

Austin Energy Development Design and Construction Process Improvements

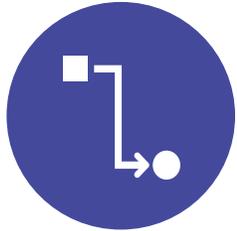
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Process Improvements Overview



Design and Construction Process

- Current process
- Identifying improvements
- Listening to customer



Developer Feedback Sessions

- Stakeholder meetings
- Quarterly open houses
- Listening session



What We Learned

- Lack information
- Conflicting information
- Inconsistent processes



How We're Responding

- Improved processes
- Enhanced project communication
- Boosted project visibility

Design & Construction Process

Six Stages to Getting Energized

All City Departments



Site Plan Review

- Coordination with other departments solve issues early
- Example: preventing development in a utility easement

DESIGN



- Customer provides documents to start request
- Customer enters next available designer queue

- Austin Energy analyzes need
- Develops drawings, material requirements, and cost invoice

- Customers pay invoice provided by design team
- Utility obtains necessary easements from customer

Design & Construction Process

Six Stages to Getting Energized

CONSTRUCTION



- Austin Energy prepares work packet
- Ensures job site conditions are ready for construction
- Issues work assignments

- Construct overhead and underground infrastructure
- Includes construction crew scheduling

- Austin Energy inspects metering equipment
- Sets up billing account and meter
- Turns on power



Simplified Energization to Six Stages

More Intuitive for Customers and for Process Improvements

All City
Departments



Site Plan Review

DESIGN



CONSTRUCTION



Customer
Energized



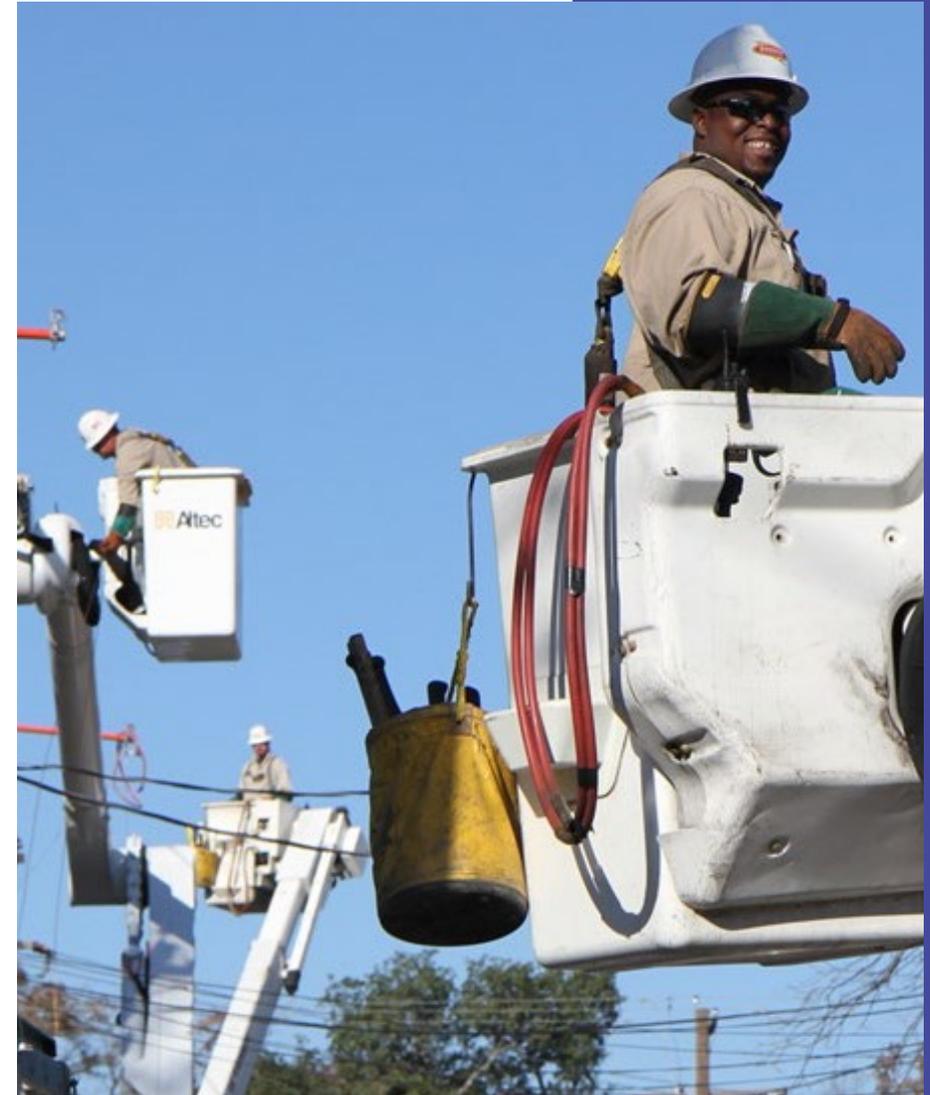
Improved Processes

- Simplified to a single Intake team
- Consolidated Construction, Metering and Service, Work Management, and Civil Inspection teams
- Created feedback loop for project handoff from Design to Construction teams
- Improved visibility of data and Key Performance Indicators



