



Dear Austinites,

I am pleased to share the [2025 Water Quality Report](#) and to celebrate some important milestones 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 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. The new facility significantly enhances water reliability in Austin for the next century.
- We also 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, galvanized pipes can contribute to trace amounts of lead detected in some systems. They will be replaced at no cost to Austin Water customers, reducing potential lead exposure from private plumbing in residential properties.

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.

Learn more about the quality of your drinking water and our commitment to excellence in the [2025 Water Quality Report](#) or at www.AustinWater.org.

Warm regards,

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