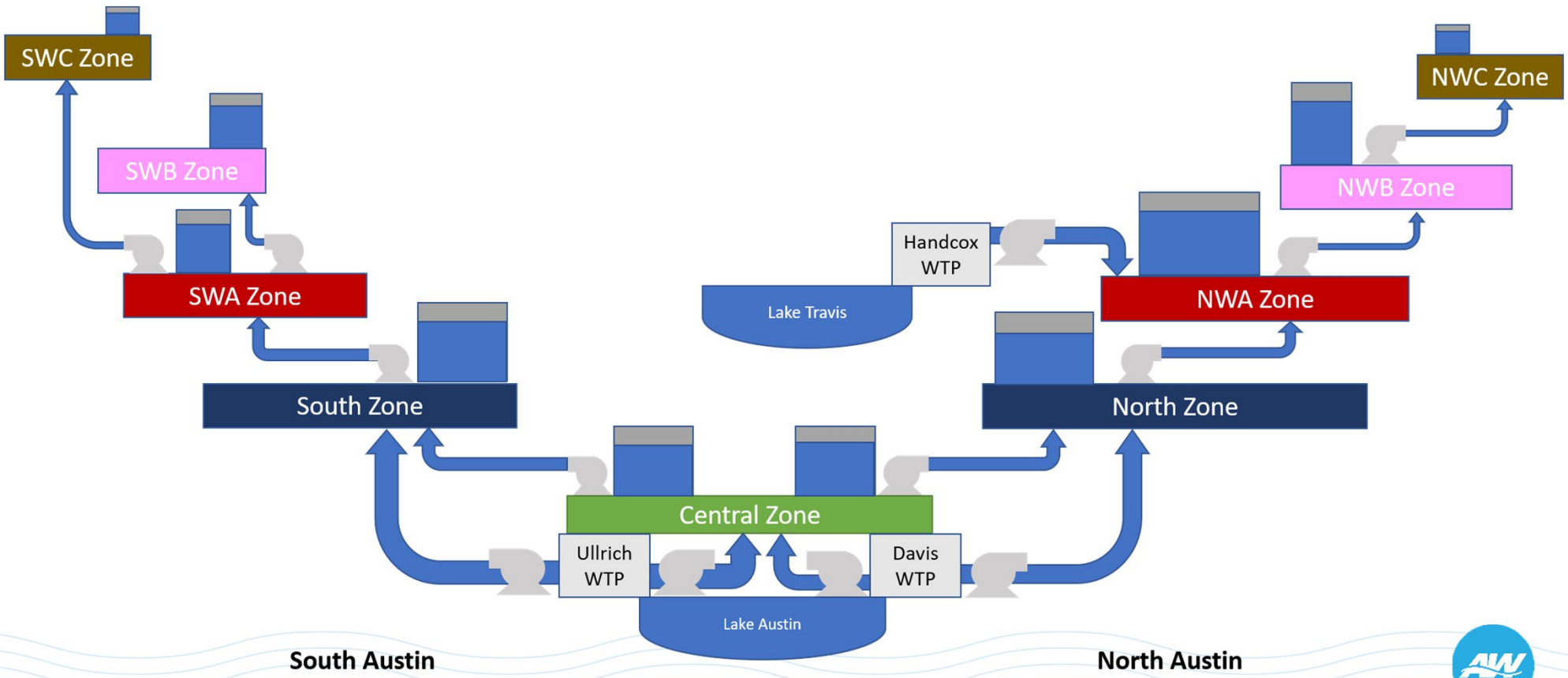
WINTER STORM EVENT BRIEFING

Joint Austin Water/Austin Energy Oversight Committee Meeting | March 3, 2021

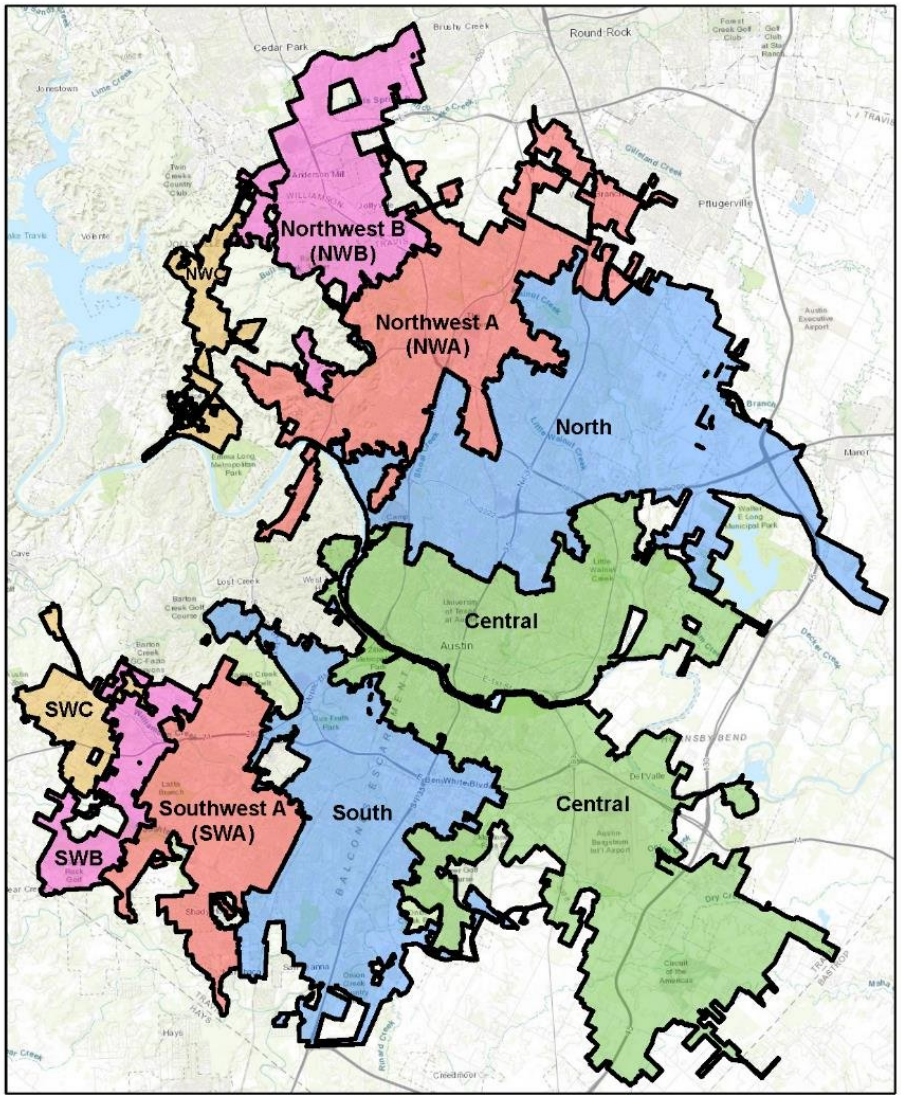
Winter Storm Event Briefing

- **Opening Remarks** – Director Greg Meszaros
- **System Overview** – Assistant Director Rick Coronado
- **Communications Activities** – Assistant Director Randi Jenkins
- **Bill Relief** – Assistant Director Joseph Gonzales
- **Community Recovery** – Assistant Director Randi Jenkins
- **Next Steps** – Director Greg Meszaros

