

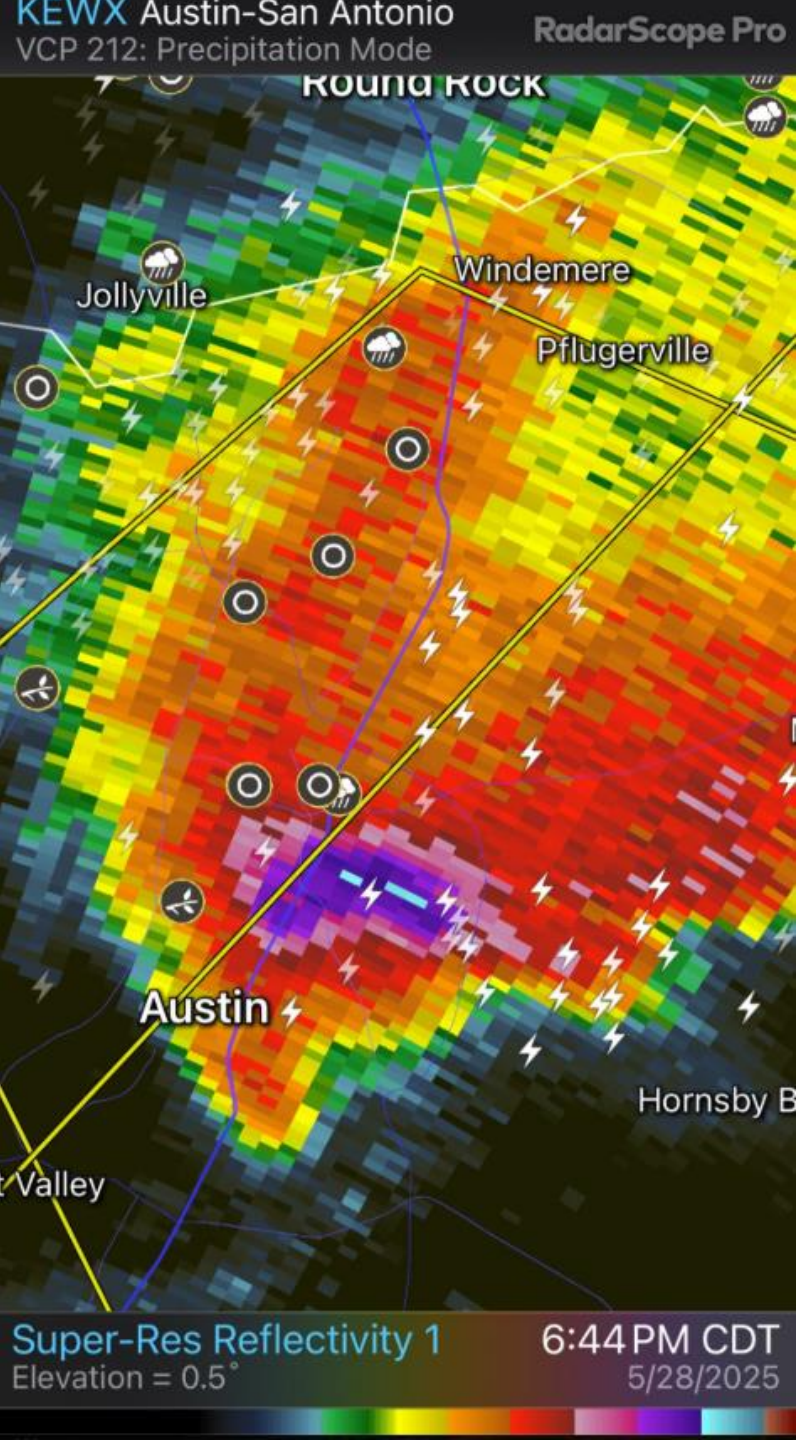
Austin Energy General Manager's Report

Stuart Reilly
Interim General Manager



July 22, 2025

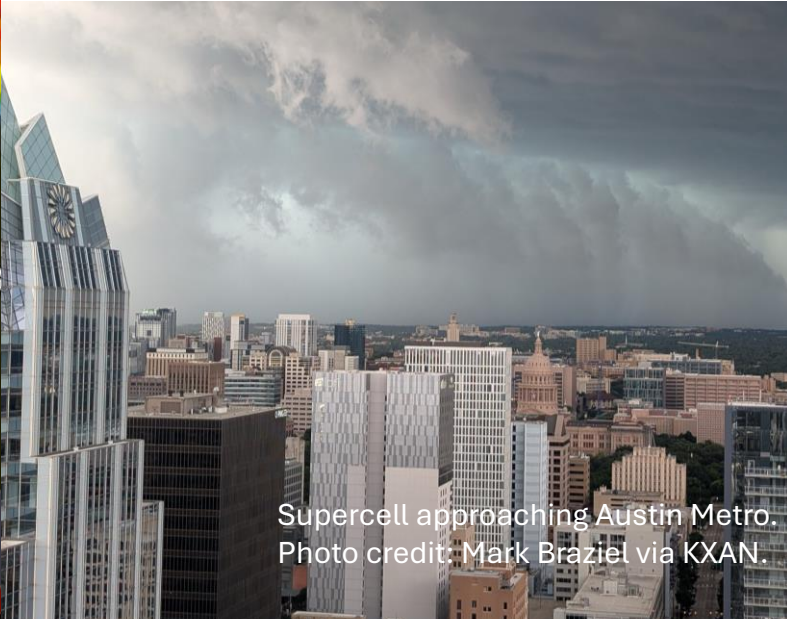
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Microburst Storm

May 28, 2025

- Third-worst storm in recent history
- Second-most storm damage to Austin Energy infrastructure
- Thunderstorms with extreme rain and lightning
- High Winds: 60-80 mph
- Large Hail: 1-1.5 inch



Supercell approaching Austin Metro.
Photo credit: Mark Brazier via KXAN.



