

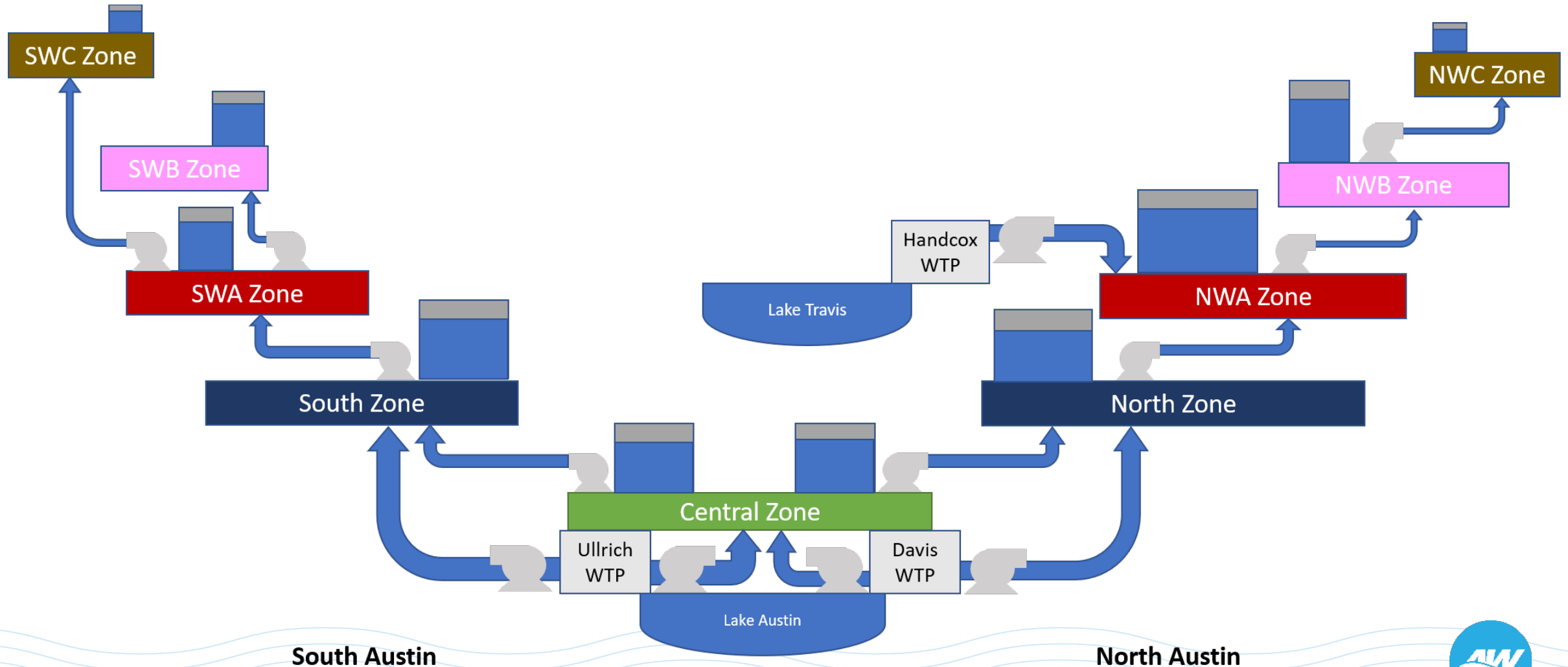
# WINTER STORM EVENT BRIEFING

Water Forward Task Force | April 14<sup>th</sup> , 2021

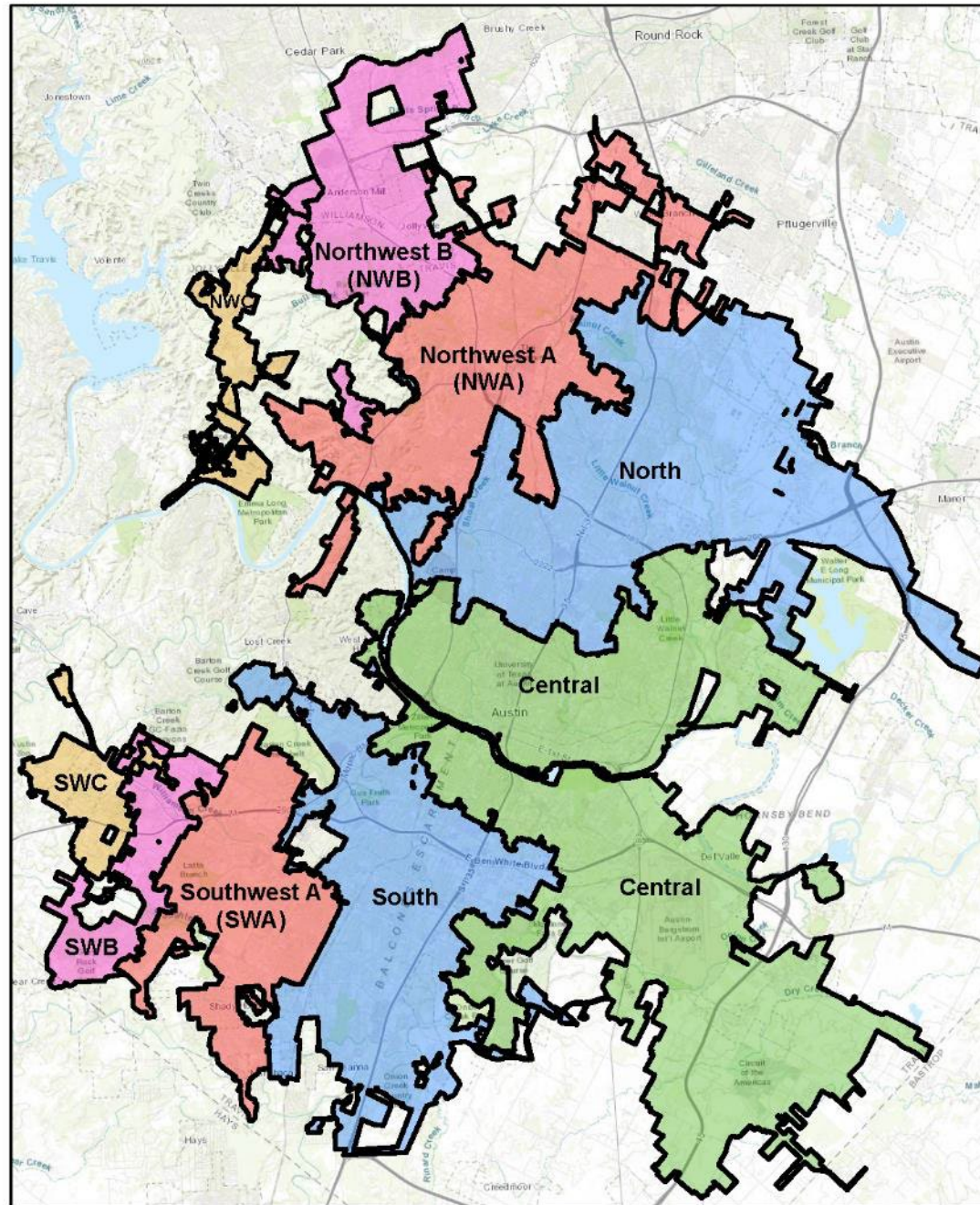




# System Overview



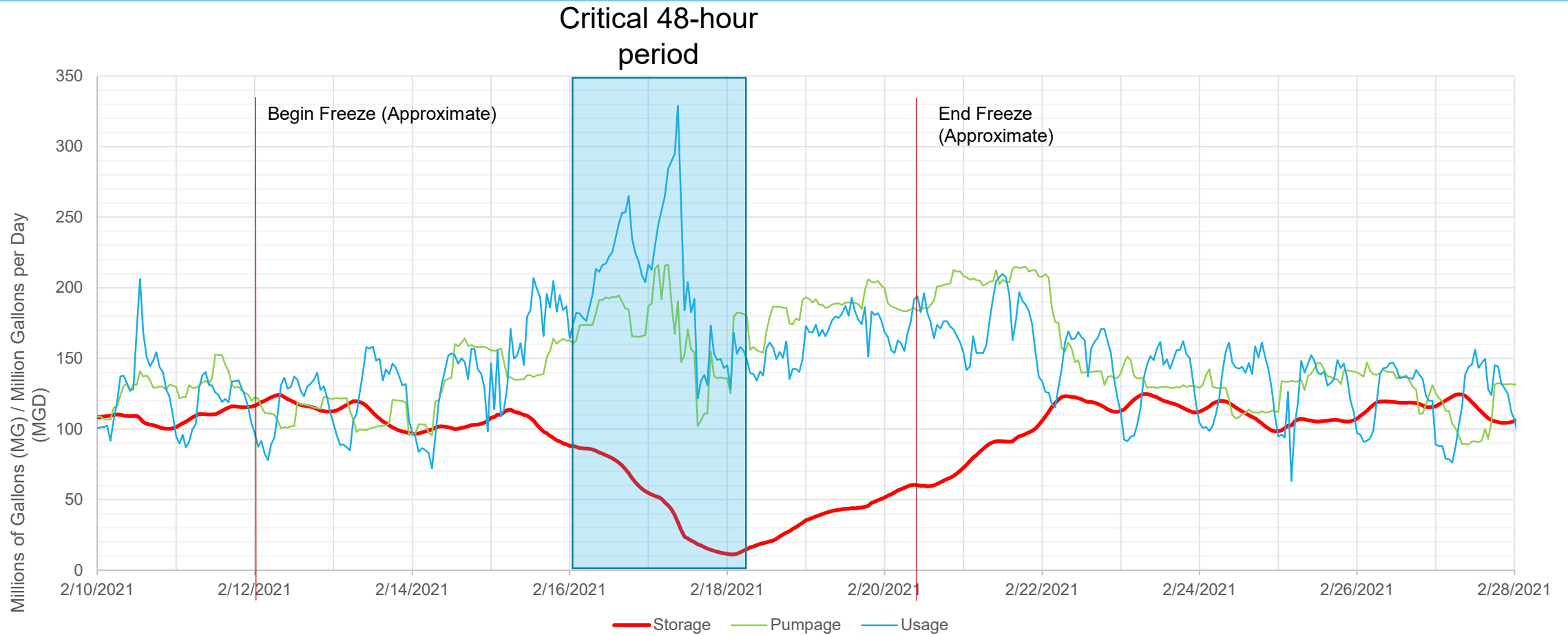
# System Map



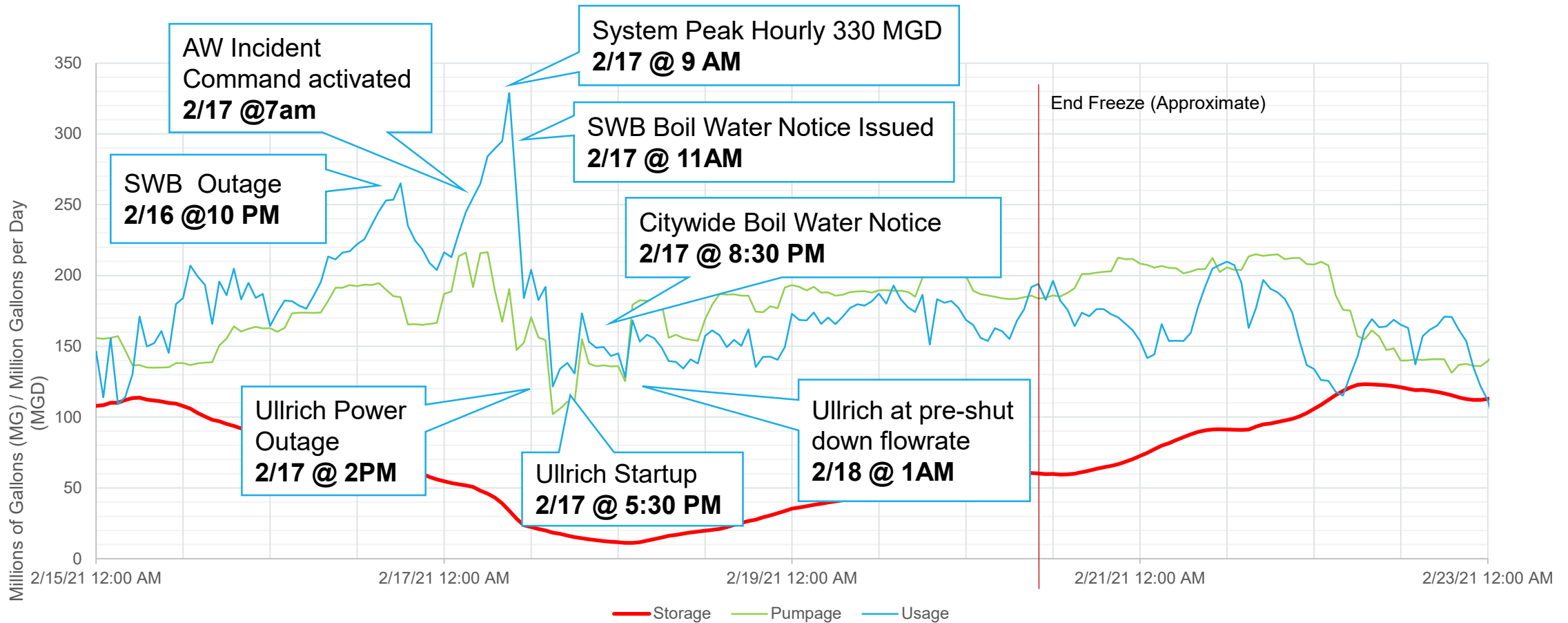
3/2/2021



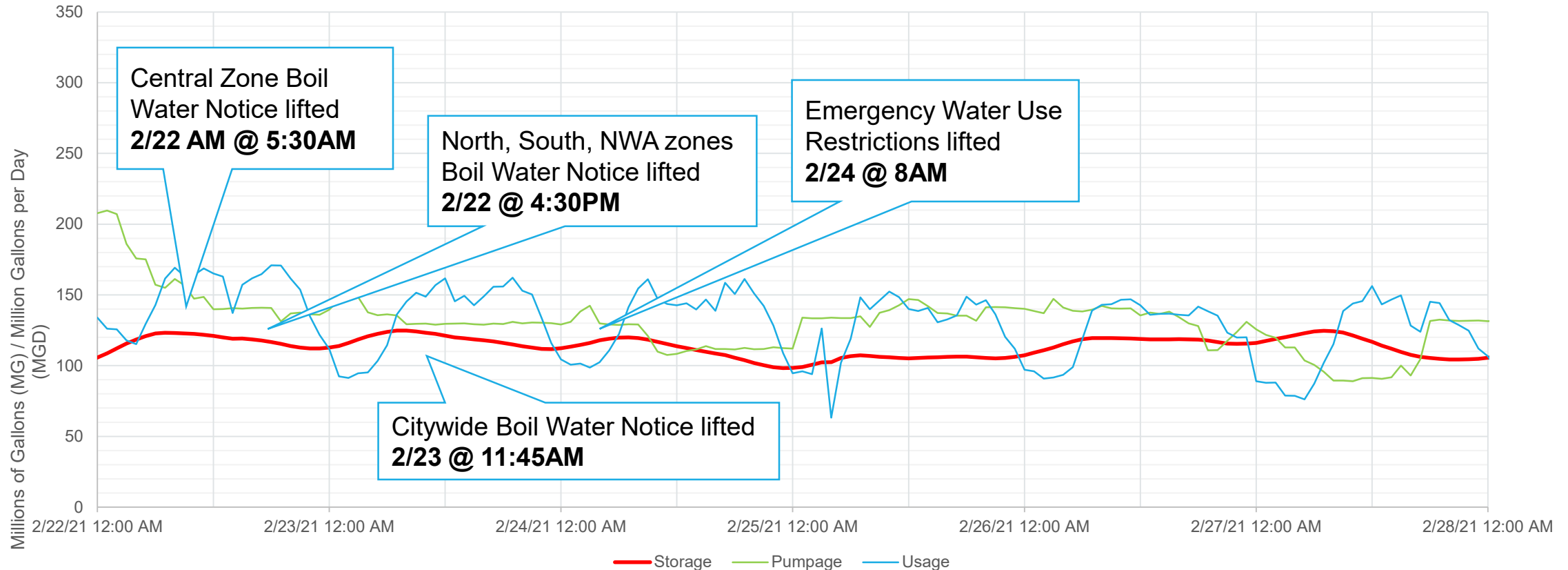
# Event Overview



# Storage Loss

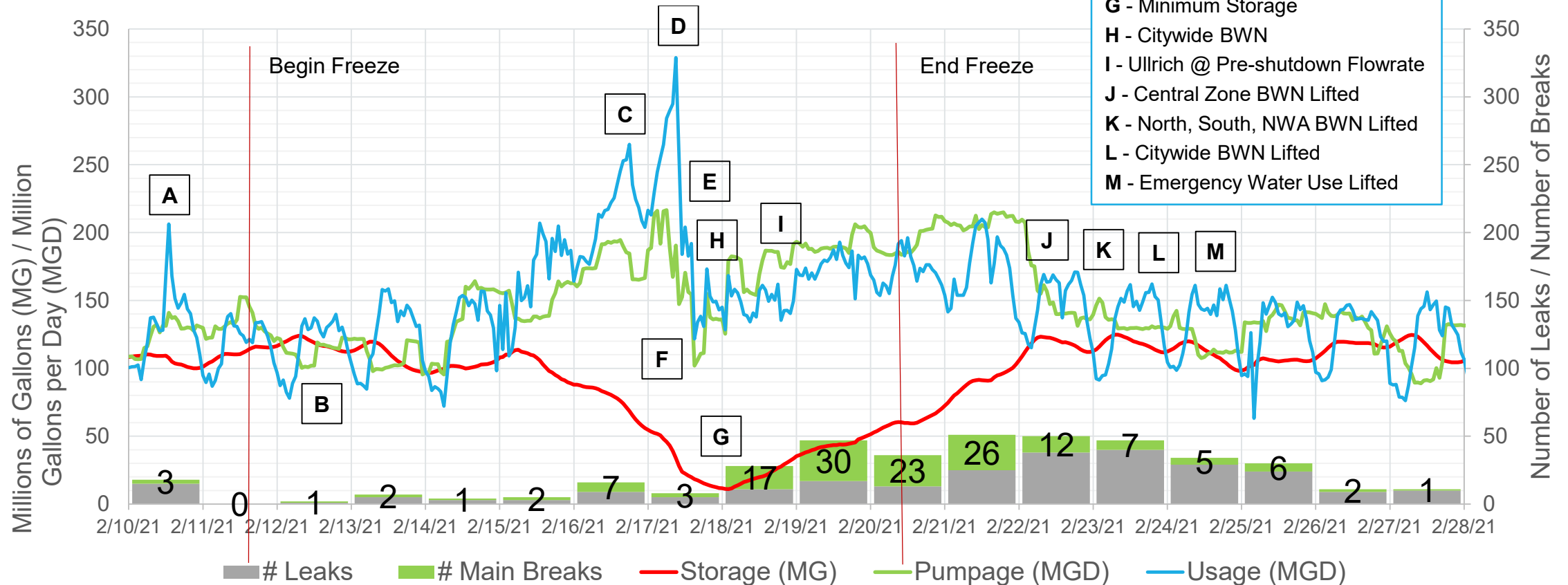


# System Recovery



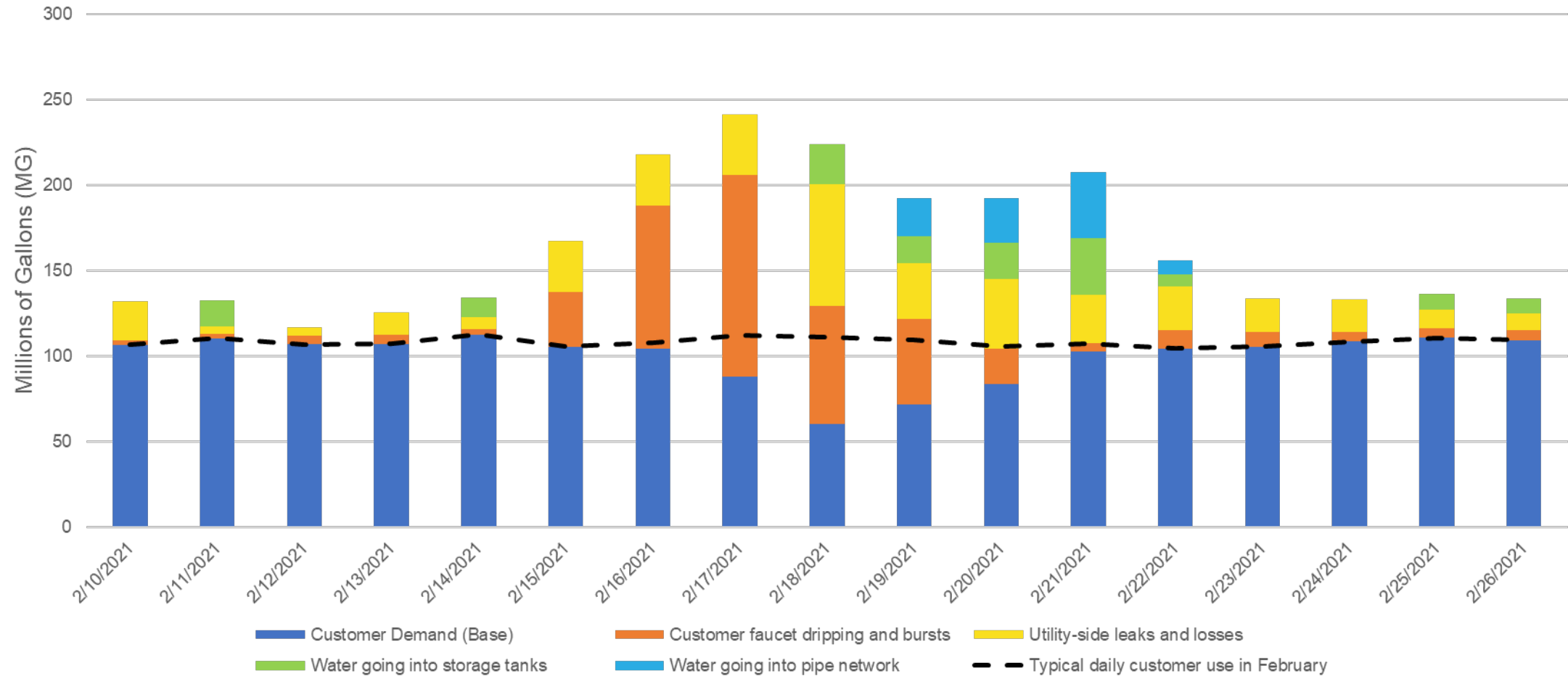
# Leak/Break Timeline

- A - Lake Creek 42" Break
