

Austin Energy Winter Weather Preparedness and Storm Recovery Updates

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Precautions and Protections for Employees

- Stay hydrated with fresh water on hand
- Inventory cold weather gear for service
Coats, overalls, gloves, sock caps, hoodies & hand warmers
- Service portable heaters
- Take breaks in heated space
Designated vehicle or substation house
- Partner with Austin Energy Safety
Workshops on tire chain (cable) installation
- Partner with Austin Energy Fleet Services
Prepare vehicles for cold weather
- Safety briefings prior to work
Weather exposure, wind during cold weather days, prevent frostbite and hypothermia, dress in layers



Winter Preparation: Substations

Weatherize
Critical
Components



Winter
Preparation
Training

Monthly
Station
Inspections

Adequate
Staffing
Levels

Ongoing
Testing of
Components



Winter Preparation: Generation

Staff Training
& Staffing
Levels

Weatherize:
Insulate, Tarp &
Heat Tape

Inventory &
Procure Fuel
& Supplies

Equipment
Maintenance

Ongoing
Testing of
Components



Summary of Austin Energy Winter Preparation Activities

- Conduct winter preparation training for personnel
- Activate winter weatherization activities
- Provide Winter Weather Readiness Attestation to ERCOT and Public Utility Commission by 12/1
- Participate in ERCOT winter weatherization inspections as requested



Storm Recovery Updates



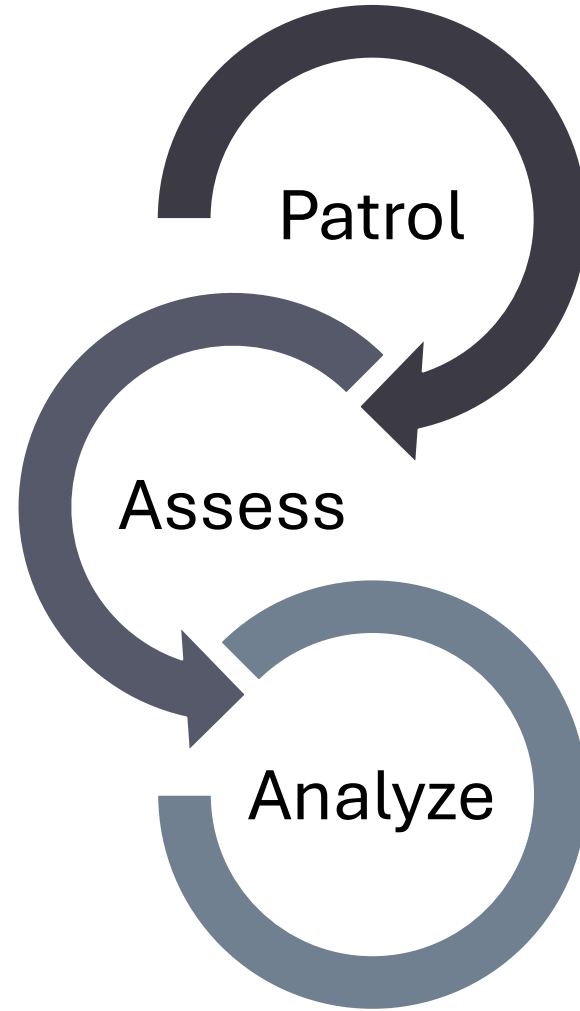
Improved storm restoration coordination

- Perform damage assessment first to inform a system-wide Estimated Time of Restoration (ETR)
- Enhanced storm restoration prioritization process for critical load customers and large-scale customer outages
- Enhanced mutual aid agreements and processes to speed additional resources when needed





Patrol & Damage Assessment



Restoration Phased Approach



Life-safety & Critical loads

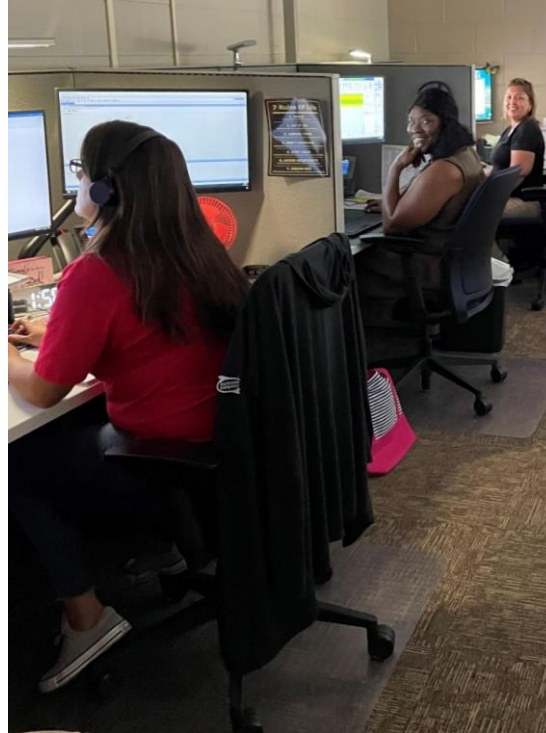


Outages with Largest Amounts of Customers



Smaller Outages Affecting Few Customers

Customer Support



Emergency Reconnection Process

Austin Energy has visited your property. The issues below have been identified:

