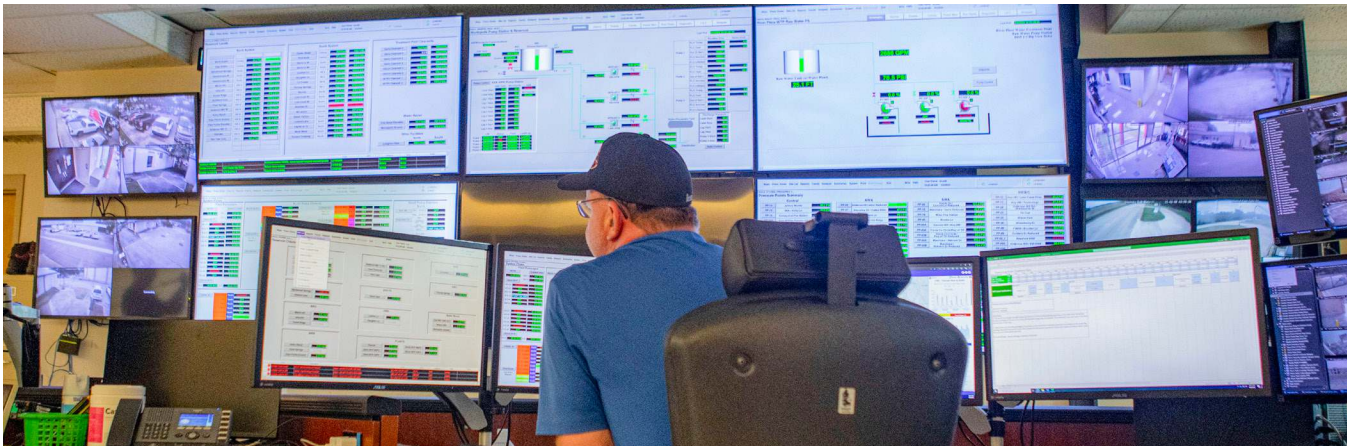
Austin Water conducted a preparedness-focused training exercise in October 2025 near the Ullrich Water Treatment Plant on Lake Austin, designed to strengthen response capabilities for events that could threaten water quality and public safety. The exercise involved emergency response watercraft and personnel in a scenario where a simulated oil spill approached the plant's raw water intakes near Tom Miller Dam. Participating agencies, including Austin Watershed, Lower Colorado River Authority, Texas Commission on Environmental Quality and Austin Water personnel practiced coordinated emergency response procedures, including tracking simulated contaminant flows, deploying floating booms and containment barriers, and conducting spill recovery operations.

As part of Austin Water's broader emergency preparedness program, the exercise focused on enhancing readiness for incidents that could compromise the safety of the drinking water supply. This exercise builds on recommendations to improve readiness outlined in the External Review of Austin Water Quality Events conducted by The University of Texas–Center for Water and the Environment. The exercise also provided opportunities for Austin Water's Incident Management Team to practice emergency protocols in a realistic, simulated emergency.

Continuous Sampling and Testing

Treatment Reliability

- **Austin Water sets treatment goals and quality standards beyond the minimum state and federal regulatory requirements to provide our customers superior water.** TCEQ requirements call for 0.3 NTU or less in treated water or finished water clarity (turbidity), but Austin Water's goal is 0.1 NTU or lower – and we consistently achieve this standard on average month after month, year after year.
- Implementation of a polymer feed system began in 2020 to strengthen resiliency to flooding impacts and improve filter performance. This treatment capability is especially critical during events when high turbidity may occur in raw source water from the lakes. **Polymer systems are now fully operational across all three water treatment plants.**
- Powdered activated carbon is added as part of the treatment process to minimize taste and odor issues so that drinking water tastes fresh.
- In addition to using on-line equipment that continuously monitors treatment performance in real-time, **licensed plant operators conduct water testing at least every two hours during multiple phases of the treatment process every day.** This testing includes checks on the levels of disinfectant (chlorine/chloramine) residual, turbidity, pH, alkalinity and water softening.



Austin Water was honored to be inducted into the Leading Utilities of the World, a global network of the most forward-thinking water and wastewater utilities. Membership represents the gold standard for innovation and performance across the developed world's water sector. To qualify for membership, utilities must demonstrate outstanding innovation across 14 distinct areas, including advances in drinking water treatment systems, improvements to potable water quality, and the development of creative methods for obtaining high-quality measurements.

