

WINTER STORM EVENT BRIEFING

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

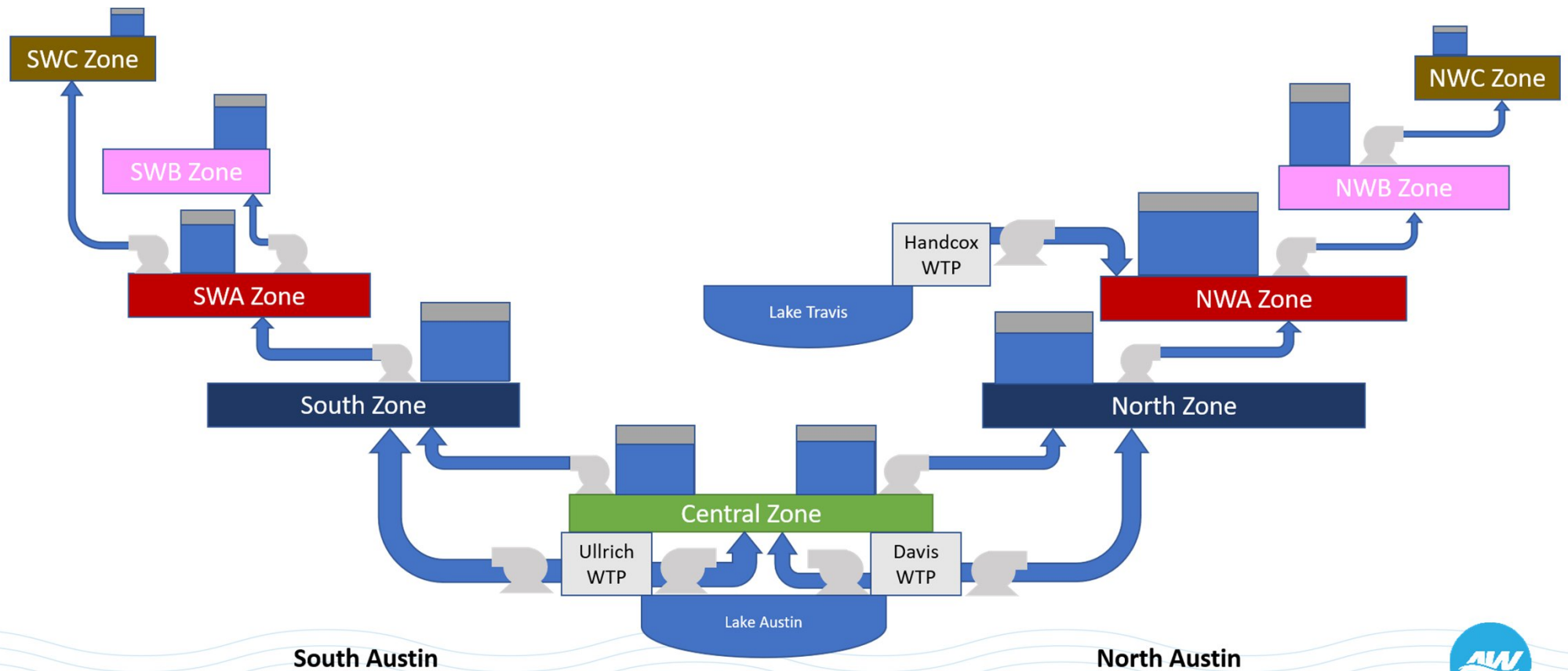


Winter Storm Event Briefing

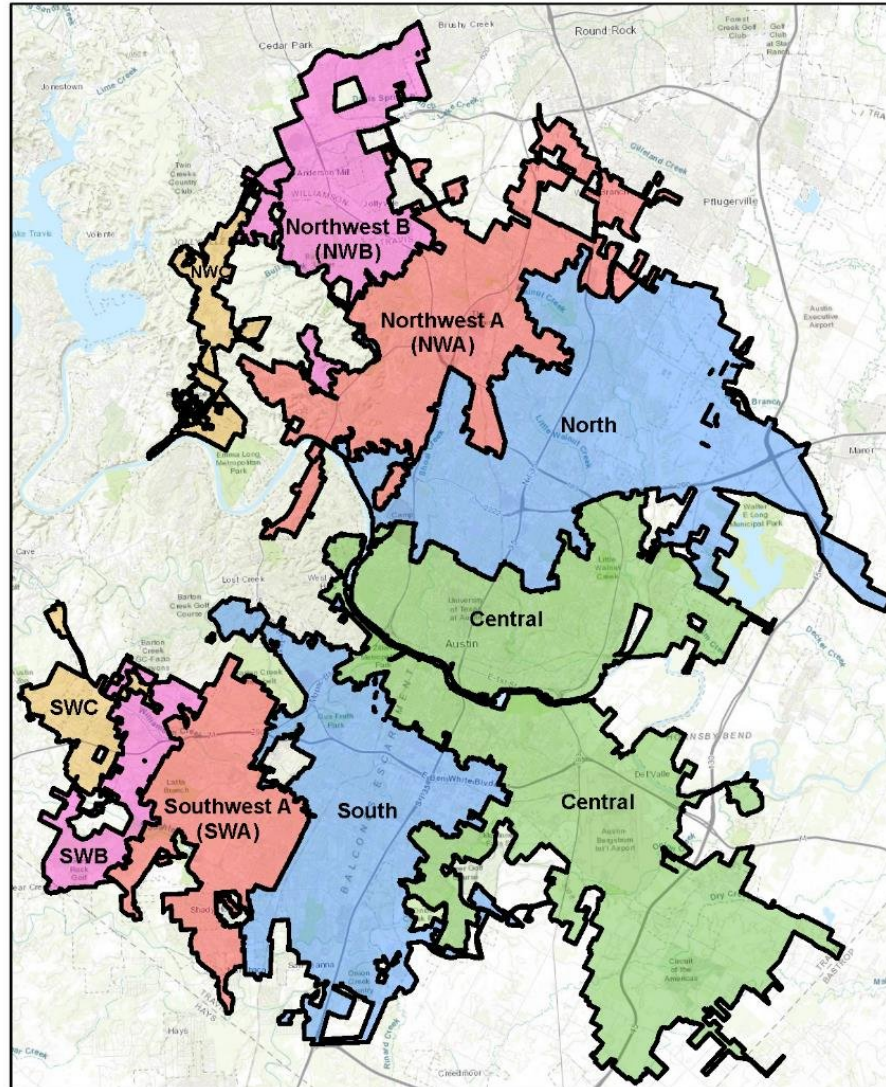
- 💧 **Opening Remarks** – Director Greg Meszaros
- 💧 **System Overview** – Assistant Director Rick Coronado
- 💧 **Communications Activities** – Assistant Director Randi Jenkins
- 💧 **Bill Relief** – Assistant Director Joseph Gonzales
- 💧 **Community Recovery** – Assistant Director Randi Jenkins
- 💧 **Next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



