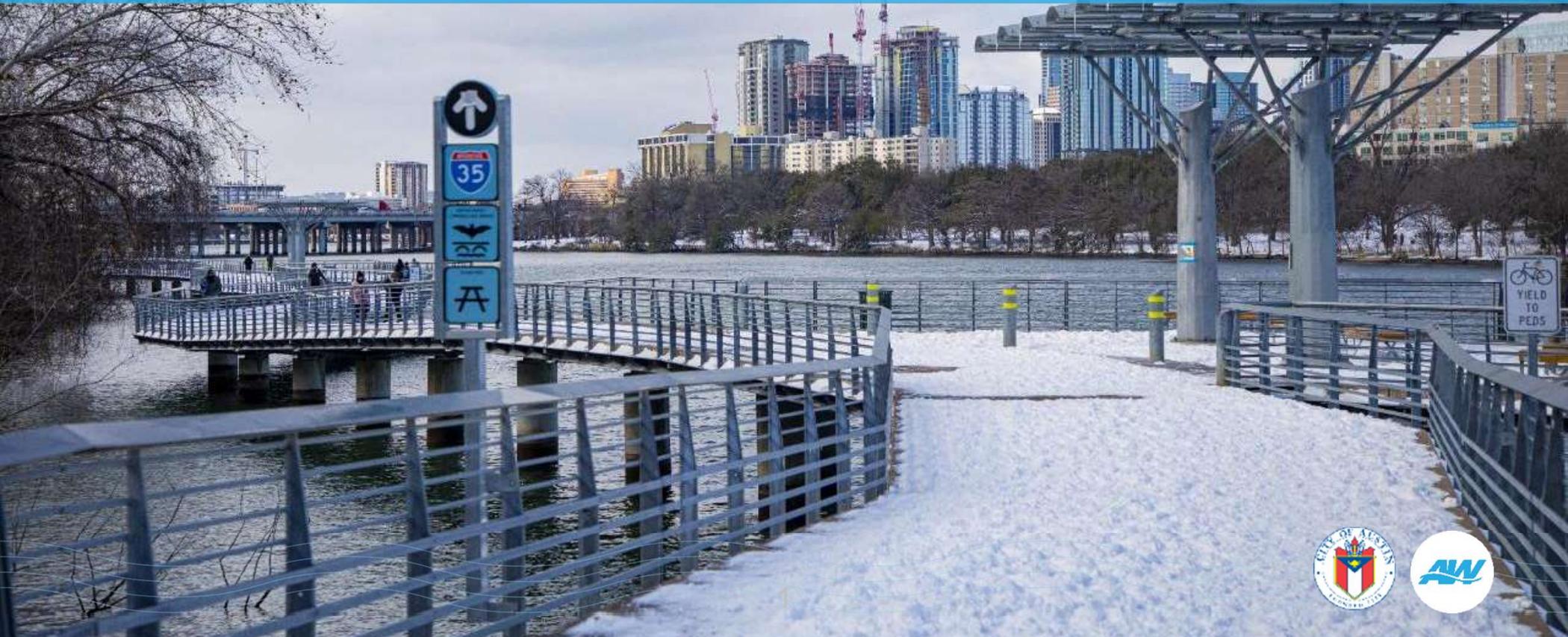


Winter Storm Event Briefing

Joint Austin Water/Austin Energy Oversight Committee Meeting | March 31, 2021



Agenda

Director's **Opening Remarks**
Financial Relief Achieved to Date
Austin Water's **Resiliency Efforts**
Winter Storm **Demand Analysis**



Financial Relief Achieved to Date

Joseph Gonzales Assistant Director, Financial Services



Winter Storm **Bill Relief**

💧 **Temporary Residential Rate Reduction**

- Reduce Tiers 3 – 5 volumetric rates to \$0.01 per 1,000 gallons
- Cap Tiered fixed fee at \$3.55 (Tier 2)