Continuous Sampling and Testing

Quality Control in Storage, Pressure and Pipes

- **Water storage tanks are tested routinely** for bacteriological contaminants to ensure water remains at the same high quality as the moment it left the treatment plant.
- Water quality instrumentation, which provides real time monitoring for Austin Water operators, is installed and maintained in every major pressure zone to **ensure water quality throughout the distribution system.**
- **Replacement of polybutylene water service lines was completed in 60 subdivisions** of the water distribution network. The polybutylene service water lines were identified for replacement and upgraded as part of a capital improvement project that is helping to reduce line breaks and the risk of contaminant infiltration.



Austin Water commemorated the completion of the North Austin Reservoir and Pump Station in December 2025. The new infrastructure replaces a 110-year-old reservoir—the oldest in the city. The new reservoir and pump station enhance system reliability, with the capacity to store 8 million gallons of water and pump up to 50 million gallons per day.

Continuous Sampling and Testing

Finished Drinking Water Testing

- For public safety and to ensure Austin Water customers receive fresh water, annual maintenance is conducted on **every fire hydrant in the city**.
- In addition to daily testing at each water treatment plant, **more than 300 water samples are collected each month** to test for bacteriological contaminants, total chlorine residual levels and other important parameters throughout the water distribution system.
- Austin Water monitored for per- and polyfluoroalkyl substances (PFAS), some of which will soon be regulated. Austin Water's results revealed **little to no detectable traces of PFAS in the City's drinking water**. For more information on PFAS and sample results, please visit the PFAS [webpage](#) or the [2024 Water Quality Report](#).



Austin Water completed a pilot project in 2025 that enhances and strengthens our water sampling program and has received final approval for wider implementation throughout the city. The program includes sampling stations installed within select water meter boxes. These stations provide Austin Water's water quality scientists with convenient access points for rapid water testing.

Monitoring for Health Risks

Cryptosporidium

Cryptosporidium is a parasite that can create an infection called gastroenteritis. Infection from *Cryptosporidium* organisms can occur in humans and animals and is spread by contact with soil, water, food or surfaces that have been contaminated. Austin Water monitors our lakes for *Cryptosporidium* because surface water sources are known to be susceptible to this contaminant.

During the 2025 monitoring for *Cryptosporidium*, **Austin Water collected 12 samples.**

All samples reported no detection.

The treatment processes employed at Austin Water's treatment plants are effective for removal of *Cryptosporidium*.



Harmful Algal Blooms

Cyanobacteria, also called blue-green algae, are microscopic organisms found naturally in surface waters. These organisms use sunlight to make their own food. In warm, nutrient rich waters, cyanobacteria can multiply quickly, creating algal blooms that spread across the water's surface.

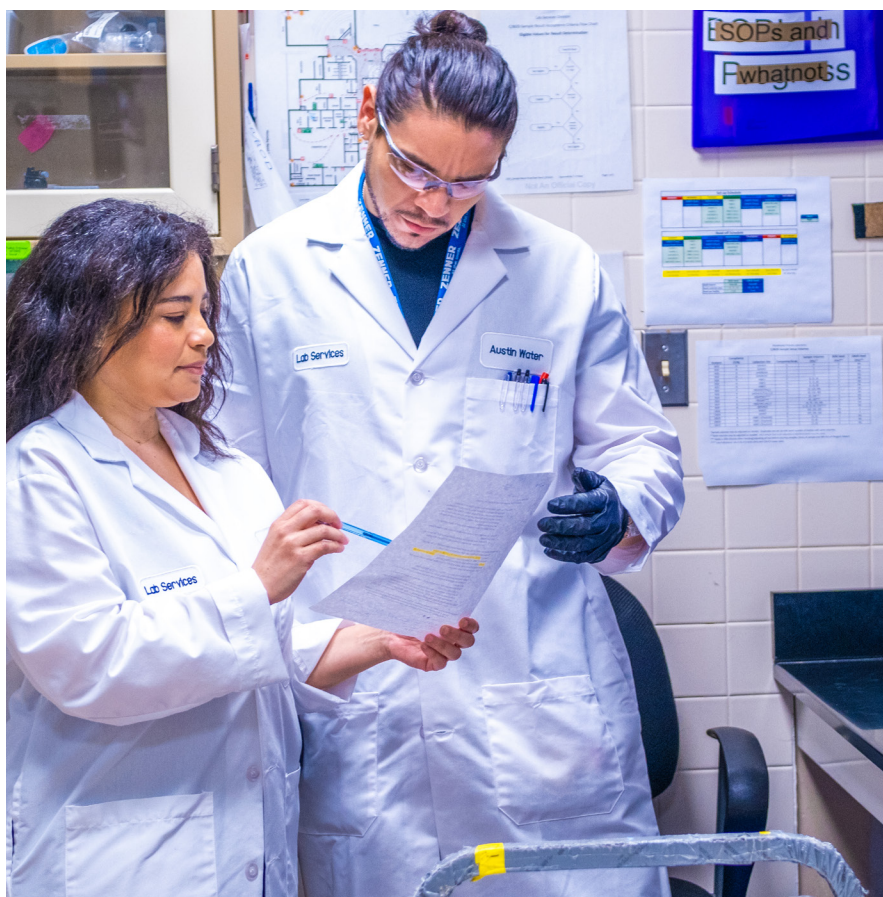
Some algae may produce cyanotoxins which can be harmful to humans and animals. Since 1992, Austin Water has monitored source water and drinking water for the presence of cyanobacteria. In 2015, Austin Water also began monitoring for the presence of cyanotoxins. **We conduct routine testing for the presence of cyanotoxins in Lake Austin and Lake Travis, as well as in water that has finished the treatment process at the Handcox, Davis and Ullrich Treatment Plants.** Testing for the presence of cyanobacteria and other microscopic algae in raw lake water is conducted at least weekly, and cyanotoxin testing is performed on a routine basis. Sampling frequency is adjusted based on changing conditions.