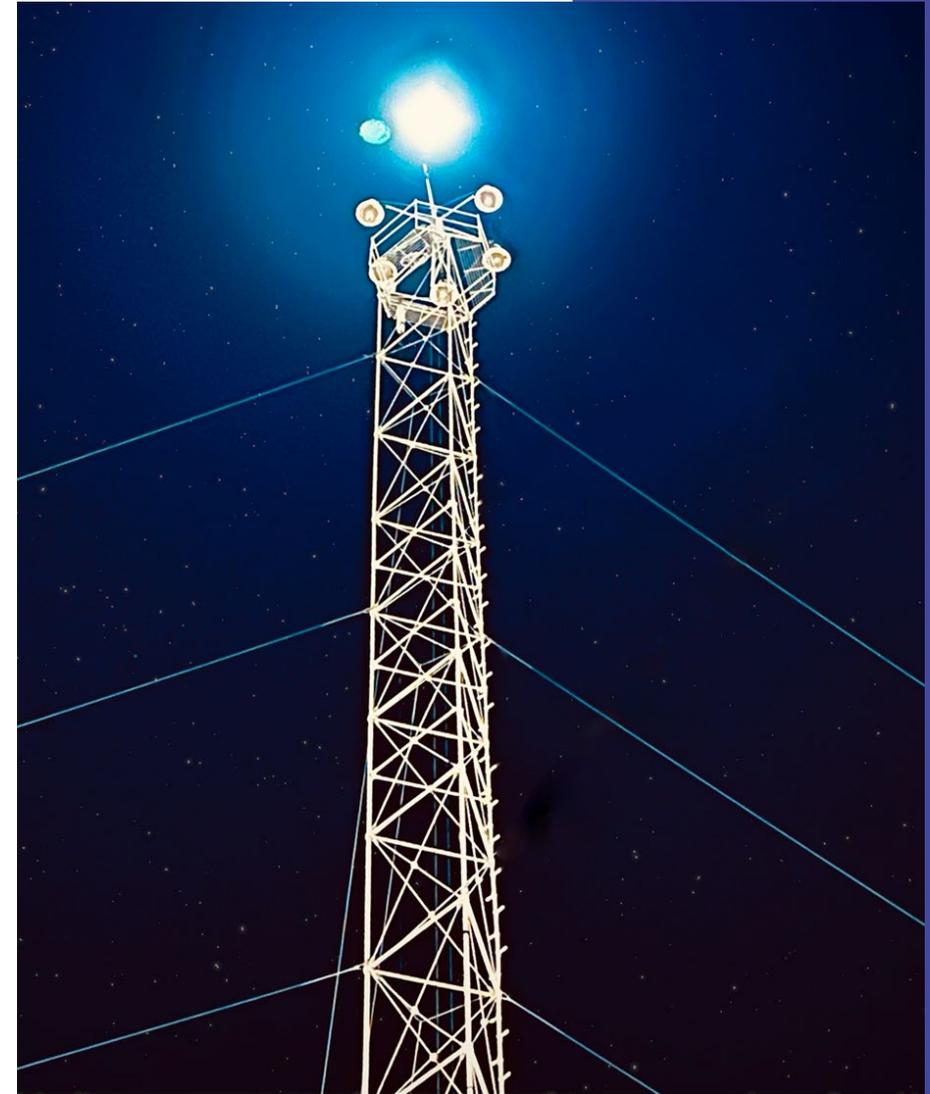
Enhanced Project Communication

- Expanded Service Dispatch hours
- Increased accuracy of estimated completion dates
- Improved coordination with Austin Development Services
- Improved internal communication between Design and Construction teams



Boosted Project Visibility

- Online customer portal now allows tracking throughout design process
- Reoccurring customer meetings and open houses
- Project specific timelines
- In-person reviews at the Permitting and Development Center



Design Stage Times

Job Type	1	2	3
	Intake (Weeks)	Design (Weeks)	Customer Payment & Easement (Weeks)
Single Phase - Residential	5.2	5.6	7.6
Single Phase - Commercial	5.2	5.2	10
Three Phase - Commercial	6	8.4	9.6
Network	0	11.6	6
Streetlight	3.2	5.6	4
Temporary Power	3.2	4.4	8.4
Average across all jobs Since 2023	5.2 ▼ 35%	6.4 ▼ 60%	8.4 ▼ 0%

~12
Total

Summary and Impacts



Simplified Six Stages to Energization



Improved Processes in all Stages



Enhanced Project Communication



Boosted Project Visibility



Lowered active jobs in design queue by **32%**



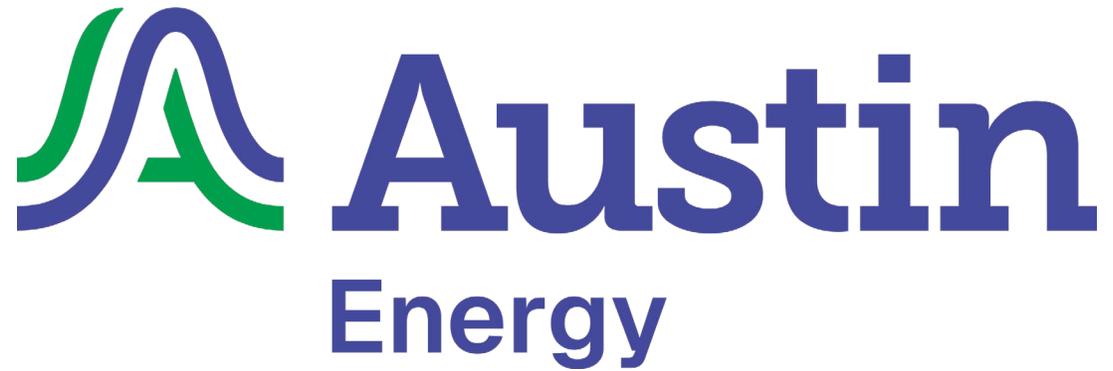
Shortened overall time in design stages by **50%**



Sharpened construction timeline estimates for each project



Cut wait time to schedule common customer construction projects by as much as **90%**



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