💧 **Bill Adjustments**

- Expand bill adjustments to commercial and multi-family accounts



Winter Storm **Bill Relief**

💧 **Residential Rate Relief**

- Temporary rate relief savings - \$990,052

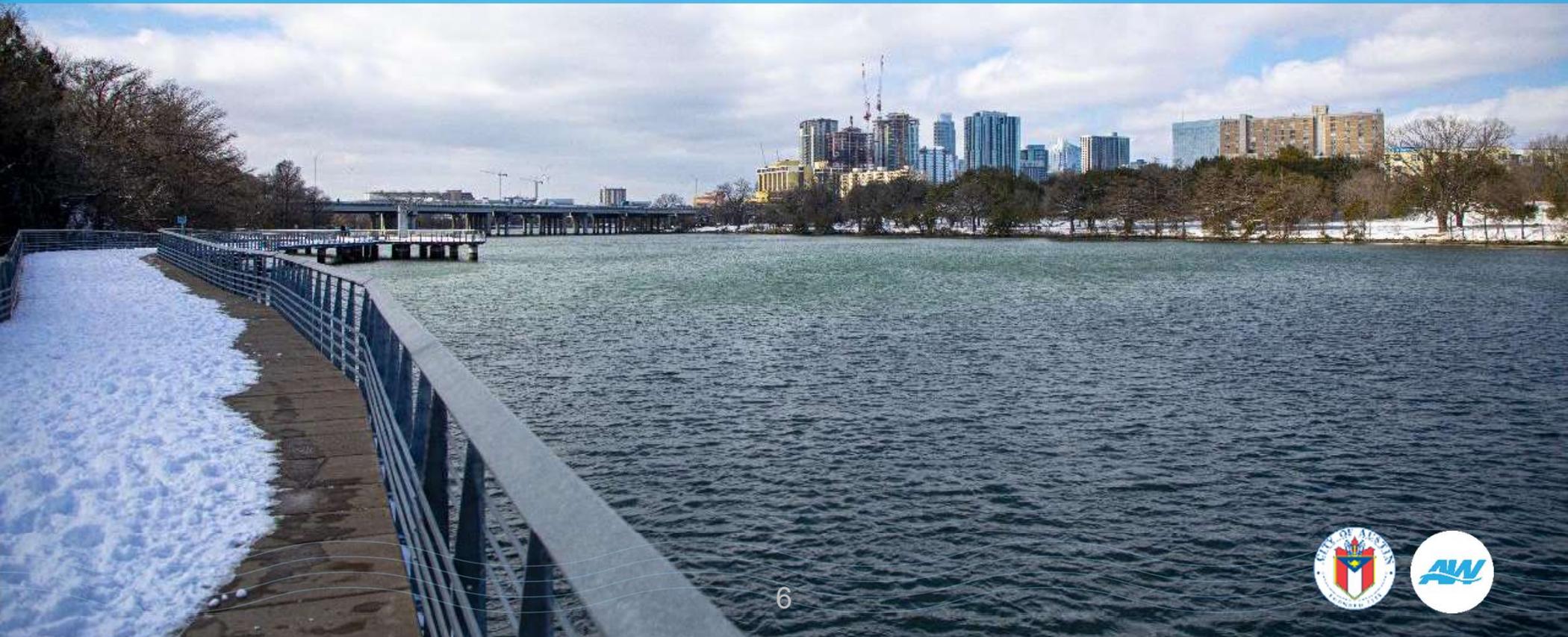
💧 **Commercial and Multifamily Bill Adjustments**

- Commercial bill adjustments applied - \$255,764
- Multi-family bill adjustments applied - \$587,661

💧 **Total Relief as of 3/23/21: Over \$1.8 Million**

Austin Water's Resiliency Efforts

Anna Bryan-Borja Assistant Director, Business Services



Austin Water has a proactive **Emergency Management** program

- ◆ National Incident Management System
- ◆ Emergency Management Staffing
- ◆ Departmental Operations Center
- ◆ Training, Drills, Tabletop Exercises
- ◆ Software for Incident Management, Continuity of Operations Planning

