

# Winter Storm Uri Implementation Plan

## QUARTERLY UPDATE

Water & Wastewater Commission | March 9, 2022



# Presentation Overview

**Prioritization, Implementation and Reporting**

**Community Outreach and Messaging**

**Emergency Management**

**Anna Bryan-Borja**

Assistant Director of Business Services

**Winterization of Operations**

**Stephanie Sue, P.E.**

Water Treatment Operations Manager

**Infrastructure Improvements Priorities**

**Shay Ralls Roalson, P.E.**

Assistant Director of Engineering Services





# Prioritization, Implementation & Reporting

## ♦ **Prioritization** – Commission Working Group Recommendations

## ♦ **Implementation** – Executive Chaired Teams

- Community Outreach and Messaging (AD Randi Jenkins)
- Operations (AD Rick Coronado)
- CIP Projects (AD Shay Ralls-Roalson)
- Emergency Management (AD Anna Bryan-Borja)
- Systems Planning (AD Kevin Critendon)
- Master Steering Committee (Director Greg Meszaros)

## ♦ **Reporting**

- Quarterly Austin Water Oversight Committee Meetings
- Quarterly Commission Meetings

## ♦ **Example** - 2018 Colorado River Flood

# Status of Recommendations, as of March 2022

Status	Parent Level Recommendation Count	Percentage
Completed	43	54%
Ongoing	28	35%
Not Started	8	10%
<b>Grand Total</b>	<b>79</b>	<b>100%</b>

# Community Outreach and Messaging

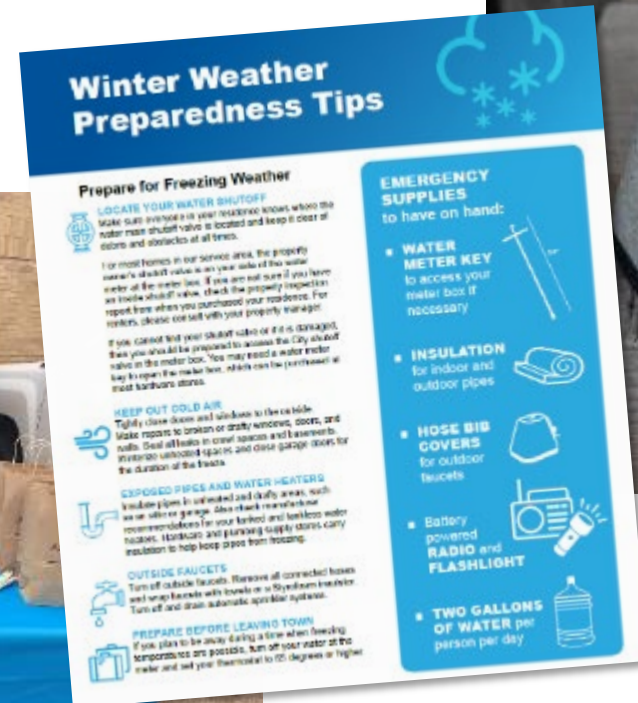
# Communications Strategies

## Key Recommendations

- ♦ **Adjust** and **enhance** Winter Weather Preparedness messaging
- ♦ **Increase** use of My ATX Water portal notifications during emergencies
- ♦ **Conduct** targeted outreach to multi-family properties
- ♦ **Enhance** guidance and training for use of public notification systems

# Winter Weather Preparedness Materials

- Tips, Social Posts, Notifications in 6 languages
- Toolkit Distribution
- Educational Videos and Tools



# Additional Actions Underway

## ♦ Notifications Improvements

- Warn Central Texas – preloaded service area maps
- My ATX Water – staff cross-training, Standard Operating Procedures

## ♦ Media Coordination

- Updates timed to align with news cycle
- Radio ads convert to emergency messaging

## ♦ 3-1-1 Coordination


- Service request routing improvements

## ♦ Multifamily Outreach

- Winter Preparedness e-newsletter developed with Austin Energy
- Quarterly communications planned