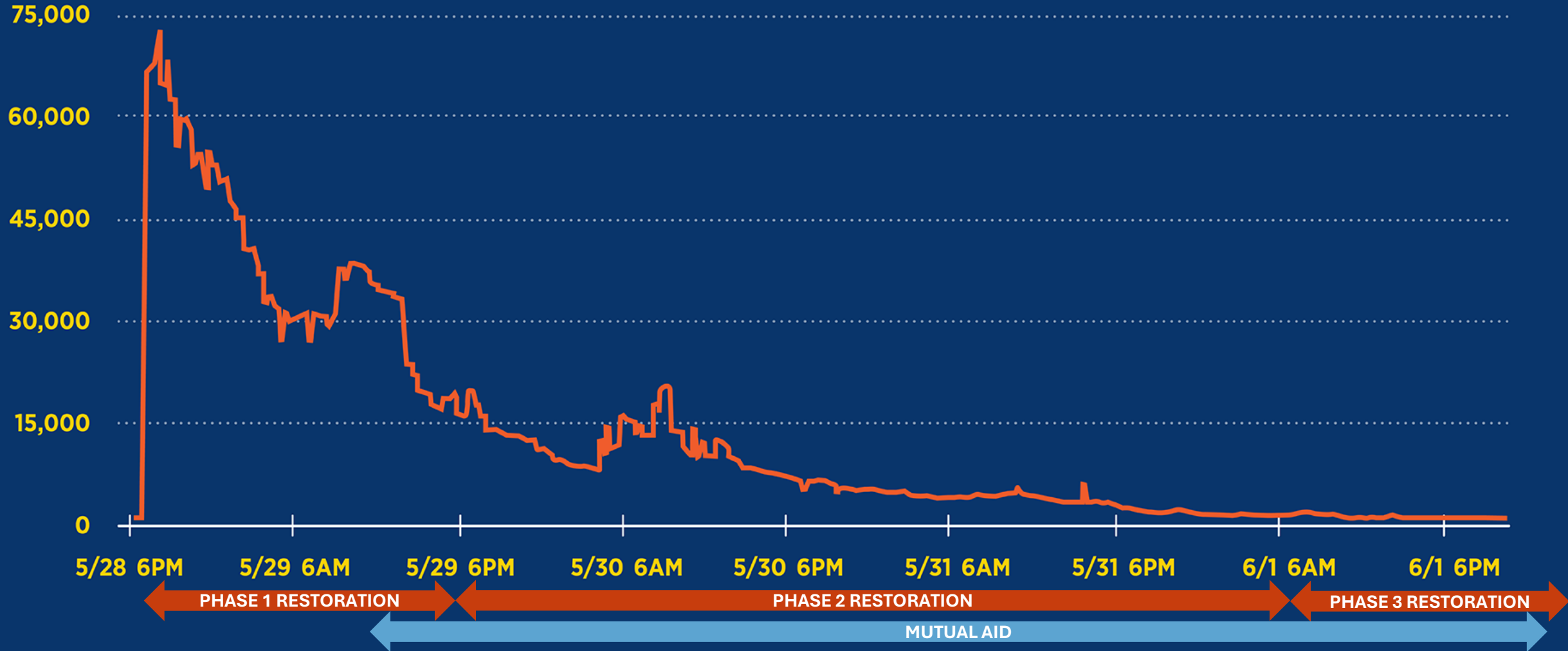


MAY MICROBURST STORM: Affected Customers Over Time

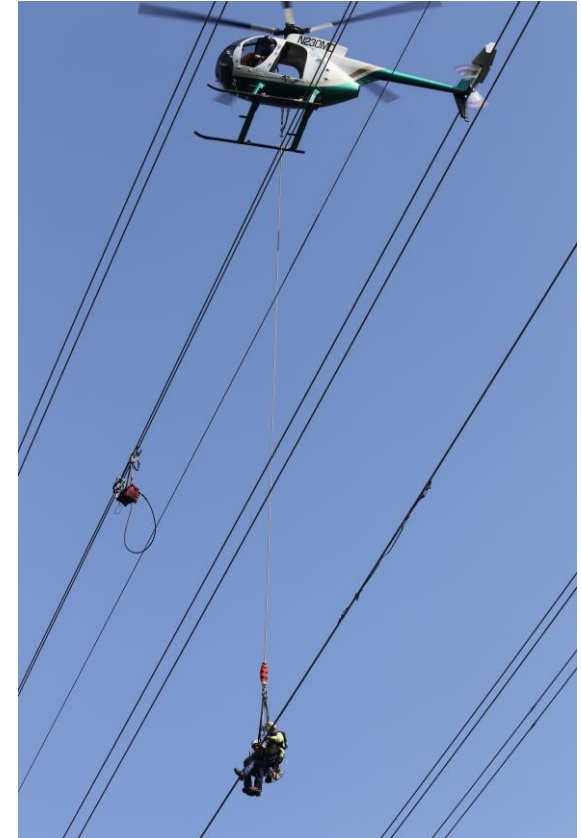
At peak, 72,506 customers out

MICROBURST

2nd STORM



Field Response





MICROBURST STORM RESTORATION

May 28 – June 1, 2025



124,000 total customers affected and restored



72,500 customers affected at the peak of the storm



91 power poles replaced



52 transformers replaced



32,000 feet of overhead cable restored



25,000 outage-related inquiries fielded



680 Austin Energy field staff and contractors activated



