



# Regular Presentation to Council

October 13, 2025



# Today's Presentation

- **Using Metrics to Drive EPWater Strategy**
- **State Legislative Update**
  - State Water Funding Passed
  - Upper Valley Project Funding
  - November Ballot Referendum
- **Hot Topics**
  - New meters
  - Monsoon season updates
- **Top CIP Priorities**
  - Water
  - Wastewater
- **New Utility Budget Calendar**
- **EPWater Awards and Recognitions**



# Metrics Drive Strategy



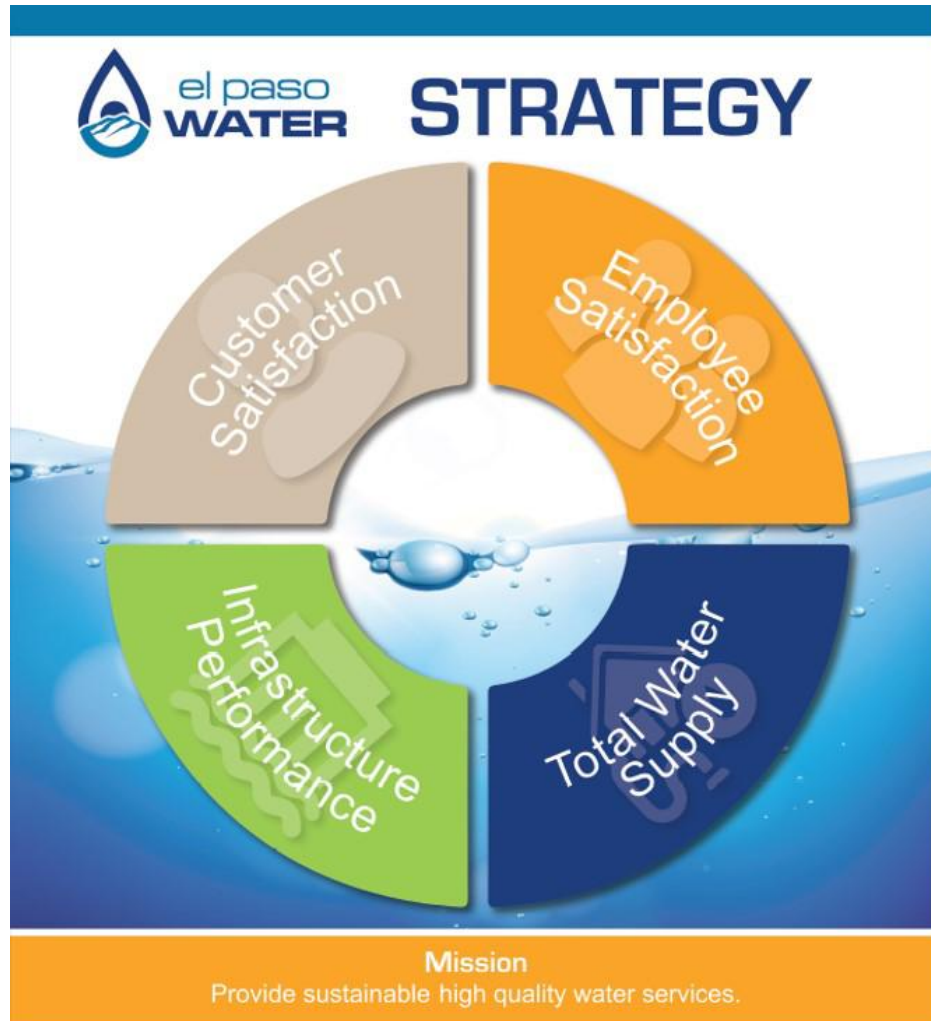
## **MISSION**

Provide customers with sustainable high quality water services.

## **VISION**

Trusted by our customers and recognized as an international model for water resource innovation.