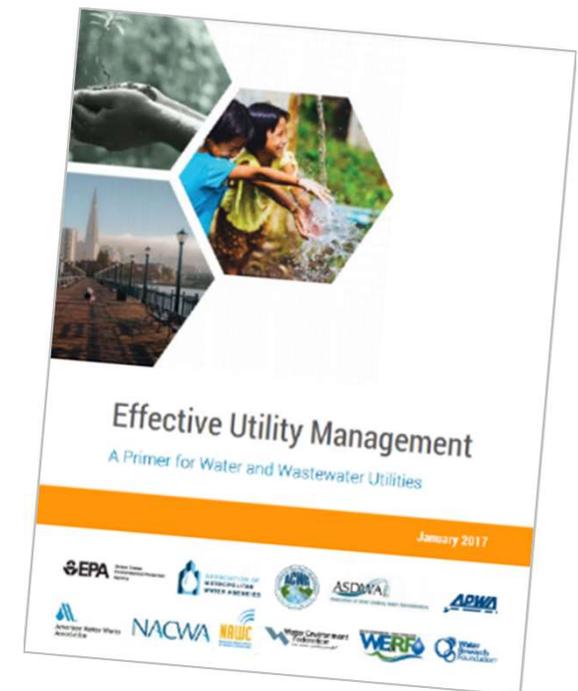


FEMA



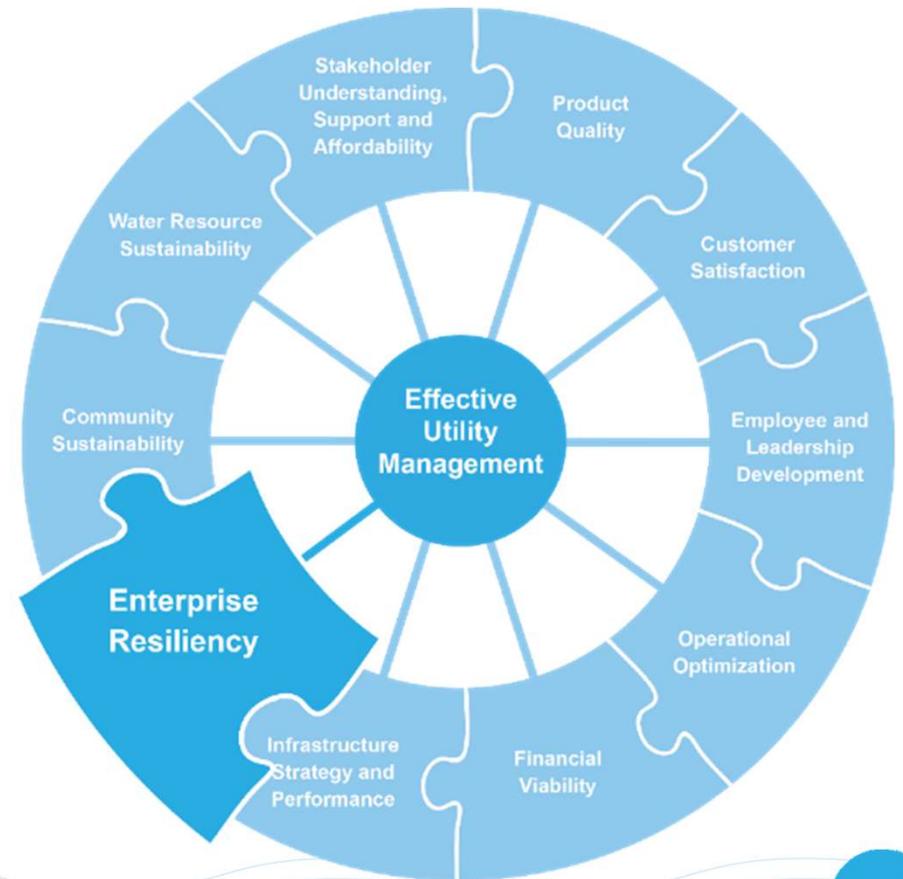
Austin Water uses **Effective Utility Management** to Guide Strategic Planning

- Effective Utility Management, an Industry Framework for Excellence
- Launched in 2016
- National Recognition



Enterprise Resiliency is a Strategic Initiative at Austin Water

- ◆ Ensure AW preparedness for and response to critical incidents is effective, practiced, and regularly reviewed.
- ◆ Ensure water and wastewater operational resiliency through normal and emergent conditions.
- ◆ Ensure utility resiliency by identifying and addressing natural hazard risks.



Preparing for Future Emergencies

- ◆ Bottled Water Distribution in 2018, 2021
- ◆ AW purchased 60 water “totes”- 275 gallon tanks
- ◆ Bulk Water Truck



Austin Water Complies with America's Water Infrastructure Act

- ◆ October 2018: America's Water Infrastructure Act (AWIA) was signed into law
- ◆ AWIA requires drinking water systems serving more than 3,300 people to develop or update risk assessments and emergency response plans (ERPs)
- ◆ AW certified compliance with the risk assessment requirement in March 2020 and the ERP requirement in September 2020



Austin Water Complies with America's Water Infrastructure Act

💧 What does a risk and resilience assessment include?

- Natural hazards and malevolent acts (i.e., all hazards)
- Resilience of water facility infrastructure (including pipes, physical barriers, water sources and collection, treatment, storage and distribution, and electronic, computer and other automated systems)
- Monitoring practices
- Financial systems (e.g., billing systems)
- Chemical storage and handling
- Operation and maintenance

💧 What does an emergency response plan include?

- Strategies and resources to improve resilience, including physical security and cybersecurity
- Plans and procedures for responding to a natural hazard or malevolent act that threatens safe drinking water
- Actions and equipment to lessen the impact of a malevolent act or natural hazard, including alternative water sources, relocating intakes and flood protection barriers
- Strategies to detect malevolent acts or natural hazards that threaten the system.