System Overview

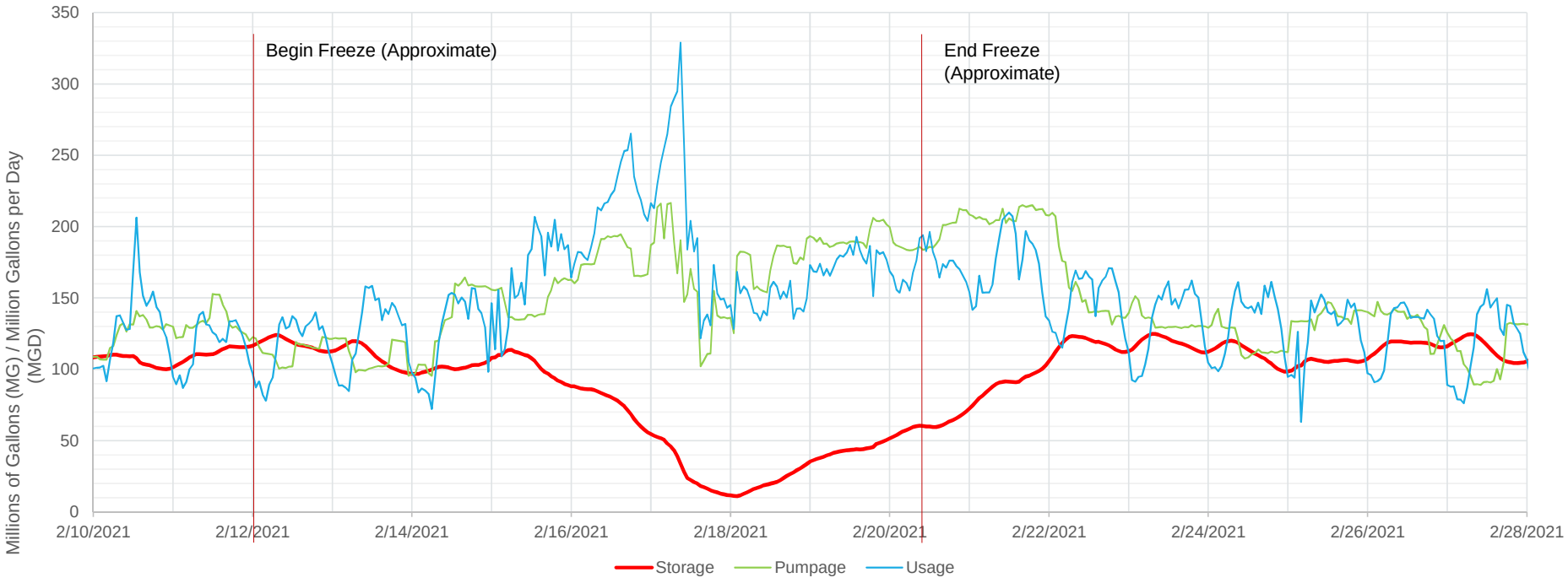


System Map

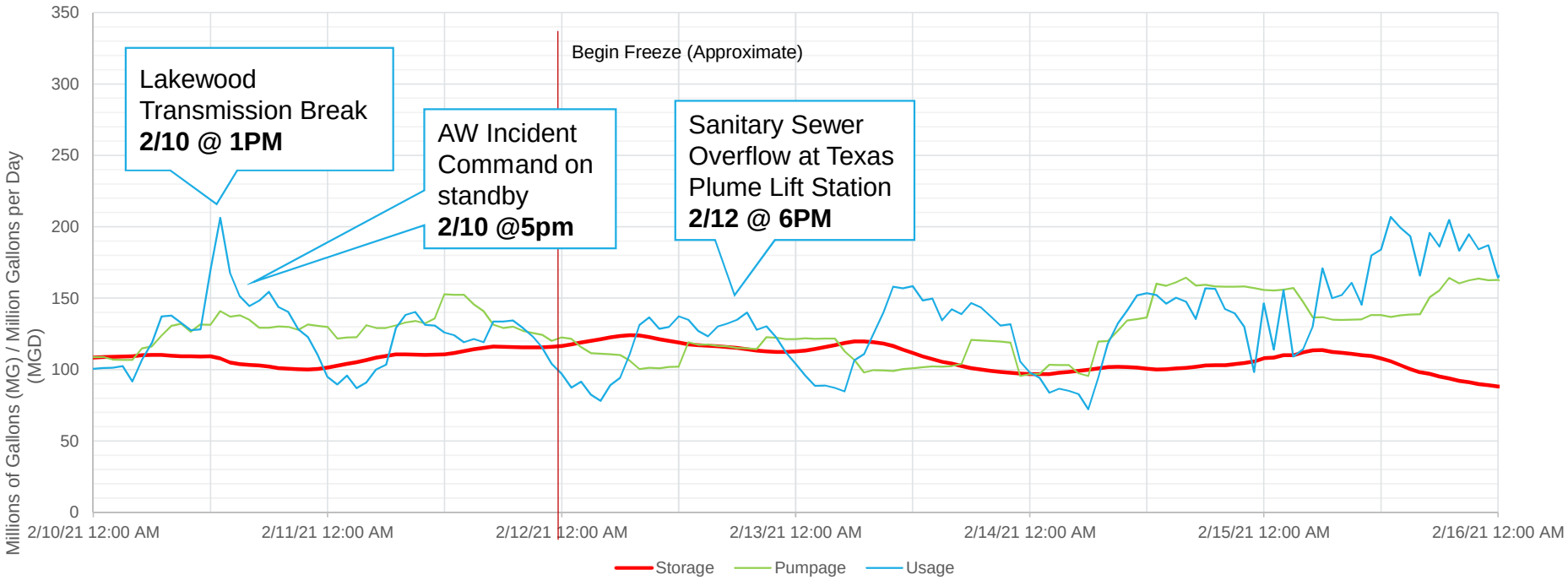


3/2/2021

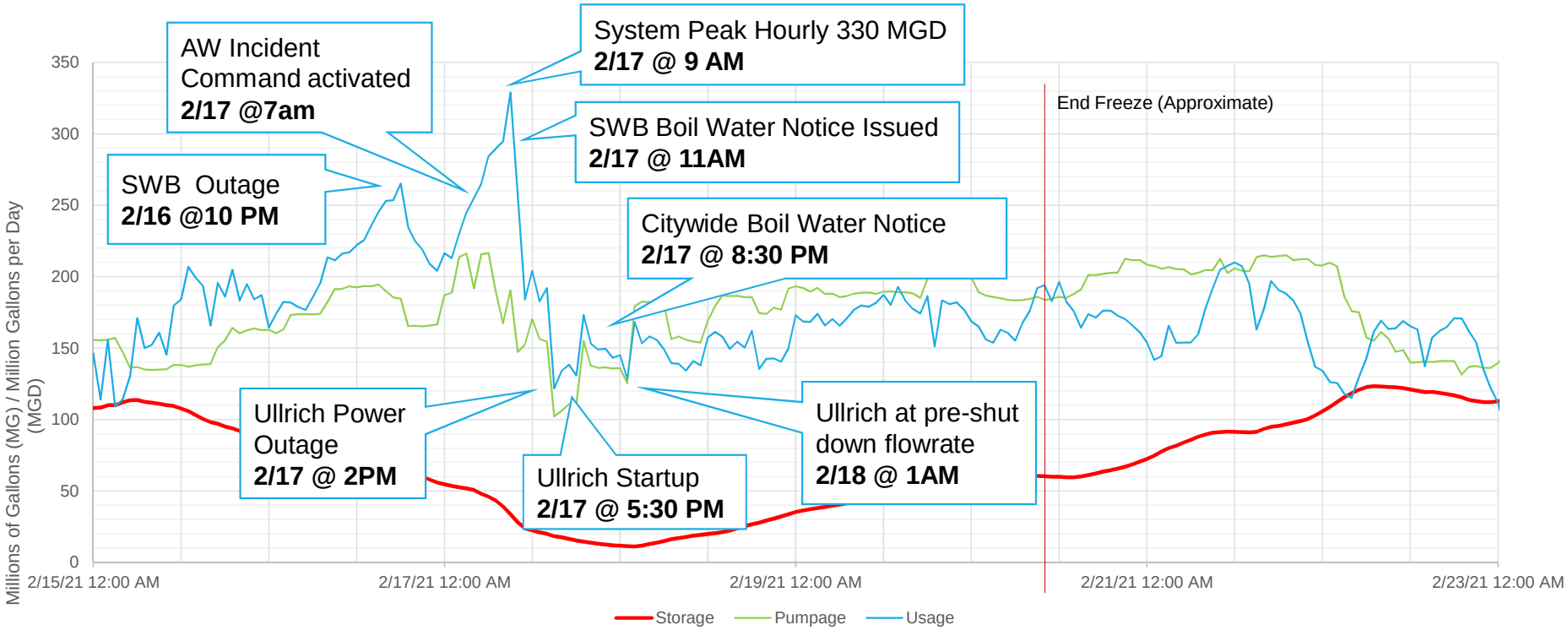