In addition, to protect public health and safety, Austin Water has invested in leading-edge technology to shorten the time it takes to receive test results. Employing digital imaging particle analysis and same-day testing, we are able to detect harmful algae quicker than before. We also meet regularly with our counterparts at Austin Watershed Protection and the Lower Colorado River Authority to review and report on our respective testing and mitigation approaches.

Austin Water performs several treatment techniques at our water plants to effectively and efficiently remove cyanobacteria and cyanotoxins. The harmful cells containing the toxins can be physically removed through the coagulation, flocculation, sedimentation and filtration process. Chlorine, which is part of the plant's disinfection process, is destructive to cyanotoxins. Finally, the powdered activated carbon that is used to remove taste and odor causing compounds also removes cyanotoxins.

Austin Water is Keeping The Lead Out

Austin began implementing strategies to eliminate lead in the 1950's. This included a ban on lead plumbing materials, as well as efforts to remove pre-existing lead lines. After several decades of proactive measures, Austin Water confirmed in October 2024 that the **public water system is free of lead pipes**. Customers may access the complete [Water Service Line Material Inventory web map](#) and look up their individual address to learn about their service line material. Learn more about how Austin Water is keeping the lead out by visiting www.austintexas.gov/page/lead.



Austin Water's lime softening process helps coat pipes and prevent corrosion that could leach lead into drinking water, even on the private side.



Free Lead Testing and Water Filters for Schools and Child Care

Even without lead service lines, schools and child care facilities suffering from aging and/or complex plumbing systems may leave our most vulnerable populations at continued risk of lead exposure. Sampling and laboratory testing are the only way to determine if lead is present in a school or childcare facility's drinking water. Yet, there are no state or federal regulations that require these facilities to test their water for lead.

The State of Texas offers a FREE voluntary program that can test every drinking water outlet in these facilities and help them take corrective action where lead is found.

Visit TexasLeadTesting.org or call (737) 276-1987 to get started.