# Using Key Performance Indicators to Drive EPWater's Strategy

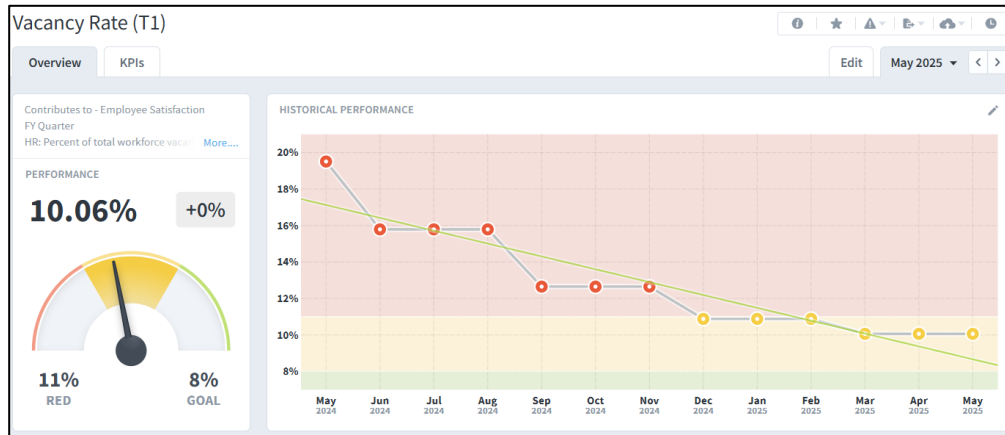


## Approach:

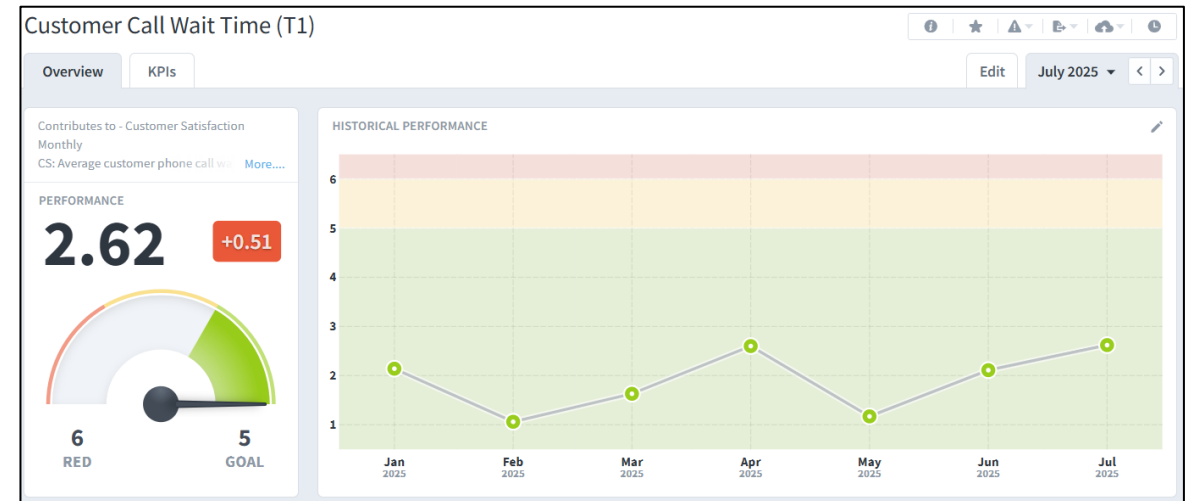
- Focus
- Measuring: proactive vs reactive
- Visual Tracking
- Weekly/Monthly Reviews