Event Overview



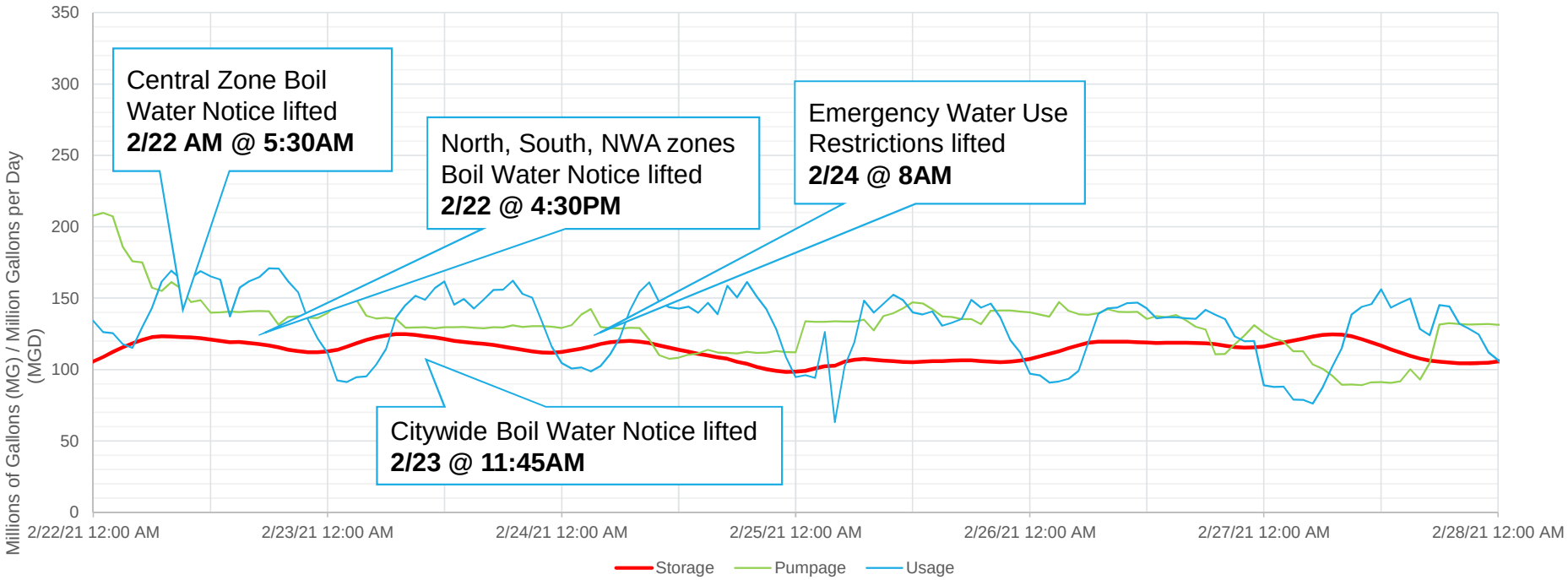
Initial Storm Response



Storage Loss

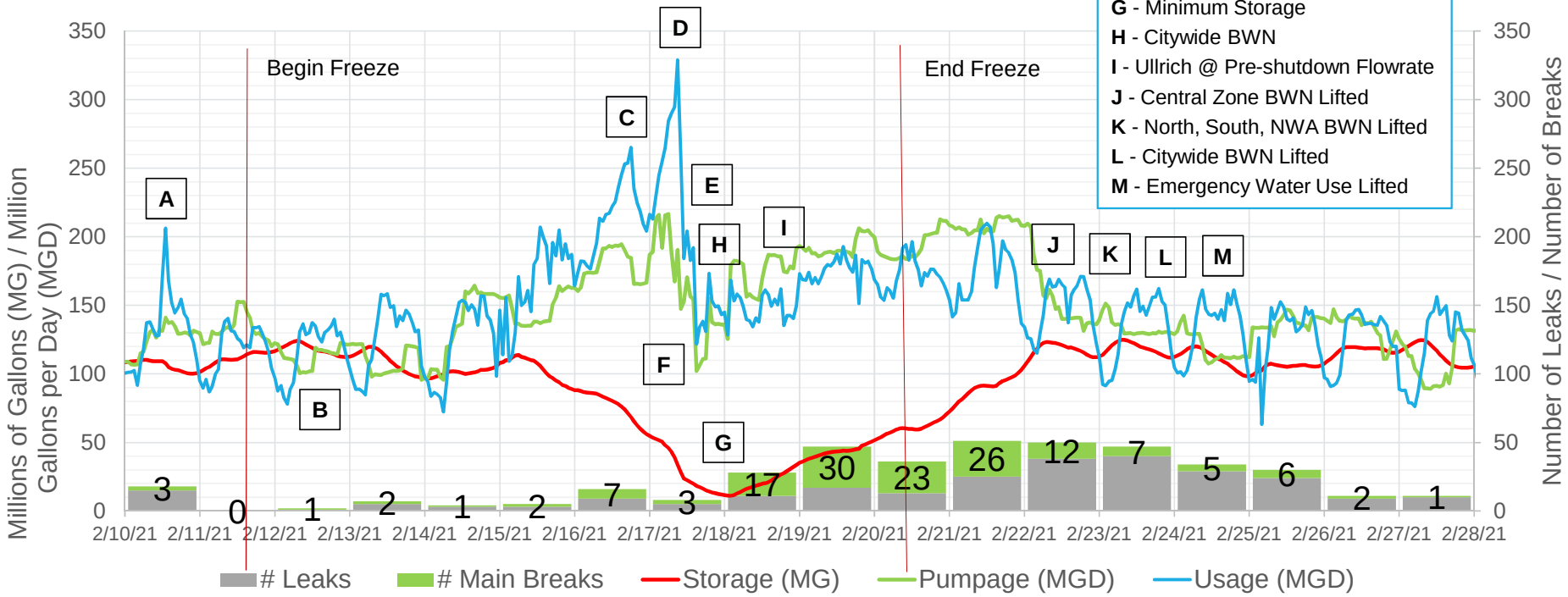