Check Your Plumbing for Lead

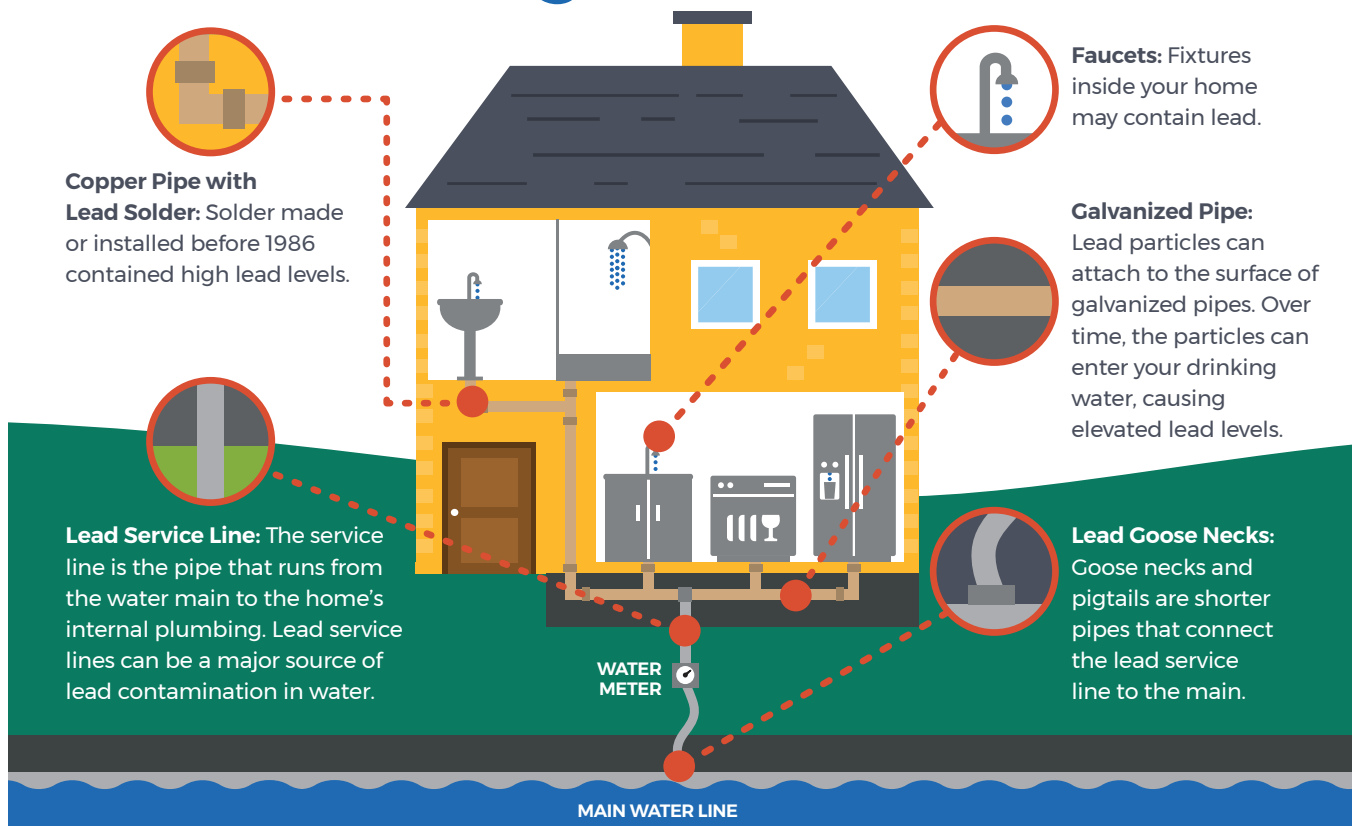
Lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Austin Water is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in plumbing components in your home.

A small number of service lines in Austin Water's service area have been identified as "galvanized requiring replacement" (GRR) because they have galvanized iron or steel pipe between the meter and the building, and the history of this line is unclear. These galvanized pipes could have adsorbed lead if they were ever downstream of lead pipe. Property owners with GRR service lines have been notified of their service line status and may [sign up](#) to have their service line **replaced for free**.



CONCERNED ABOUT LEAD IN YOUR DRINKING WATER?