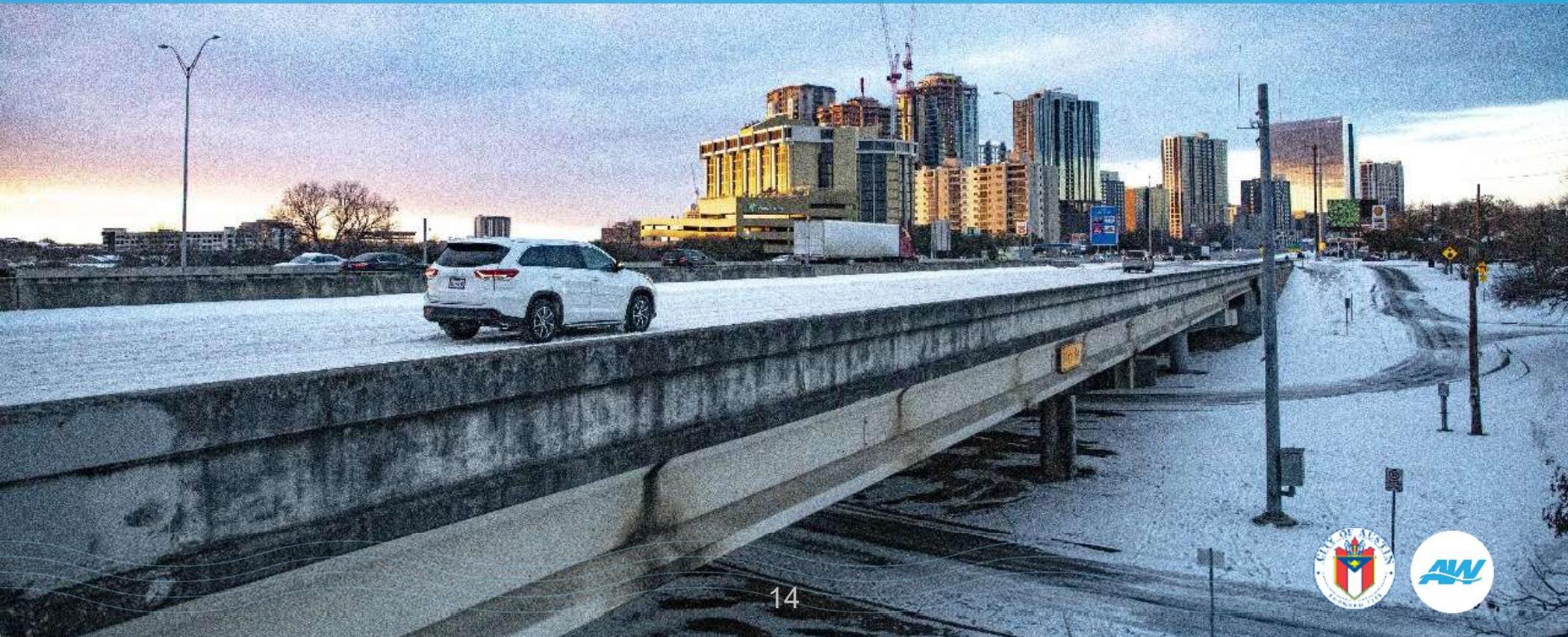
America's Water Infrastructure Act 2.0

- ◆ AWIA requires recertification every 5 years
- ◆ AW will repeat the process for the drinking water system every 2 years
- ◆ In 2021, AW launched “AWIA 2.0” review process for wastewater system
- ◆ AW will repeat the review of wastewater every 2 years