System Overview



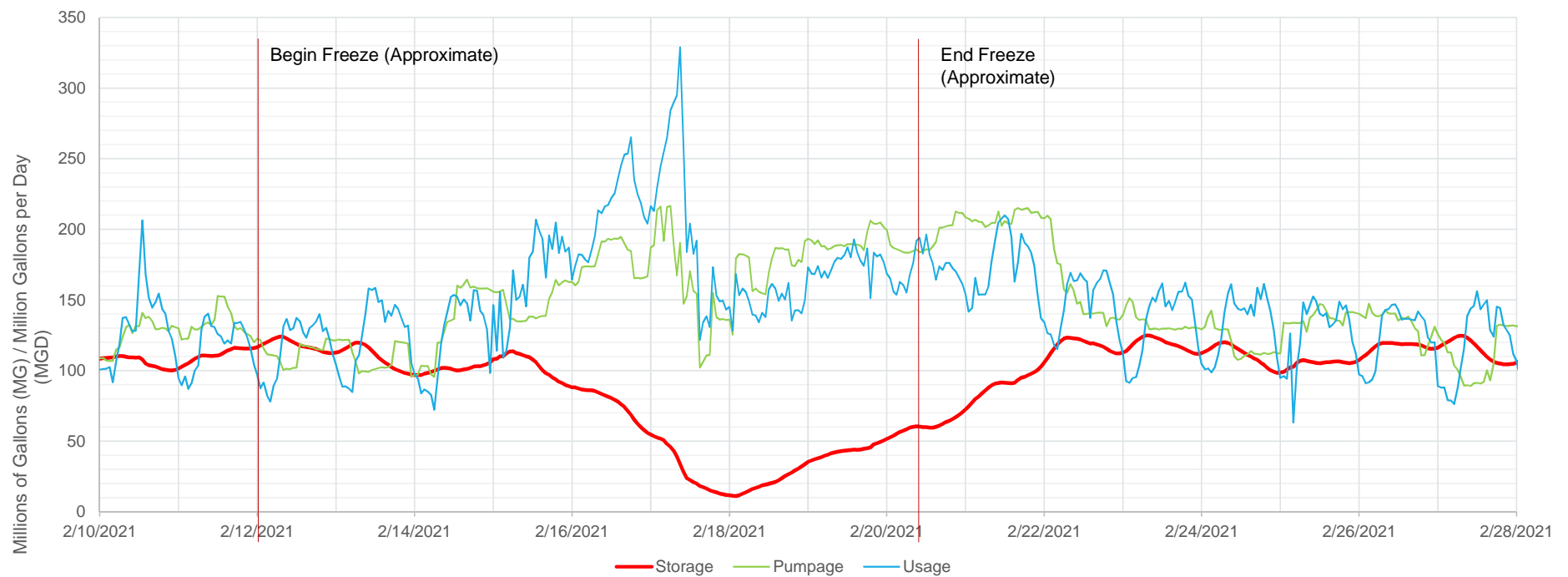
System Map