System Recovery

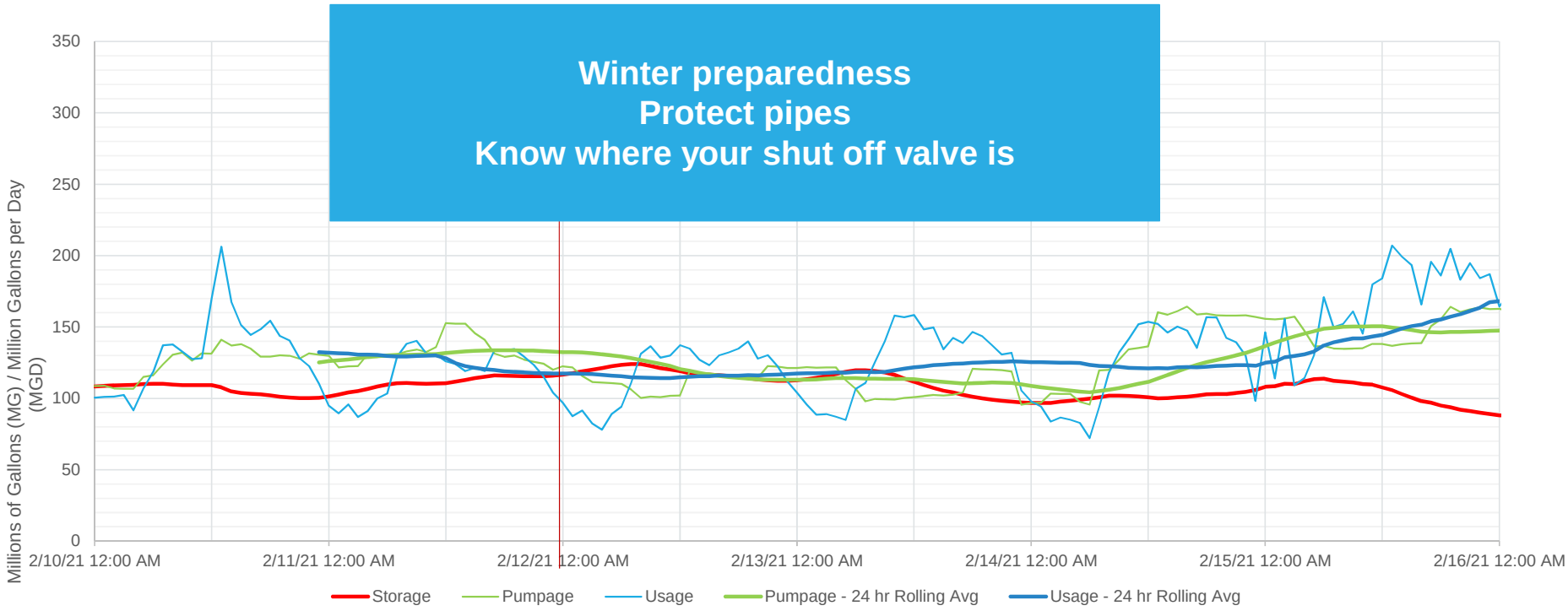


Leak/Break Timeline

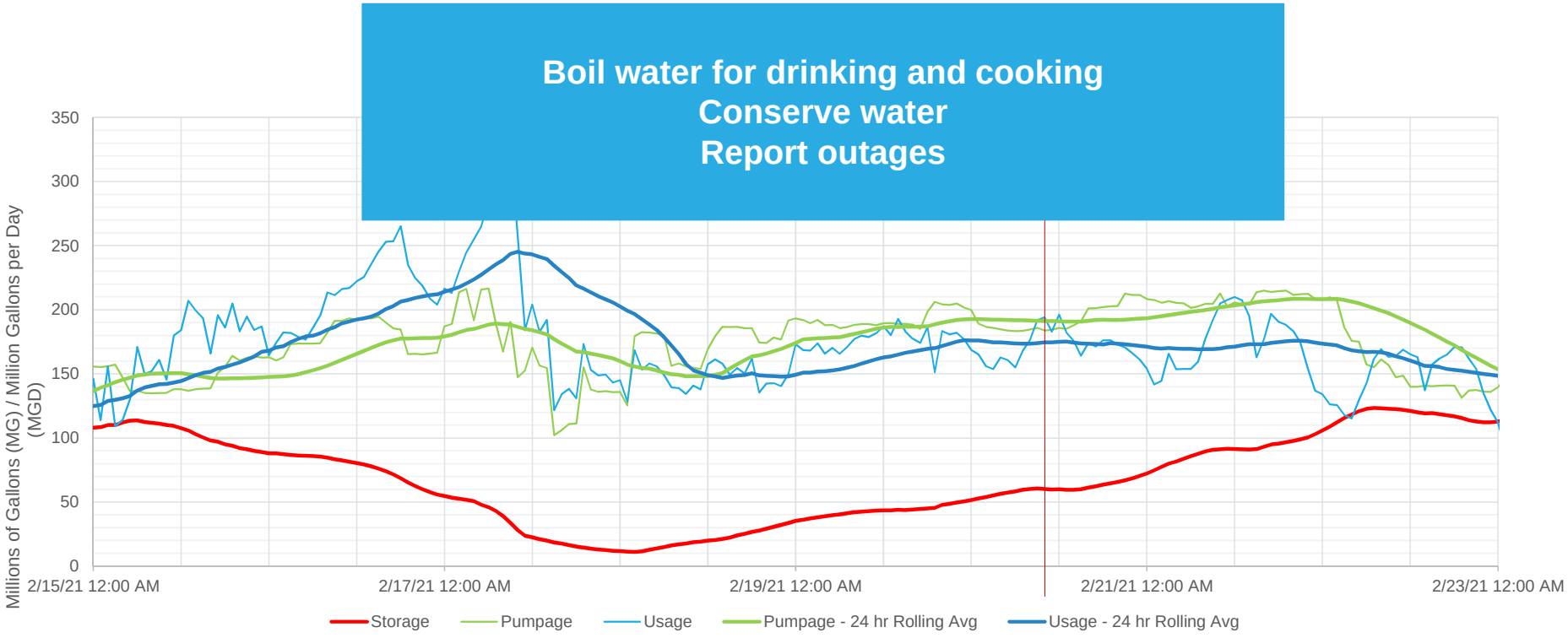
A - Lake Creek 42" Break
B - Texas Plume SSO
C - SWB Low Pressure
D - Peak Hrly Usage
E - SWB BWN
F - Ullrich Power Outage
G - Minimum Storage
H - Citywide BWN
I - Ullrich @ Pre-shutdown Flowrate
J - Central Zone BWN Lifted
K - North, South, NWA BWN Lifted
L - Citywide BWN Lifted
M - Emergency Water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