# Key Performance Indicators show improvements

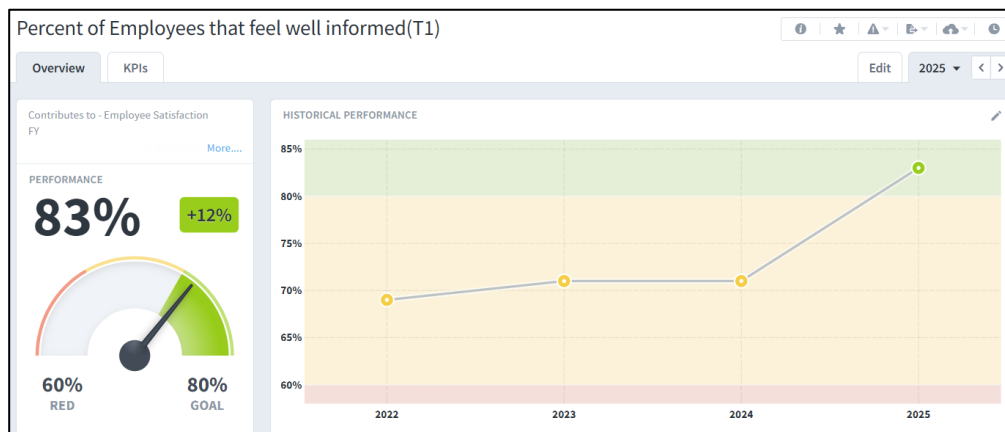
## Position vacancies



## Customer call wait time

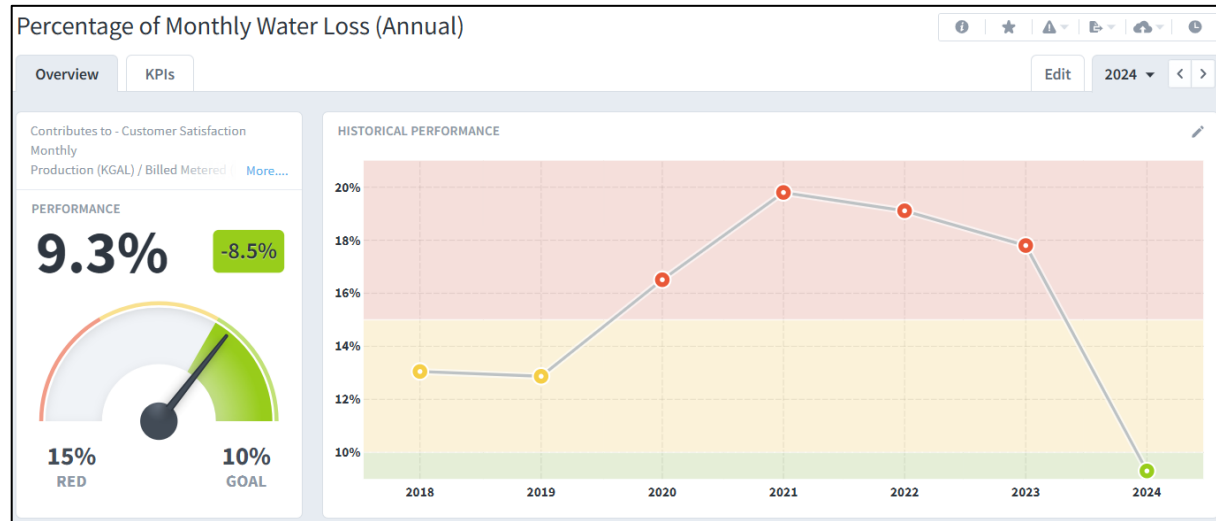


## Employees that feel well informed

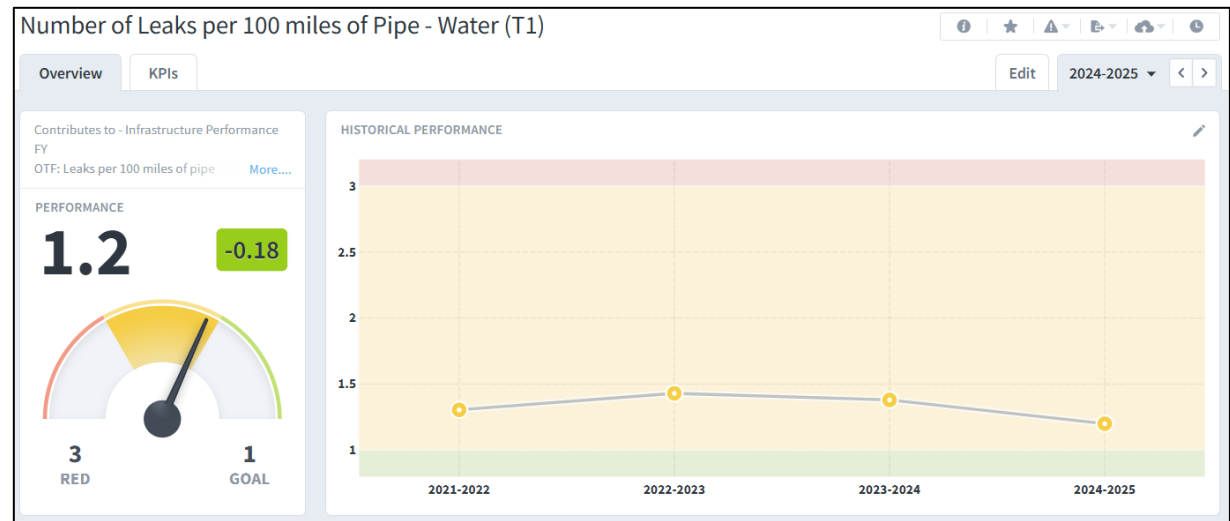


# Key Performance Indicators Show Improvements

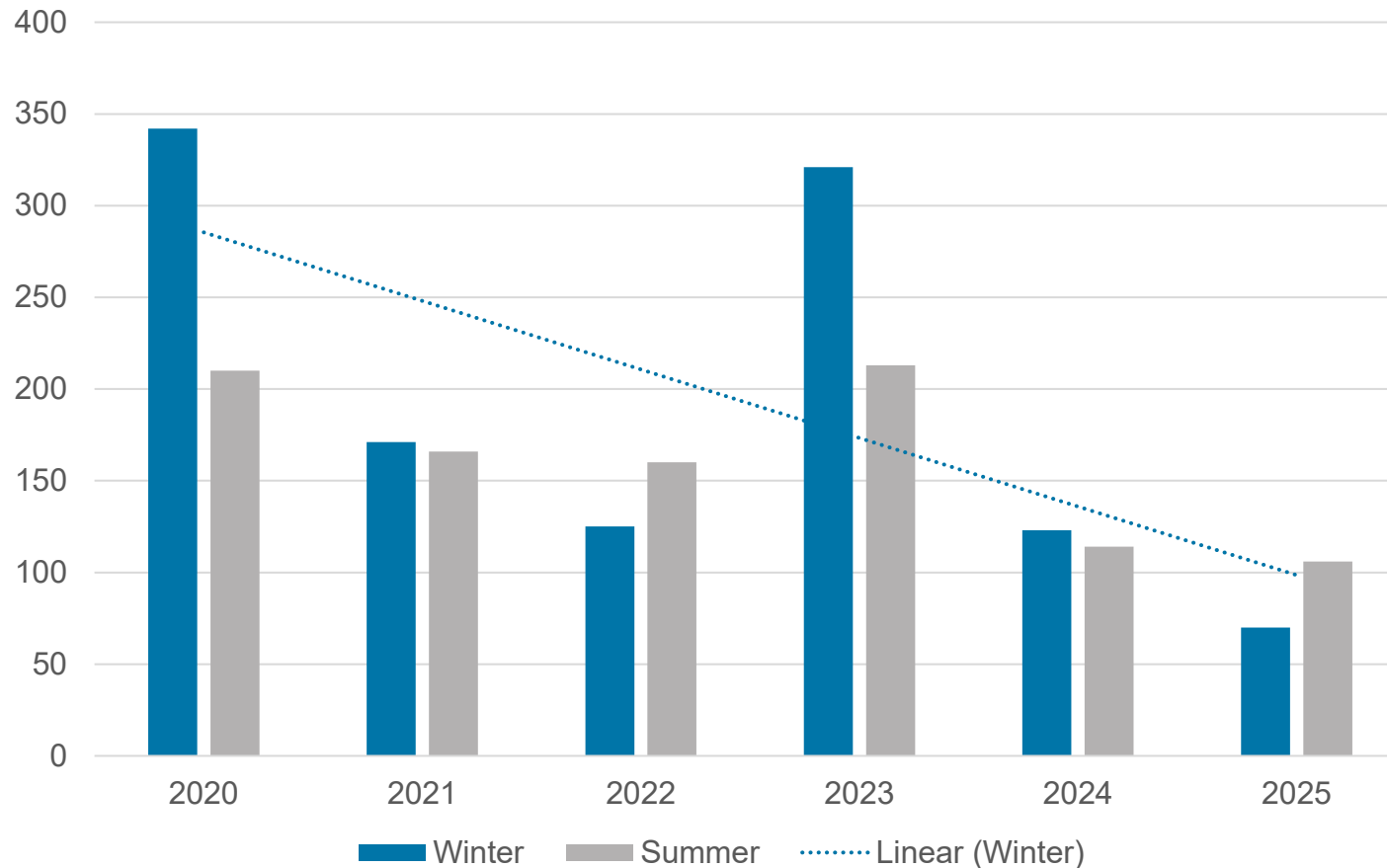
## Water loss percentage



## Leaks per 100 miles of pipe



# KPIs – Street Paving – Steel Plates



- EPWater contributed over **\$13M** in paving city streets over the past two years.
- After the spike in 2023, EPWater moved from having one contractor to three contractors.