- Austin Energy equipment needs repair. Crews have noted the issue and will respond as soon as possible.
- Customer-owned equipment needs repair. **Customer action required.**

Customer Action Required

A permit is needed to begin emergency repairs?

- YES NO

An electrical emergency is the loss of power to an occupied business or residence due to equipment failure or a natural disaster. If damage to customer-owned equipment is indicated above, and you need to initiate repairs on for an electrical emergency, the following actions are required for your electrical service to be fully restored:

Find a licensed master electrician to make the repairs. You can find a licensed master electrician by visiting tdlr.texas.gov/verify.htm. Electrical contractors should obtain a permit for emergency repair within one business day after emergency.

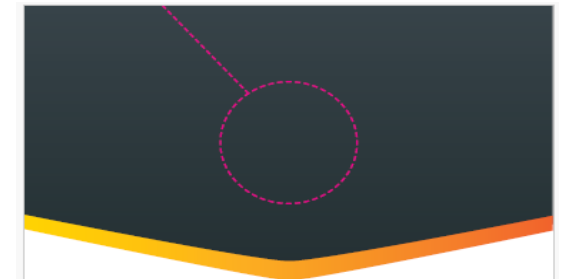
Your licensed master electrician will need to contact Austin Energy to disconnect damaged services before any repair work begins.

Once repairs are made your electrician should contact **512-974-2030** for electrical inspections through the City of Austin Development Services Department. Supervisor phone numbers can be found at: austintexas.gov/page/building-inspections
Emergency After Hours Inspections Line for **ELECTRICAL CONTRACTORS ONLY: 512-974-2030.**



austinenergy.com
512-494-9400

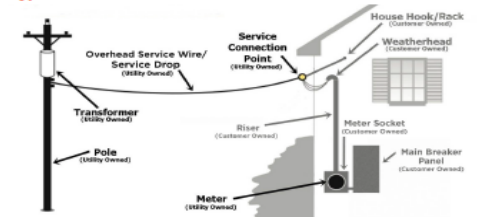
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Identified Damage or Needs

- Tree trimming needed (customer responsibility)
- Tree trimming needed (Austin Energy responsibility)
- Service drop damaged
- Broken service connection point
- Riser Damaged
- Meter equipment damaged

Typical Overhead Electrical Service



*Please note that all metering and service equipment attached to the house is the homeowner's responsibility to repair

Once the inspection is complete, Austin Energy will clear the service request so it can be assigned to a field crew. Crews will restore power as quickly as possible.

If you still don't have power and can see that the overhead electrical line that runs from the utility pole or electrical transformer to your building is connected and that the meter is installed, please check your main breaker panel and reset if necessary.

To check the status of your reconnection, call **512-322-9100**.

Emergency Electrical Inspection requests submitted after **1:30 p.m.** will be processed by the on-call inspector starting at **3:30 p.m.**

Time frame for after-hours inspections:
Monday-Thursday • 3:30 p.m. – 7 a.m.
Friday • 3:30 p.m.

These hours may differ on holidays.



austinenergy.com
512-494-9400

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Mutual Aid



Mutual Aid Networks

- Texas Mutual Assistance Group (TXMAG)
- Texas Public Power Association (TPPA)
- American Public Power Association (APPA)

Additional Agreements

- Edison Electric Institute (EEI) for private power companies
- Emergency vegetation management vendors
- Additional local restoration companies
- Nationwide restoration service providers
- Austin Independent School District for logistical staging areas
- Catering companies for mutual aid and Austin Energy crews



Outage map and alert system upgrades to improve the customer experience

- Ensured all system alert functionality is being used
- Increased outage map volume capacity
- Tweaked map design for more visual clarity
- Fixed customer address issues
- Simplified automated outage alert message flows and templates

A screenshot of the Austin Energy Outage Map interface. The map shows the Austin area with various neighborhoods and roads. A red circle with a white '1' indicates an outage location. A panel on the right displays the following information:

Outage Information

Total Affected Customers
1

Start Time
Jan 17, 2025, 2:52 PM

Estimated Restoration
Jan 17, 2025, 5:09 PM

Crew Status
One or more crews have been assigned.