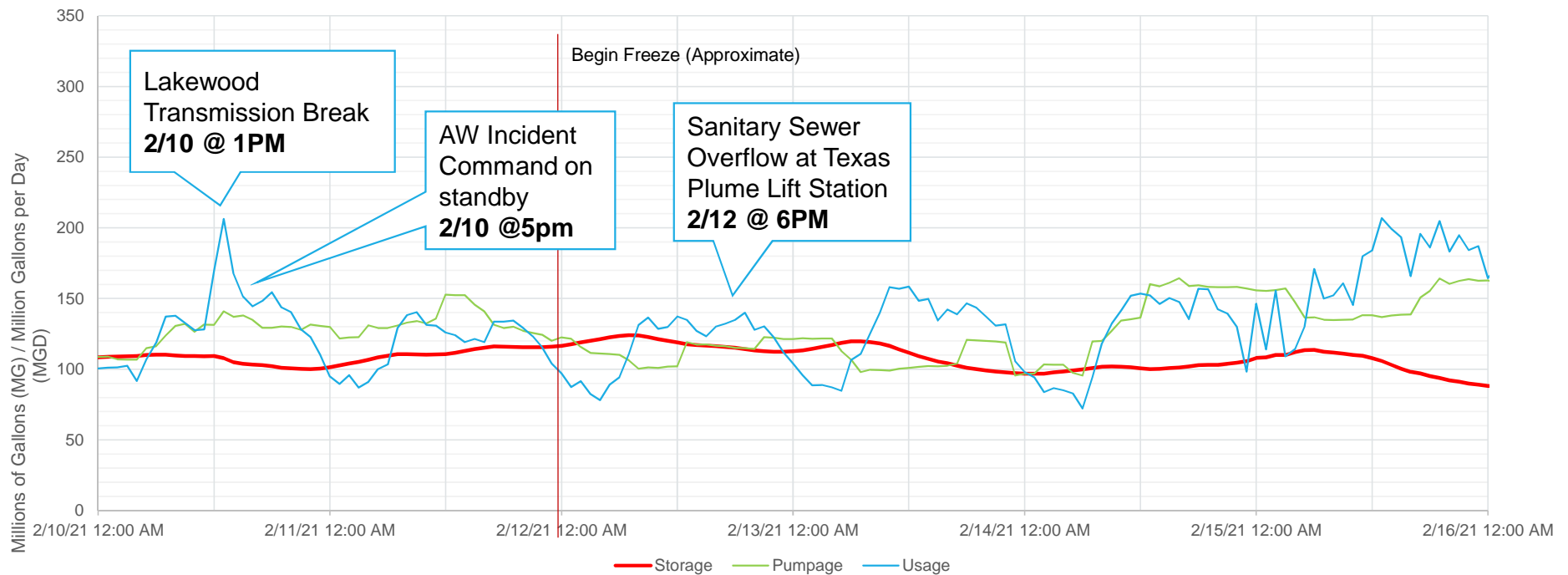
3/2/2021



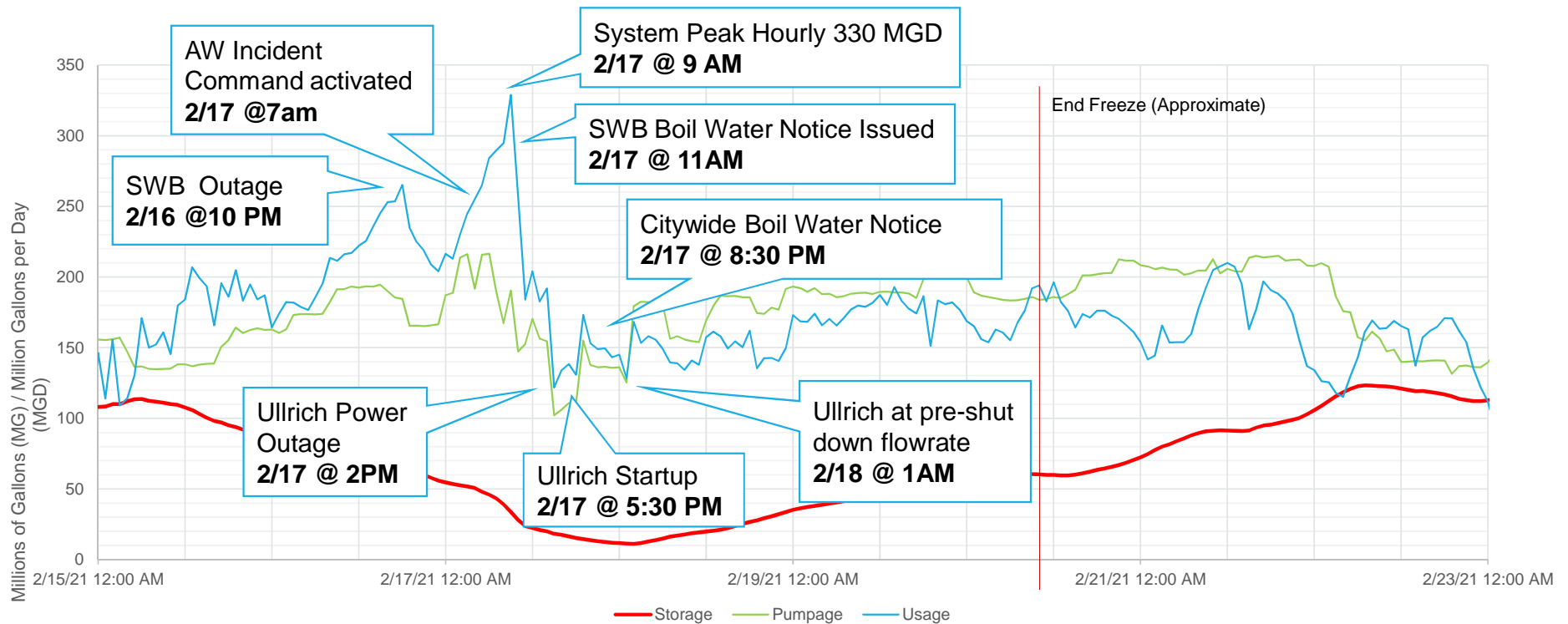
Event Overview