# Service Outage Map

 AW Leak & Outage Map

Current Shutouts

 12

Last update: a few seconds ago

Leaks Pending Repair

 8

Last update: a few seconds ago

Leaks Pending Inspection

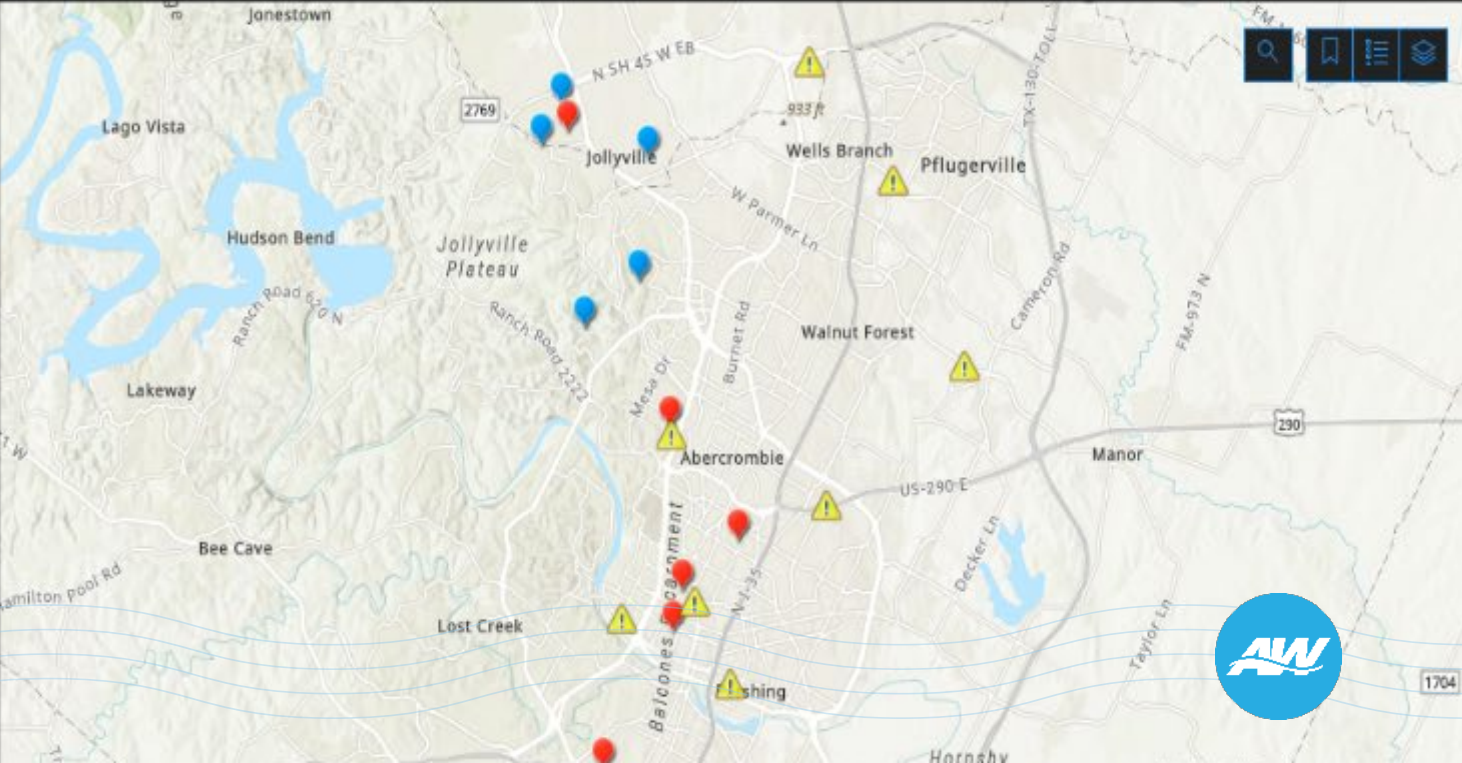
 9

Last update: a few seconds ago

Current Shutouts

Address:  
5005 PARMER LN  
Reference #:  
SR 968691  
Details:  
5005 E PARMER LN  
From:  
1/5/2022, 8:52 AM  
To:

Address:  
2513 SETON AVE  
Reference #:  
SR 961452  
Details:  
2513 SETON AVE  
From:  
1/10/2022, 9:00 AM  
To:  
9