Communications Messaging

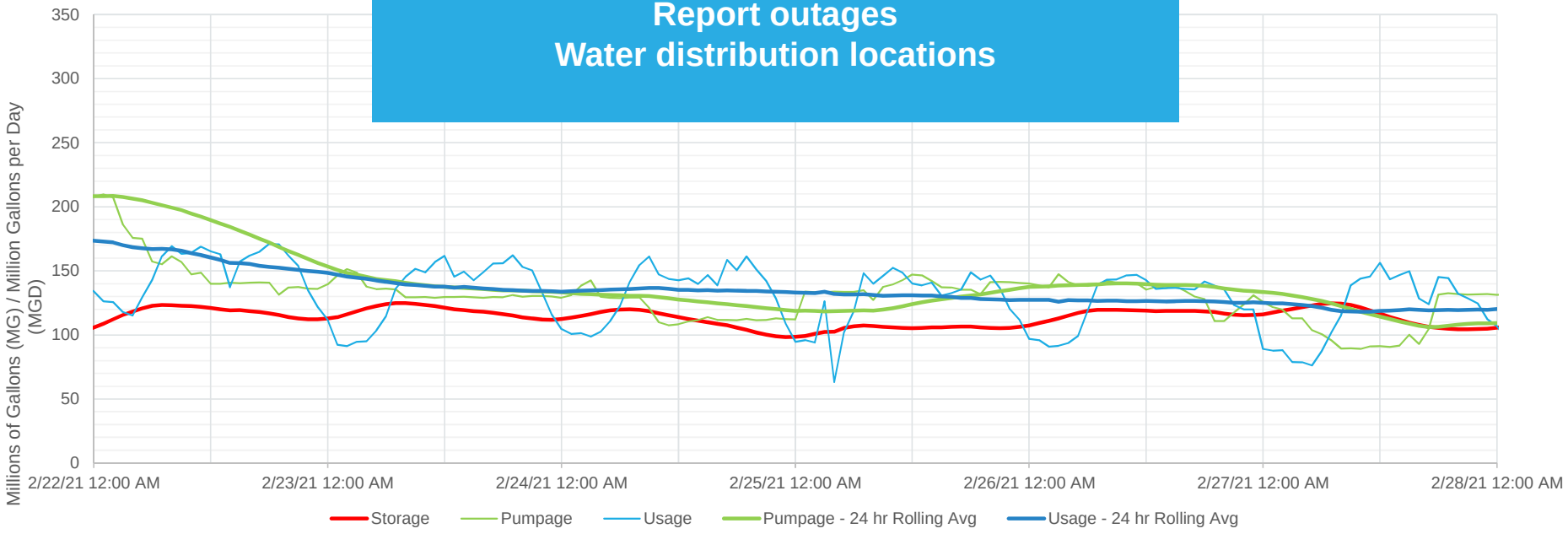


Communications Messaging



Communications Messaging

How to flush your pipes
Report outages
Water distribution locations



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

Bill Relief

Residential Rates	Current			Proposed		
Tier (in Gallons)	Tiered Fixed Fee	Non-CAP	CAP	Tiered Fixed Fee	Non-CAP	CAP
1 (0 – 2,000)	$1.25	$2.89	$1.23	$1.25	$2.89	$1.23
2 (2,001 – 6,000)	$3.55	$4.81	$3.65	$3.55	$4.81	$3.65
3 (6,001 – 11,000)	$9.25	$8.34	$6.00	$3.55	$0.01	$0.01
4 (11,001 – 20,000)	$29.75	$12.70	$11.51	$3.55	$0.01	$0.01
5 (20,001 – Over)	$29.75	$14.21	$14.21	$3.55	$0.01	$0.01

Bill Relief

Sample Water Bill *	Current		Proposed	
Consumption (Gallons)	Non-CAP	CAP	Non-CAP	CAP
6,000 – Normal consumption	$37.02	$17.36	$37.02	$17.36
40,000 – Leak	$510.22	$436.85	$44.16	$19.40

* Non-CAP bill includes 5/8” Meter Charge ($7.25) and consumption based tiered fixed fee

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**

Questions and Discussion

Joint Austin Water/Austin Energy Oversight Committee Meeting | March 3, 2021