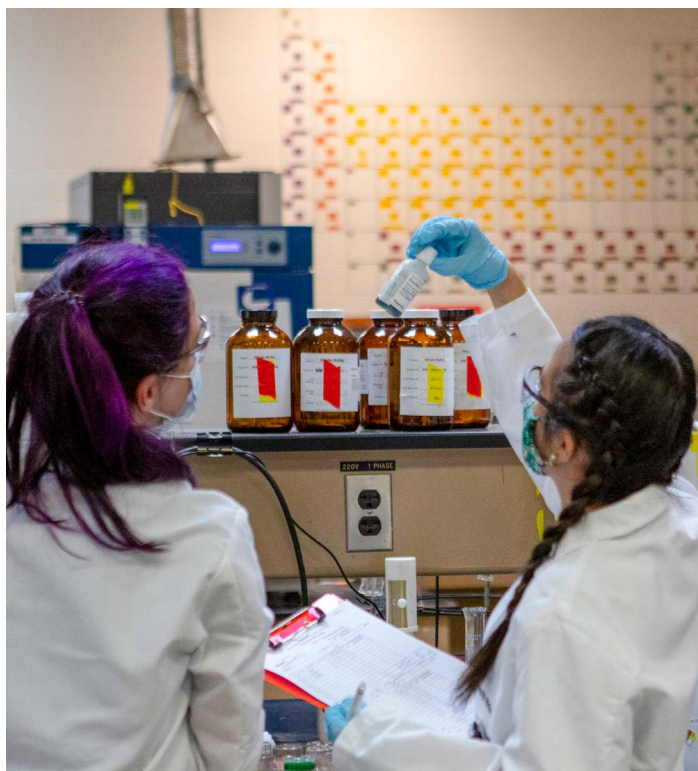
Sources of **LEAD** in Drinking Water



Homes built before 1986, when federal rules began requiring the use of “lead free” pipes and solder in water systems and facility plumbing, may be considered higher risk for lead exposure. Also, it is worth noting that more recent “[lead free](#)” requirements did not apply to faucets and fixtures until as late as 2014.

You share the responsibility for protecting yourself and your family from the lead in your home plumbing. Take steps to identify and remove lead materials from your home plumbing. Use only cold water for drinking, cooking and making baby formula. Boiling water does not remove lead from water. Before drinking tap water, **flush your pipes** for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also **use a filter** certified by an American National Standards Institute accredited certifier to reduce lead in drinking water.

If you are concerned about lead in your water and wish to **have your water tested**, contact Austin Water at 512-972-2133. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at www.epa.gov/safewater/lead.



FAQs

Why does drinking water look cloudy when first taken from a faucet?

The cloudy water is caused by tiny air bubbles in the water similar to the gas bubbles in carbonated soft drinks. After a while, the bubbles rise to the top and are gone. This type of cloudiness occurs more often in the winter when the drinking water is cold.

Does Austin have hard water?

Hard water is defined by the amount of calcium and magnesium present in the water. Hard water has a relatively high level as compared to soft water which has a low level. Austin tap water is considered moderately hard.

Is fluoride added to Austin's water?

Fluoride, which is a substance added to reduce cavities, is added to our water. Learn more about Austin Water's fluoride treatment on the next page.

Is chlorine a safe disinfectant for drinking water?

Yes, Austin Water uses chloramine to disinfect our drinking water. Chloramine is the most effective way to ensure that water stays disinfected as it travels through our water pipeline and prevents waterborne epidemics such as cholera, typhoid, and hepatitis.

Fighting Tooth Decay with Fluoride

In 1945, municipalities began adding fluoride to drinking water to fight tooth decay. Follow up studies in these communities over 13-15 years showed a 50-70% reduction in cavities.

Because of the potential public health benefits to residents, the City of Austin held a public vote on fluoridation in the early 1970s. The referendum passed with the support of the community, and Austin Water began adding fluoride to the water on February 2, 1973.

On December 15, 2011, Austin City Council voted to continue fluoridating, in accordance with public health recommendations from the Centers for Disease Control and the City's Health and Human Services Department. Austin Water must follow the current fluoridation policies until they are changed or no longer in place.

Austin Water's fluoridation is done in accordance with local and national public health agencies and the American Water Works Association (AWWA). AWWA supports the recommendations of the World Health Organization (WHO), American Medical Association (AMA), American Academy of Pediatrics (AAP), Canadian Medical Association (CMA), Centers for Disease Control (CDC), American Dental Association (ADA), and Canadian Dental Association (CDA), for the fluoridation of public water supplies as a public health benefit.

Austin Water will continue to coordinate with the Austin Public Health, as we have always done regarding fluoridation of Austin's drinking water, to ensure the protection of public health.



Fluoride and Infants

Water fluoridated at a level optimal for oral health, as is used in Austin, poses no known health risks for infants. However, some children may develop enamel fluorosis, a cosmetic condition where faint white markings or streaks may appear on the teeth. If you're concerned about fluorosis, you can minimize your baby's exposure by breastfeeding or using ready-to-feed formula. You can also alternate or mix tap water and non-fluoridated water when preparing infant formula. If you use only non-fluoridated water, such as purified, deionized or distilled water to prepare your baby's formula, your doctor may recommend fluoride supplements.