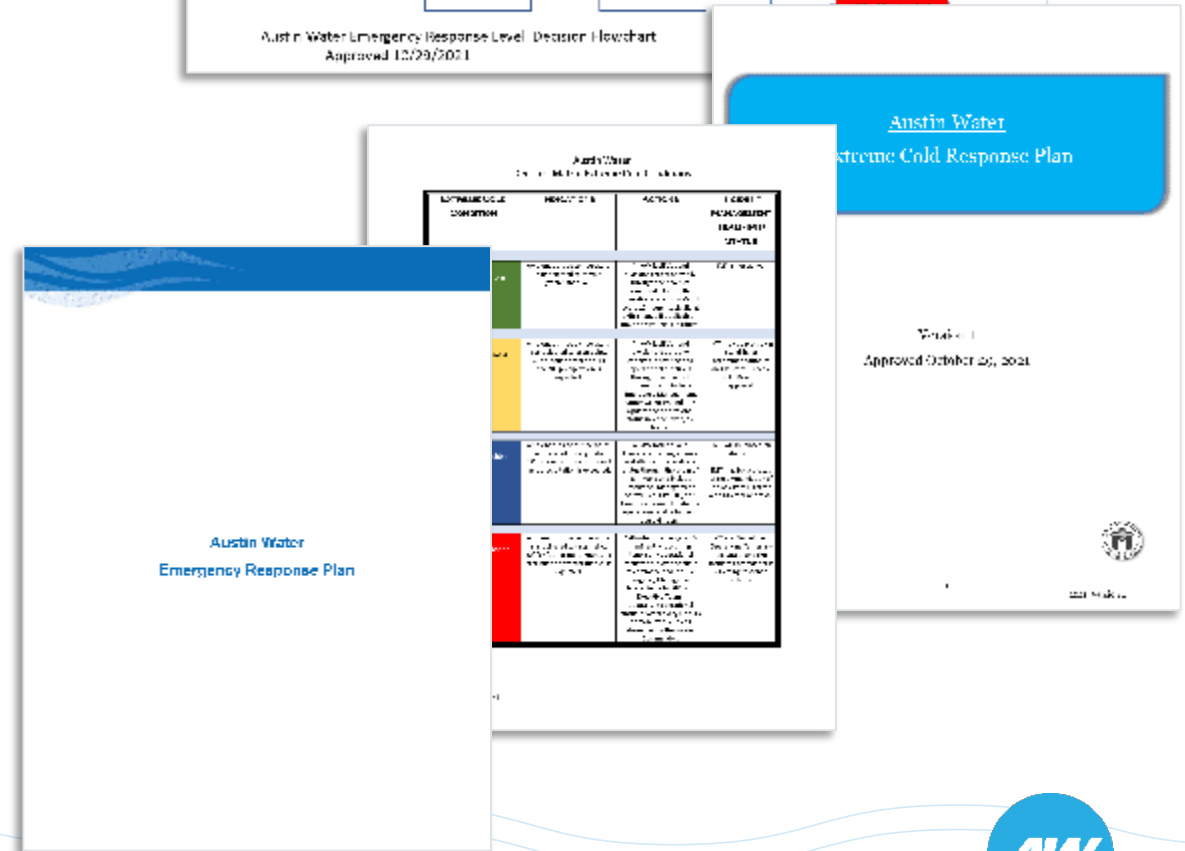
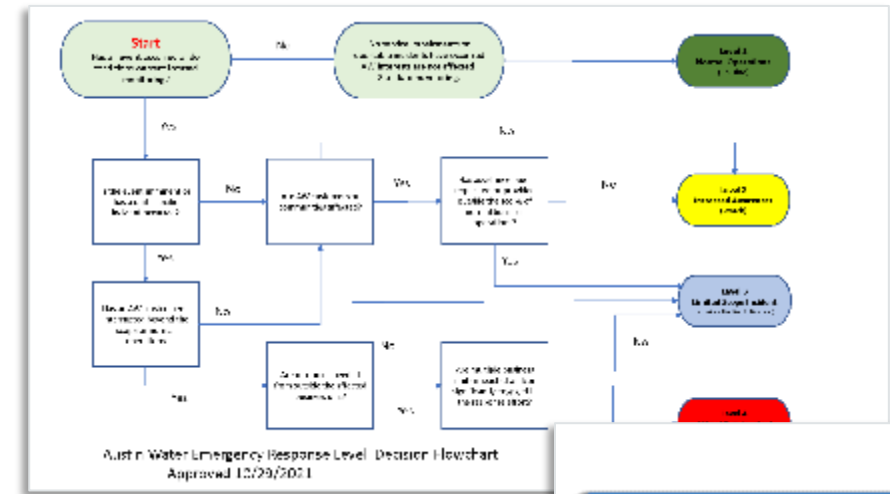