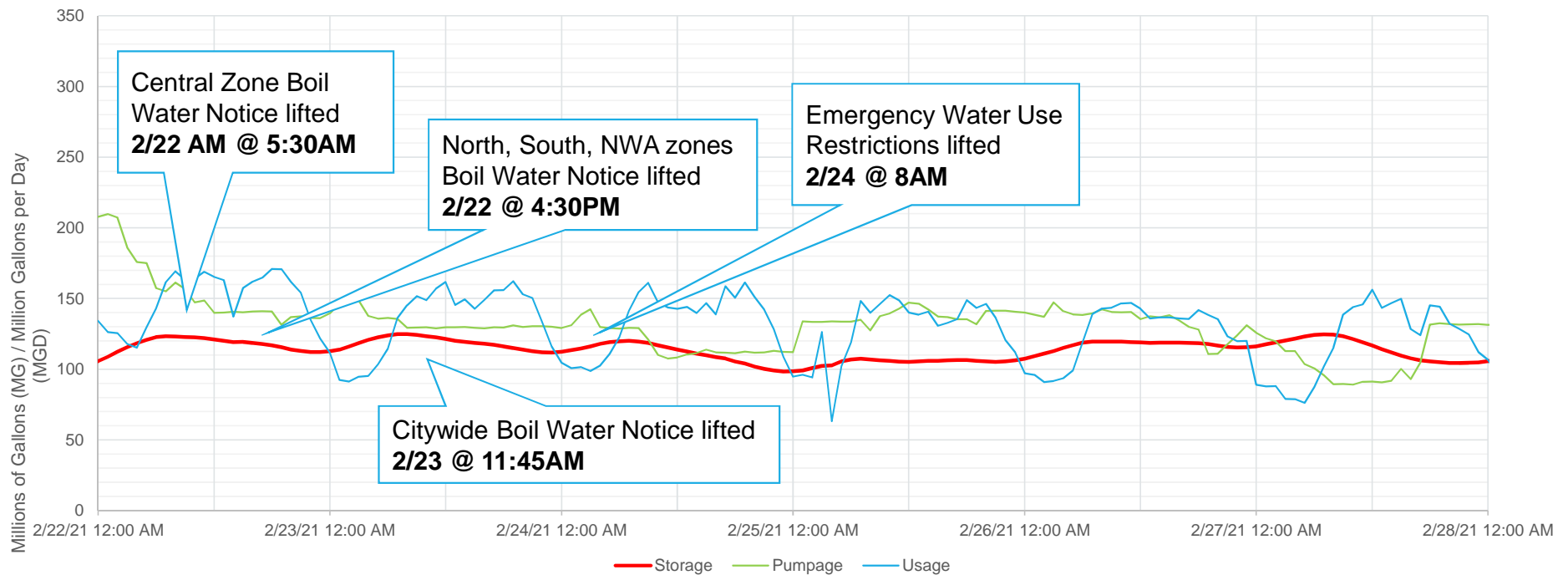
Initial Storm Response



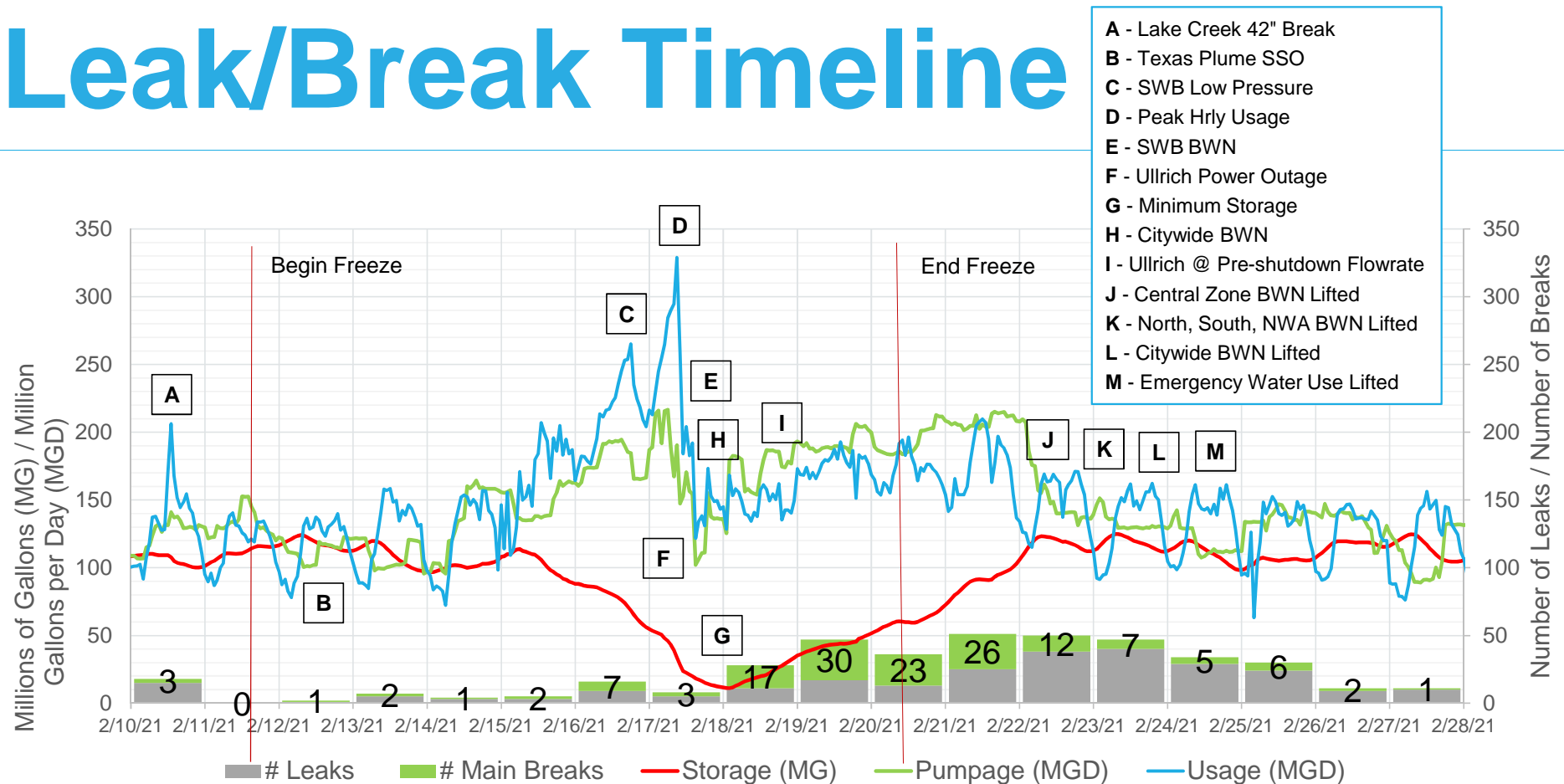