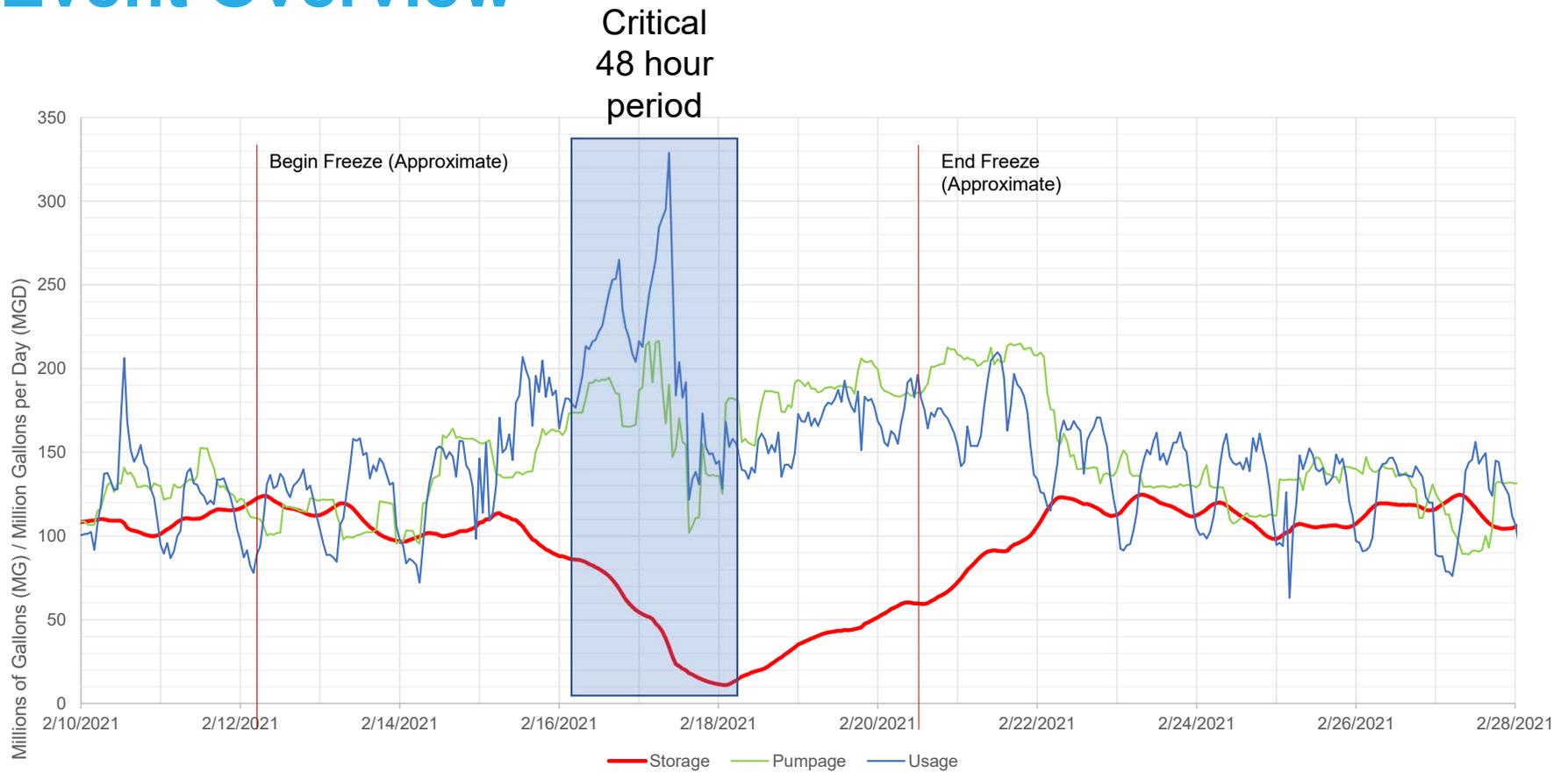


Winter Storm Demand Analysis

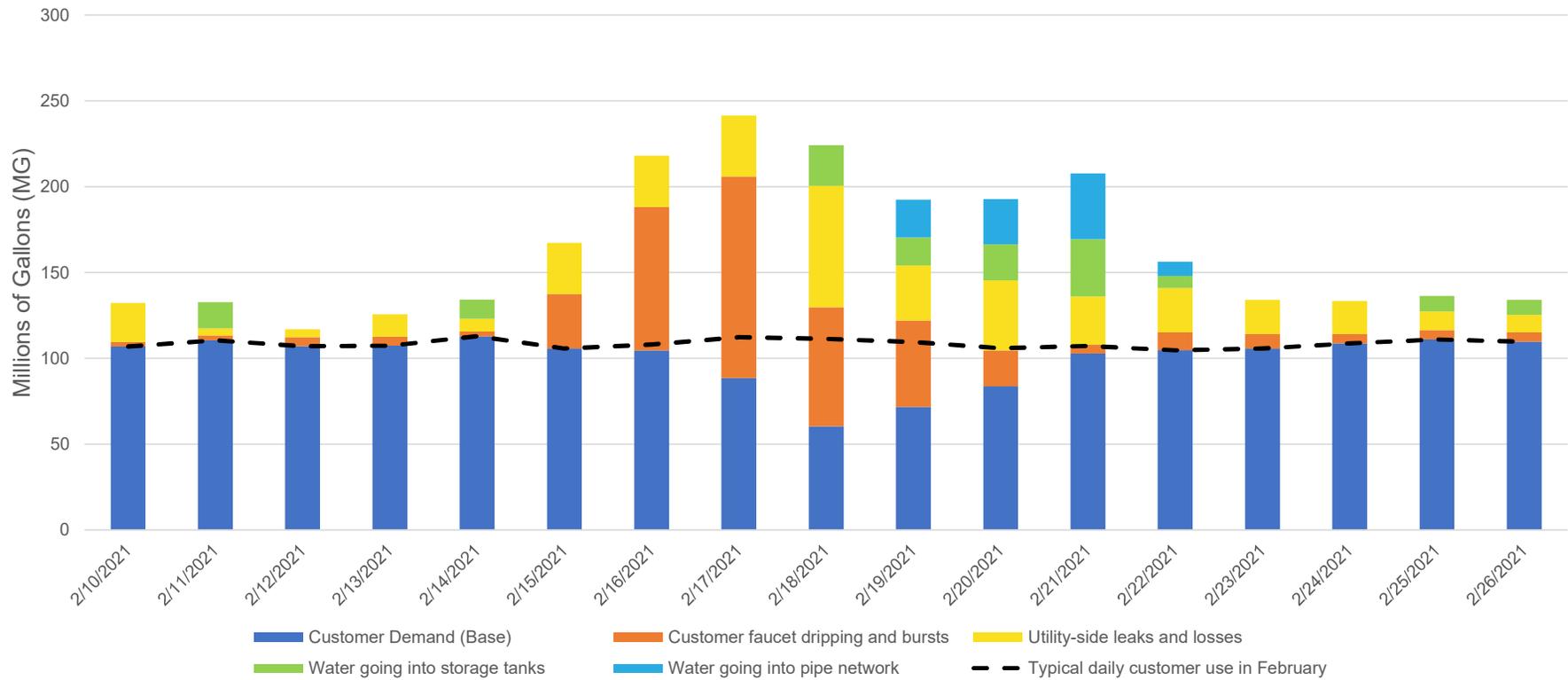
Kevin Critendon Assistant Director, Environment, Planning & Development Services
Rick Coronado Assistant Director, Operations