# State Legislative Updates

# Focus on water funding bills

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The 89<sup>th</sup> Texas Legislative Session was a historic session for water infrastructure

The legislature passed SB 7 (Perry). The bill is a once-in-a-generation investment by legislature in the state's water, wastewater and stormwater infrastructure.

The bill will provide:

- \$2.5 billion one-time allocation to Texas Water Fund
- \$1 billion annual appropriations for 20 years, if approved by voters in November

# Direct appropriation for Upper Valley Project

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El Paso Water received a direct appropriation through the legislature for **\$14 million** for design of the new Surface Water Augmentation Project at the Upper Valley Water Treatment Plant.

This valuable funding is due to the efforts of Sen. Cesar Blanco, Rep. Mary Gonzalez and Rep. Joe Moody to secure an appropriation in the state budget.

# Affordability remains a top legislative priority

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## Local



With the help of the City of El Paso and generous donors, we continue to offer a limited payment assistance program.

## State

Sen. Cesar Blanco introduced SB 907, and Rep. Vince Perez introduced HB 4269 to propose legislation that would allow EPWater to use ratepayer money to assist customers at risk of disconnection.

## Federal

Continued advocacy through the Association of Metropolitan Water Agencies for the Low Income Household Water Assistance Program.



# Menu of Affordability Options

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## **Ultralow water use: 1 CCF Rate** (748 gallons/month)

- \$35.99/month
- 45% of typical bill
- Daily service: \$1.18

## **Very low water use: 4 CCF Rate** (2992 gallons/month)

- \$48.23/month
- 59% of typical bill
- Daily service: \$1.58

## **Legislative Priority**

- Proposed legislation enabling more options for assistance to certain customers at risk of disconnection.

## **Residential Rebates**

- Washing machine, toilets
- Smart irrigation controller
- Rainwater harvesting

## **WaterWise Business Rebates**

- 50% of equipment costs up to \$30K



# Hot Topics

# New meter installation program

EPWater is currently replacing traditional meters with new advanced meters.

A total of 90,730 new meters have been installed - about 40 percent of our total meter inventory.

## Benefits:

- Faster leak detection capability
- More accurate readings for low water flow
- Longer 50-year lifespan for hardware

## Coming in 2026:

- Customers will have access to real-time water usage via a new smartphone app, helping manage their usage and bills





# New Blue Lids

Customers will notice blue lids installed with new meters

- Blue lids are made of polypropylene to allow for data transmission from the meter-to-meter reading devices
- New lids are lighter weight and need to be secured to the meter box
- Customers can learn how to remove the lids at [EPWater.org](http://EPWater.org)