- B - Texas Plume SSO
- C - SWB Low Pressure
- D - Peak Hrly Usage
- E - SWB BWN
- F - Ullrich Power Outage
- G - Minimum Storage
- H - Citywide BWN
- I - Ullrich @ Pre-shutdown Flowrate
- J - Central Zone BWN Lifted
- K - North, South, NWA BWN Lifted
- L - Citywide BWN Lifted
- M - Emergency Water Use Lifted





# Preliminary Demand Overview





# Communications Activities

---

- 💧 **Social Channels Monitoring & Response**
- 💧 **Media Coordination**
- 💧 **Warn Central Texas / Customer Portal Notifications**
- 💧 **Operational Updates and Interactive Map**
- 💧 **FAQ's and Language Translations**
- 💧 **Online Forms / Outbound Calls**



# Bill Relief

---

- 💧 **Rate Reduction**
- 💧 **Monthly Fee Reduction**
- 💧 **Bill Adjustments**
- 💧 **Wastewater Averaging**
- 💧 **Emergency Cut-off Fees Waived**



# Bill Relief

---

## 💧 **Estimated Reads**

- February/March bills based on estimated reads
- March/April bills based on actual reads beginning March 19
- Residential rates reduced temporarily to mitigate high bills resulting from catch up reads

## 💧 **Meter read data review**

- Review of actual reads to proactively apply leak adjustments and wastewater averaging adjustments

## 💧 **Wastewater Average**

- Estimated consumption will apply to wastewater averaging calculation to mitigate wastewater average concerns





# Other Relief

---

- 💧 **Emergency Home Repair Program**

- Committed \$1 million for emergency plumbing repairs

- 💧 **Plus 1 Payment Assistance Funding**

- Providing additional \$5 million in residential payment assistance funding



# Community Recovery

- 💧 Plumbing Repair Coordination
- 💧 Public Water Stations
- 💧 Bulk Water Hauling Distribution
- 💧 Fixed Location Tank
- 💧 Water Totes (275-gallon) Distribution



# Next Steps

---

- 💧 **Enterprise Resiliency Strategic Initiatives**
- 💧 **After Action Report**





A photograph of four construction workers standing in a bamboo forest. They are all wearing white hard hats, high-visibility yellow safety vests with orange reflective stripes, and face masks. The worker on the far left is also wearing a blue shirt and work gloves. The worker second from the left is wearing a black face mask. The worker third from the left is wearing a blue bandana over his mouth and sunglasses. The worker on the far right is wearing a grey face mask and safety glasses. A semi-transparent blue banner is overlaid across the middle of the image, containing the title and date.

# Questions and Discussion

Water Forward Task Force | April 14<sup>th</sup> , 2021