Event Overview



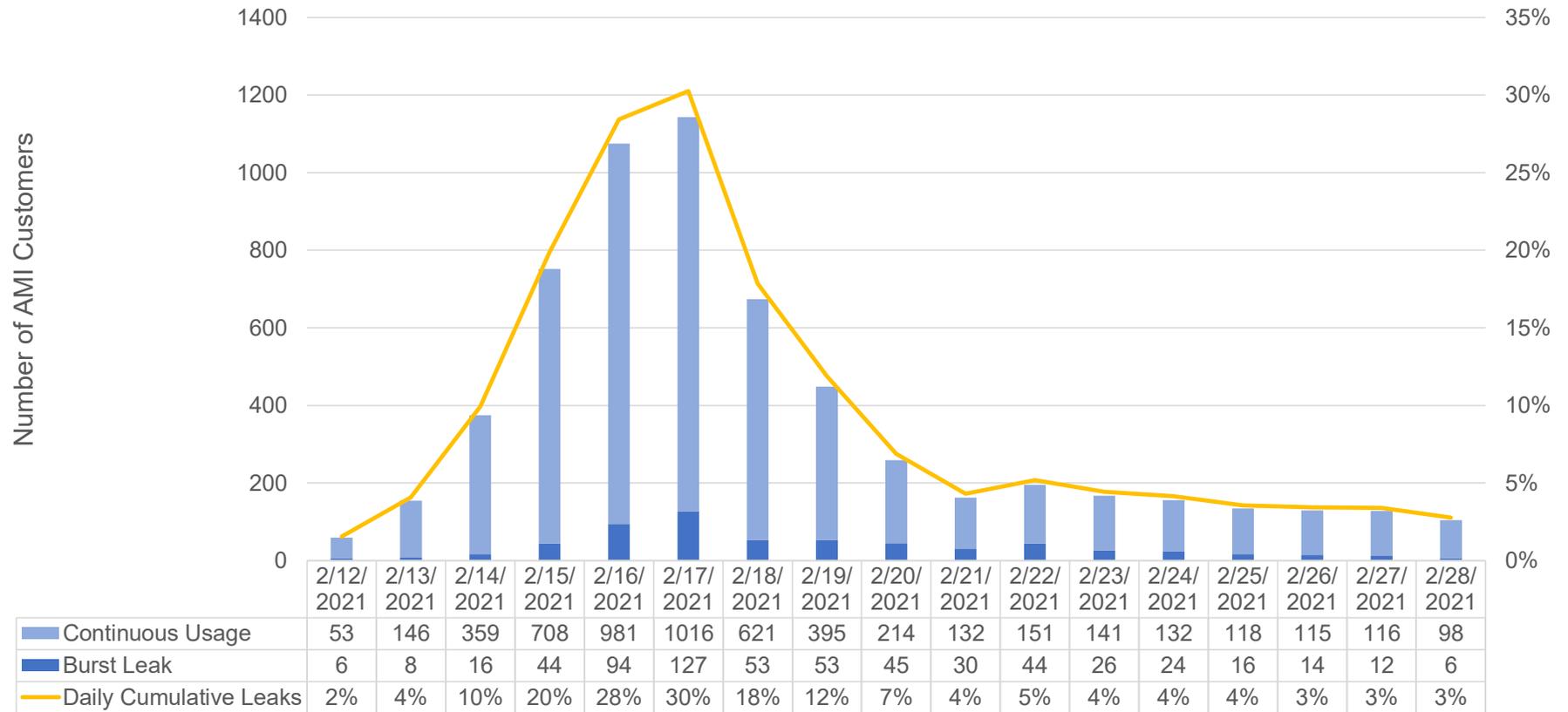
Preliminary Demand Overview



Customer Data from My ATX Water Customer Portal (AMI)