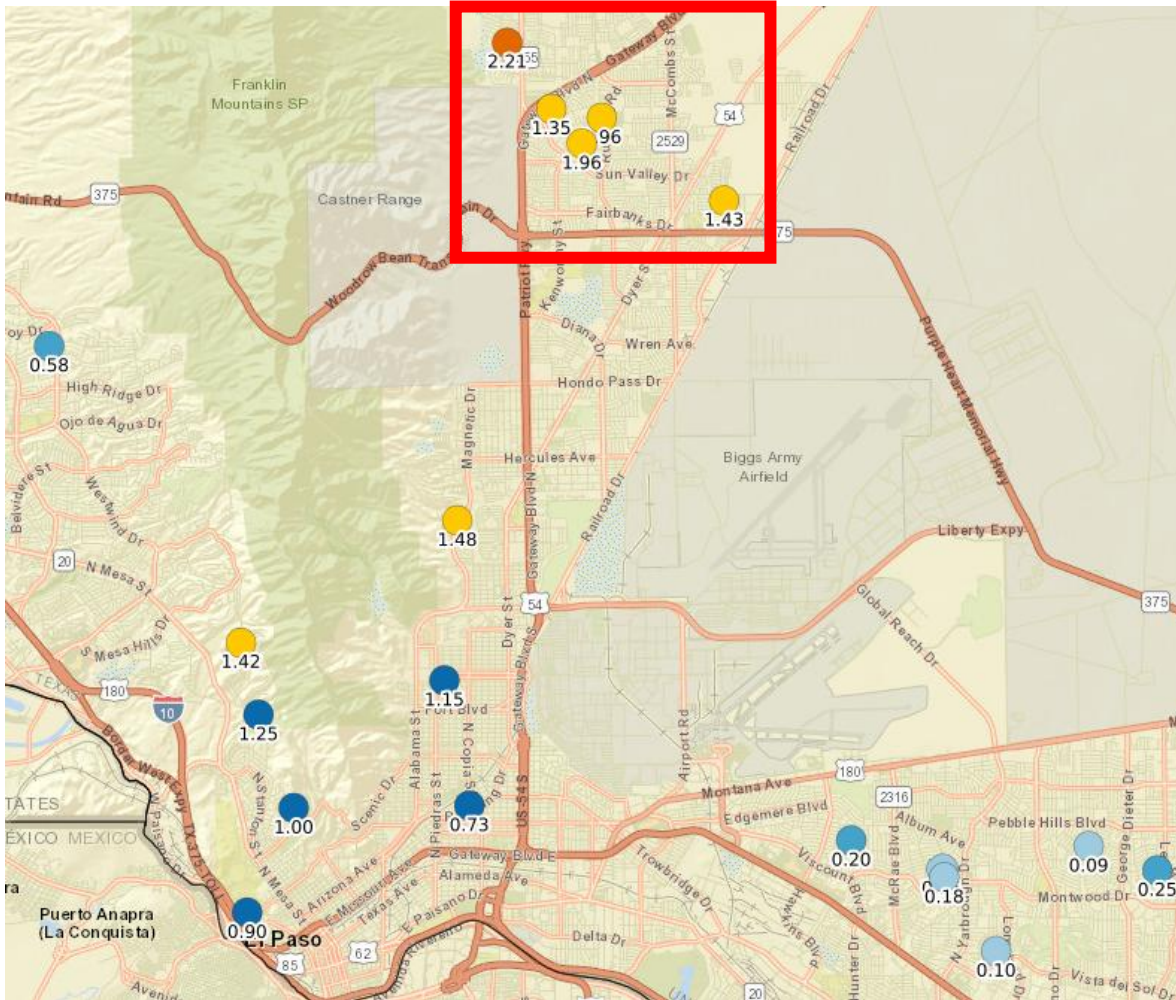
# Airway Construction Nears Completion

- Projects to improve pipeline resiliency and replace aging systems at Airway-Viscount Intersection
- EPWater authorized contractor to begin around-the-clock work to complete the project as quickly as possible
- Project is now estimated to be completed in October 2025 and will demobilize at that time but remobilize after the holidays for paving.



# Summer 2025 has been active monsoon season.

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El Paso saw **42** rain events from June 15 – Sep. 28

While El Paso has not seen destructive storms similar to 2006 and 2021, a few areas in Northeast and Central El Paso have seen severe flash flooding due to brief high-intensity storms.

EPWater has worked closely with the City and TXDOT to respond to flooding sites to help clear drains and extract water from flooded areas.



# Focus areas for storm events – Central El Paso

## Central El Paso

- Some areas of Central El Paso have seen flooding from strong storms.
- Flooding quickly receded as water entered the stormwater system.

## I-10

- Low-lying stretches of the highway have seen inundation from strong storms
- TXDOT crews worked to clear flooded on-ramps and repair TXDOT stormwater systems.

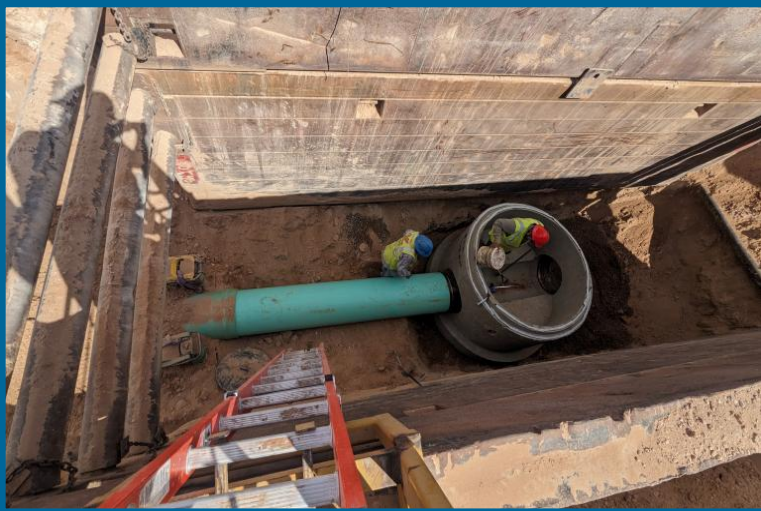
**Solutions will involve property acquisitions.**