Cause
An animal came in contact with equipment

[How We Restore Power](#)

[ZOOM / MAGNIFY](#)

[REPORT OUTAGE](#)

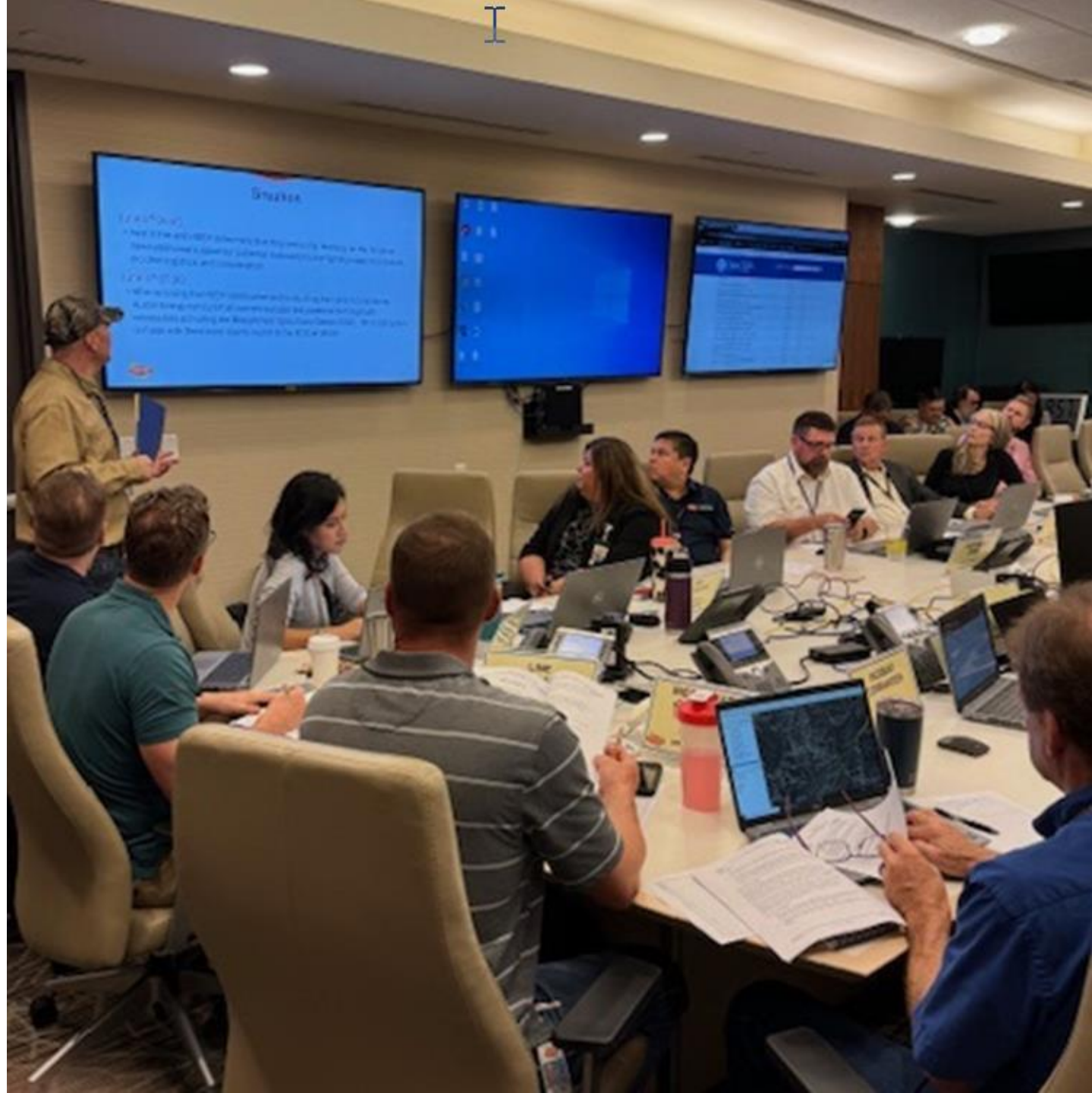
[CHECK STATUS](#)

[GET OUTAGE ALERTS](#)

[CURRENT CONDITIONS](#)

Enhanced Austin Energy emergency management

- Expanded the emergency management team
- Completed benchmarking visits with peer utilities in extreme weather areas
- Revamped incident response
- Upgraded facility and software



QUESTIONS?



**Customer Driven.
Community Focused.SM**