Continuous Usage & Burst Leaks Identified in Portal



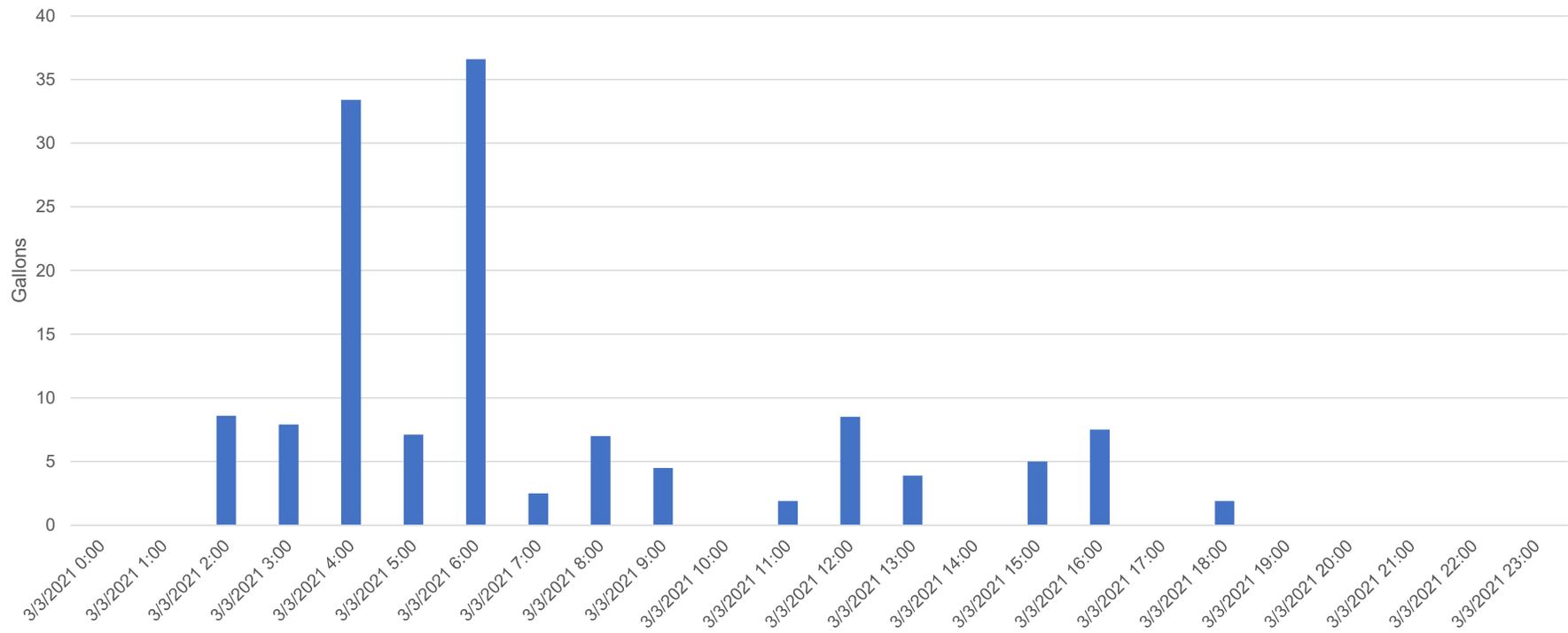
Example Customer Profiles

- ◆ The following slides show examples of two customers who had leaks identified during the freeze event.
- ◆ **Customer 1**
Running a hose to prevent a freeze, transitioning into a burst leak.
- ◆ **Customer 2**
Burst leak from a frozen irrigation line.