Storage Loss



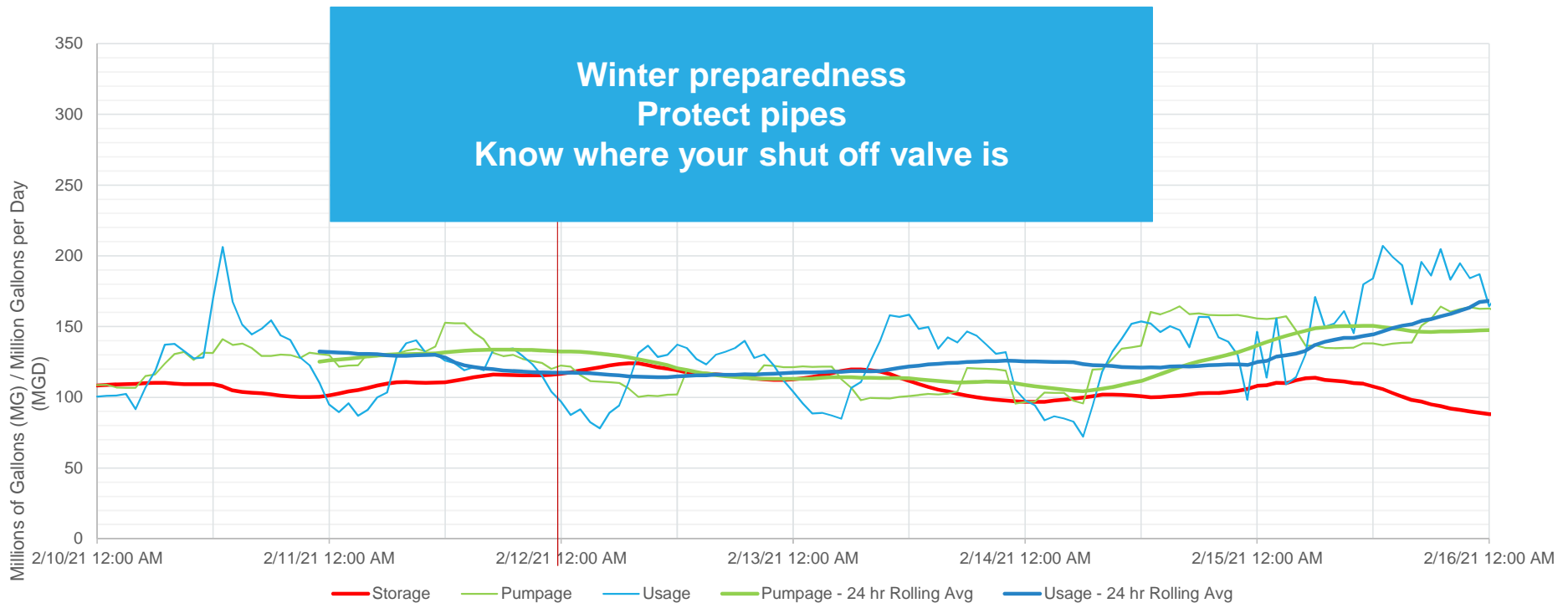
System Recovery