311 mutual aid crew members responded



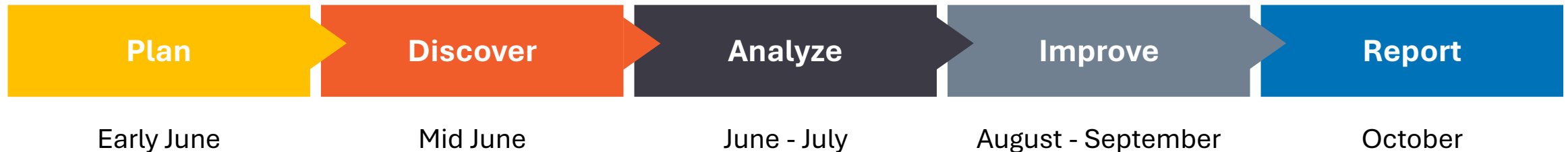
\$6.5 Million initial cost estimate

Continuous Improvement Strategy

Improvements Implemented for this Storm Response

- Revised Incident Management Team structure
- Streamlined damage assessment processes
- Phased “Restoration 1-2-3” process
- Enhanced outage map capacity
- Better mutual aid coordination and pre-drafted contracts

After-Action Review for Microburst Storm Response





**Customer Driven.
Community Focused.SM**



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