# Emergency Management

# Emergency Response Plan Updated

## Revised Emergency Response Plan includes:

- ♦ Extreme Cold Response Plan
- ♦ Decision Matrices:
  - Extreme Cold Conditions
  - General Operations Conditions
- ♦ Enhanced Emergency Communications
- ♦ Emergency Alternate Drinking Water Supplies
- ♦ Added Data on Wastewater Facilities
- ♦ Emergency Water Use Restrictions Procedures



# Emergency Supplies

- ◆ **Hub Warehouse Equipped for Incidents and Emergencies**
  - Shelter in Place Supplies for staff: cots, blankets, meals ready to eat, bottled water, and hygiene kits
  - Emergency water distribution supplies for customers: bottled water, water totes, fire hydrant adaptors
- ◆ **Two Potable Water Trucks Delivered**
- ◆ **Bottled Water Contracts Ready**
  - Local vendor with supply on hand
  - Second vendor for multiple truck load shipments





# Winterization of Operations

**Stephanie Sue, P.E.**

Operations Manager, Water Treatment Operations





# Winterization of Operations

- ♦ Winter Weather Preparations – Insulation, Supplies, Refined Operating Procedures
- ♦ Updated Available Capacity Protocols and Considerations for Maintenance/Construction Projects
- ♦ Strategies to Achieve Maintenance with Available Capacity Protocols



# Infrastructure Improvements Priorities

**Shay Ralls Roalson, P.E.**

Assistant Director, Engineering Services



# Infrastructure Improvements Accelerated Projects

- ♦ **Southwest Parkway Elevated Storage Tank and Transmission Main**
  - New 2-million gallon water storage tank to serve Southwest B pressure zone
- ♦ **McNeil Road Transmission Main**
  - 72-inch water main to increase flow from Handcox Water Treatment Plant into the North and Northwest Austin pressure zones
- ♦ **Center Street Pump Station**
  - Replace pump station, including electrical improvements, to serve customers in the South pressure zone



# Infrastructure Improvements

## Water System Resiliency Projects

- ♦ **North Austin Reservoir**
  - Replacing reservoir built in 1913
- ♦ **My ATX Water**
  - 250,000 smart meters and customer portal
- ♦ **Renewing Austin**
  - 37 miles of new water pipeline in the works
    - 9 projects in construction
    - 30 projects in design
- ♦ **Aquifer Storage and Recovery**
  - Water Forward water supply strategy for storing water in a natural aquifer



# Infrastructure Improvements

## Electrical Reliability Projects

- ♦ **Davis Water Treatment Plant Power Distribution Upgrade**
  - New power distribution building with electrical gear to distribute dual feed service
- ♦ **Ullrich Water Treatment Plant Low Service Pump Station Electrical Feed Renewal**
  - Replace electrical gear original to the plant
- ♦ **Davis Lane Pump Station Electrical Resiliency Project**
  - Secure secondary power source for pump station
- ♦ **South Austin Regional Wastewater Treatment Plant Substation No. 1**
  - Replace electrical gear original to the plant
- ♦ **Lift Station Generators**
  - Additional generators at priority wastewater lift stations

# SB3 Emergency Preparedness Plan

- ◆ Critical Load designation status from Austin Energy for critical facilities
- ◆ Electrical system hardening and redundancy at critical sites
- ◆ Additional portable and permanent generators
- ◆ Treatment, pumping, and storage capacity management and demand management



# Questions / Discussion