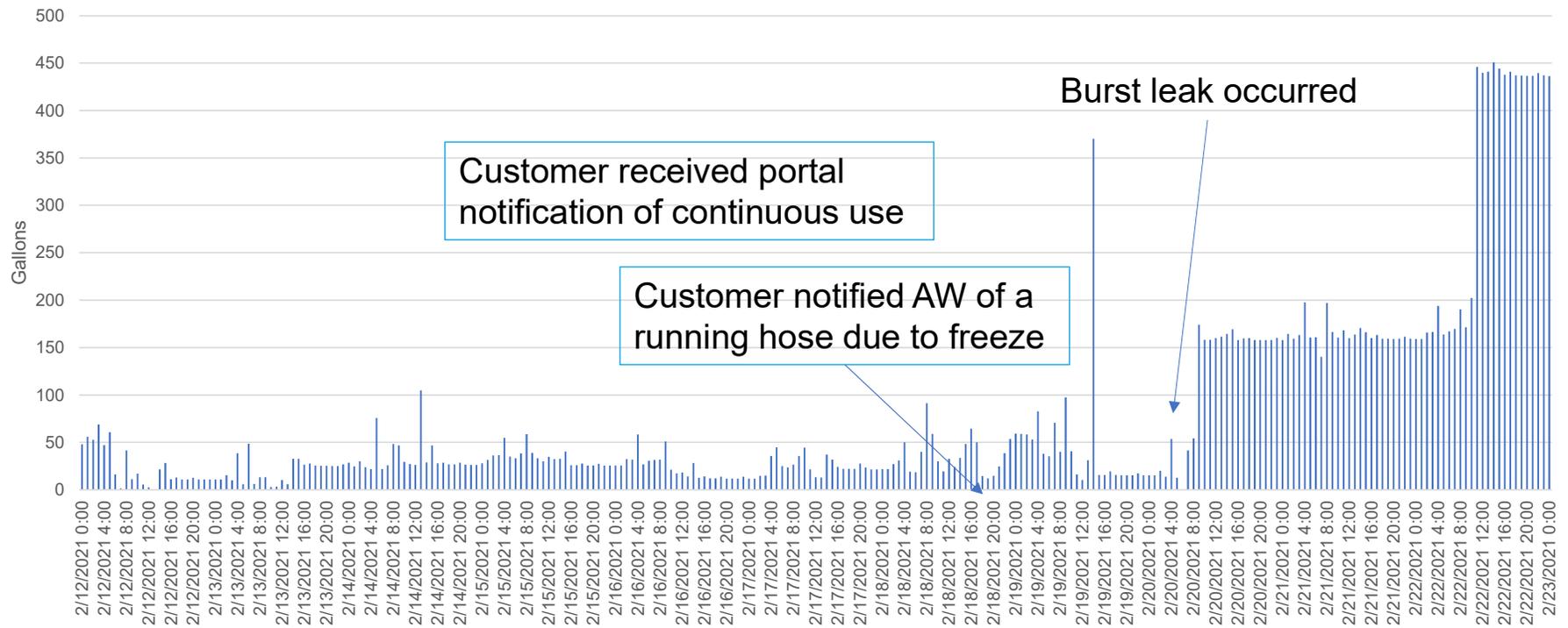
Normal Use Example

Water Use by Hour

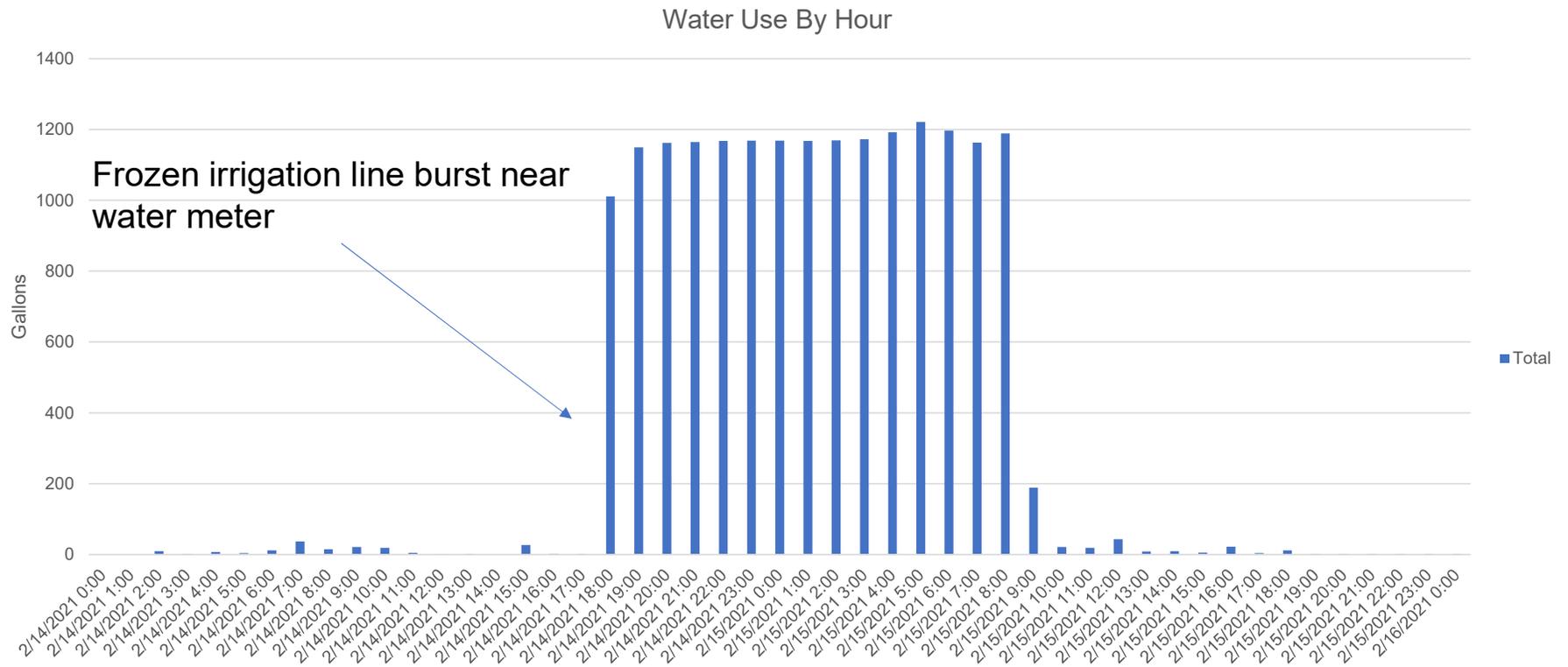


Customer #1 Continuous Usage Alert into a Burst Leak

Water Use by Hour



Customer #2 Burst Leak



Demand Response Preliminary Analysis

- ◆ Summary of public-side repair response, including main and service lines
- ◆ Initial analysis of water main breaks
- ◆ More than 1,500 emergency water turn off requests



Questions and Discussion

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