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M E M O R A N D U M

TO: All Registered Master Electricians

FROM: Joan Wilhite, Electric System Field Operations Manager, Austin Energy

DATE: February 5, 2023

SUBJECT: Protocol for Damaged Customer Electric Equipment

As you may be aware, Austin Energy has been greatly impacted by Winter Storm Mara. Austin Energy is continuing to work to restore circuits that are presently locked out, due to ice accumulation and tree damage. Austin Energy is working to dispatch crews to disconnect damaged services so the electrical contractor can begin repair work. No repair work should commence until AE has cut the service in the clear.

To request a service repair or disconnect, please email the Service Dispatch office at stelmodistribution@austinenergy.com. Please include the address, meter number, and contact information, including an email and/or phone number to reach you. If you already have a permit issued, please include the permit number.

At this point of storm restoration, Austin Energy is not reconnecting damaged customer equipment until directed by the Energy Control Center to start reconnection of services.

As a result of supply chain issues with metering equipment, Austin Energy recognizes the challenges of obtaining the approved equipment. If you run into this situation, please see the link below for metering processes to get your equipment approved. Please take time to familiarize yourself with the process, ensuring your success moving forward.

After repairs have been made, Austin Energy will require the submittal of an Electric Service Planning Application (ESPA) to the appropriate office based on the service size shown at the top of the ESPA form. Please note "Emergency" or "Storm Damage" in the subject line of your email when submitted. When submitting your ESPA please include as much detail about the field condition of the metering equipment and any pictures you may have of the site. The latest information form can be found at the links provided below.

For questions regarding emergency permitting, please visit <https://www.austintexas.gov/emergency-permits>. For emergency electrical inspections, please call (512) 974-2030. Emergency electrical inspections are available 24 hours a day, seven days a week. Please leave a message if the on-call inspector does not answer. All calls will be returned.

The latest ESPA form can be found at <https://austinenergy.com/contractors/electric-service-design-and-planning/esp>.

To apply for an electric permit, online permitting is available at <https://abc.austintexas.gov/austin-ui/portal/home>.

For information regarding approved meter sockets, visit <https://austinenergy.com/ae/contractors/electric-service-design-and-planning/other-resources/meter-sockets>.

For the latest Austin Energy Design Criteria and other design questions, please visit <https://austinenergy.com/ae/contractors/electric-service-design-and-planning>.

For additional information regarding meter sockets, current transformers and equipment sizing, please email aedistributionmetering@austinenergy.com.