A Whole-System Commitment to Efficiency and Conservation

Improving water system efficiency requires coordinated action across plants, transmission mains, and service lines, as well as deployment of leak detection technologies and fine-tuning repair and replacement processes. Austin Water is taking a comprehensive approach for a more resilient and sustainable water future through the following actions to mitigate water loss:

■ Capital Investments and Infrastructure Renewal

Through the Renewing Austin program, aging infrastructure is being repaired and replaced to reduce leaks and improve reliability. **Austin Water will invest \$18 million** over the next five years to replace poor performing service lines that are prone to breaks and require frequent repairs.

■ Leak Detection

Advanced monitoring technologies are being piloted to identify leaks early – before they are visible above ground and reported for repairs. Meters with acoustic technology and data loggers are being piloted in neighborhoods with a higher number of breaks to detect leaks that are not apparent above ground. Free-swimming acoustic sensors are deployed into large diameter waterlines to identify potential leaks and areas needing repairs or maintenance. The free-swimming device can travel long stretches of pipe and can pinpoint very small leaks. **Over 750 miles of the water distribution system were canvassed in 2025 to identify leaks.**

■ Rapid Leak Response

Austin Water strives to deploy crews, find and evaluate the leak, and initiate repairs or replacement of the pipeline within three hours of receiving the call about a potential leak. Over the last two years, **we have replaced more than 700 water lines** that were reported leaking instead of making repairs – quickly addressing failing lines as we learn about them.



Austin Water completed a comprehensive and multi-year effort to modernize Austin’s metering infrastructure by replacing 250,000 outdated analog water meters with modern digital meters capable of transmitting real-time water usage data. The system improvements strengthen Austin’s metering system, reduce labor costs associated with manual meter reading, decrease data errors, and improve billing accuracy. The system also improves customer service by allowing customers to monitor their own water use via a data portal, receive custom notifications and alerts about potential leaks.

Measuring Efficiency of Water Loss Control Efforts: Infrastructure Leak Index (ILI)

Water utilities measure system efficiency using the Infrastructure Leak Index (ILI), a standard developed by the American Water Works Association and the Texas Water Development Board. ILI evaluates how effectively a utility delivers potable water while minimizing losses.

For a system the size of Austin's, an ILI between 3 and 5 is considered appropriate. Lower values indicate higher efficiency with less water lost to leaks.

Austin Water Performance:

From 2024 to 2025, Austin Water reduced water loss by 5% and remains committed to building on this progress and continuing to improve overall system efficiency.

- 2025 ILI: 5.16
- 2024 ILI: 5.44

How ILI Works

ILI measures water loss relative to the size and complexity of a utility system. It accounts for factors such as:

- Number of service connections
- Miles of water mains

Because it reflects system characteristics rather than population or total water use, ILI provides a consistent and reliable way to compare performance across utilities.

For more information, contact Austin Water at 512-972-1000 or visit the Managing Water Loss section of the [System Maintenance webpage](#).



Stay Informed About Your Water

Sign up for the My ATX Water program

Austin Water's customer portal, known as My ATX Water, provides daily water use data and custom notifications about water use for individual accounts. The following benefits are included:

- **Customized Notifications** – Customers receive alerts if water use suddenly increases, indicating a possible water leak.
- **Daily Water Use Updates** – Data shows customers how much water they are using in near real time.
- **Water Budgeting Feature** – Customers can sign up for alerts to notify them if water use exceeds their stated threshold, saving a precious resource and their utility bill.
- **Tools and Guides** – Monthly water-use reports identify conservation opportunities to save water and lower bills.

Sign up today at [My ATX Water | Austin Water | AustinTexas.gov](#).

Monthly Commission Meetings

There are many opportunities for public input and participation on issues and topics related to water quality. Attend an Austin City Council or Water & Wastewater Commission meeting to learn more. Meeting agendas, dates and times can be found by visiting austintexas.gov/department/city-council/councilmeetings and austintexas.gov/content/water-and-wastewater-commission.

Social Media

Follow Austin Water on [Facebook](#), [X \(Twitter\)](#), [Instagram](#), and [YouTube](#) for information about water quality, updates about infrastructure improvements we're making to be more resilient, fun lessons for students or opportunities to get involved with water planning in our community. We also share helpful tips on conservation, landscaping and how to protect your pipes during extreme weather events.

Current Water Quality Results

Visit our [monthly and quarterly summaries](#) for the most up-to-date water quality results such as total hardness, pH, total (dissolved) solids, and more.