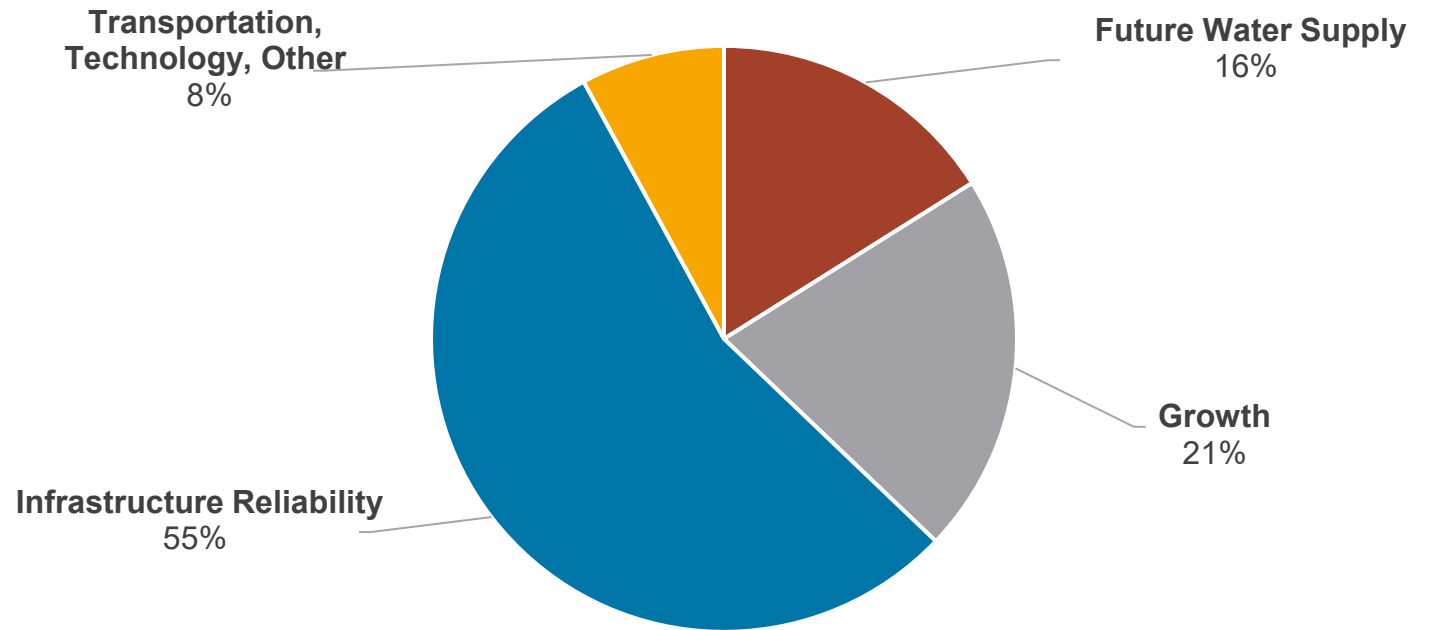


# Top CIP Priorities

# FY26 will see the largest CIP in EPWater History



## Preliminary Water and Wastewater CIP \$750+ Million (est.)





# Construction Underway for Pure Water Center



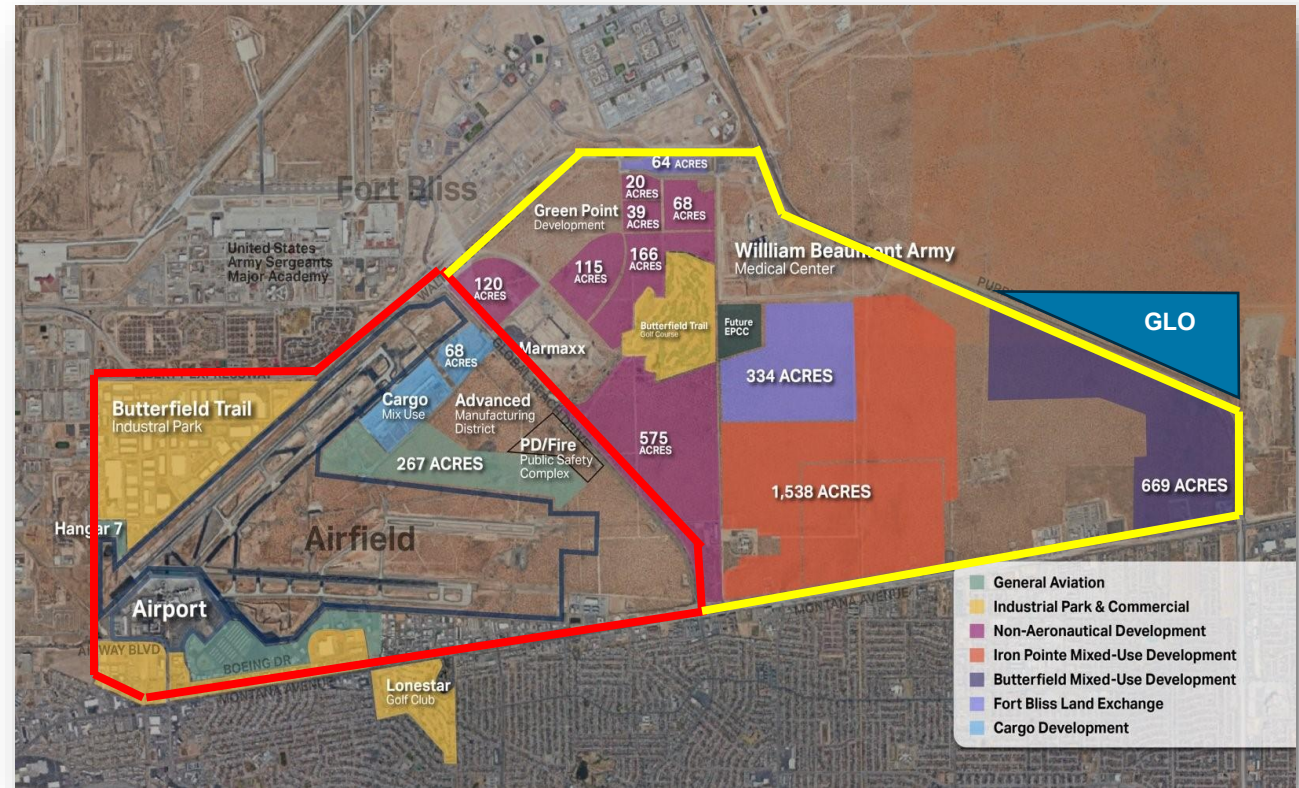
New facility will enable continuous education

- Viewing area
- Presentation area
- Exhibits



# Support for rapid growth north of Montana

- Federal land was never considered for development; EPWater system was not designed to serve this area
- Municipal Utility District has been established to serve the area in yellow to pay for utility infrastructure
- In 2016, the General Land Office presented development plans to EPWater
- Working closely with City staff to determine needs of area in red.





# Rehabilitating and Expanding Wastewater Plants

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# Utility Budget Calendar



# A new budget timeline this year

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Thursday  
Nov. 13  
6 p.m.

Public PSB budget  
workshop

Thursday,  
Nov. 20  
6 p.m.

Optional second  
budget workshop

Wednesday  
Dec. 10  
8:30 a.m.

PSB adoption of  
FY 26-27 Budget

EPWater is adjusting the budget timeline to allow for additional time in the development, review and adoption process.

- Keeps public input as a priority
- Avoids conflicts and disruptions with holiday season
- Allows more time for public outreach on rate changes before they go into effect



# EPWater Awards & Recognitions



National Association of Fleet Administrators

**Recognizes El Paso Water, City of El Paso  
and El Paso Fire Department among  
2025's 100 Best Fleets in the Americas**

EPWater Ranked 38 Best Public Fleet

**Jose Castro**  
Honorable Mention  
2025 Fleet Professional of the Year



# Army Community Partnership Award

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# Utility of the Future Award - WEFTEC





## We continue to improve our collaboration with the City

- Monthly meetings with City Manager
- Standing meetings and/or frequent coordination:
  - Streets/Paving
  - New installations
  - ESD
  - Parks Department
  - Floodplain Administrator
  - Climate & Sustainability