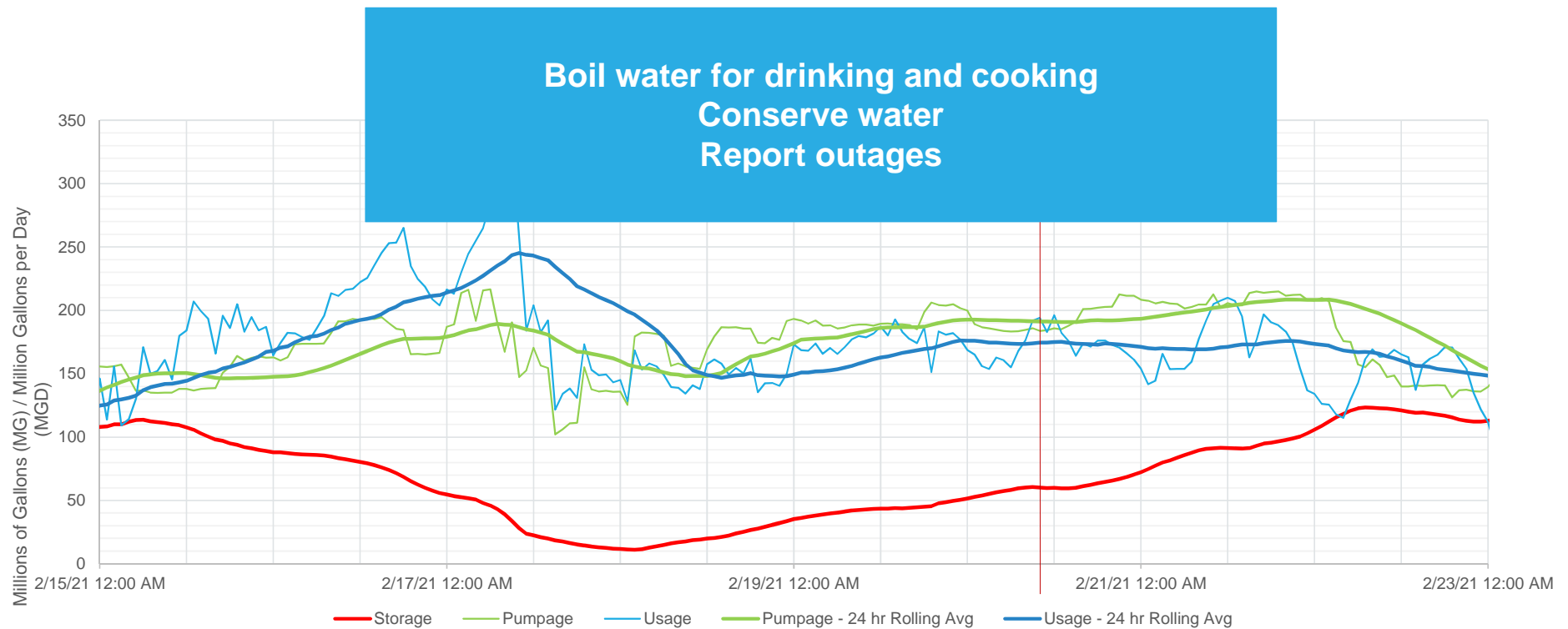
Leak/Break Timeline



Communications Messaging

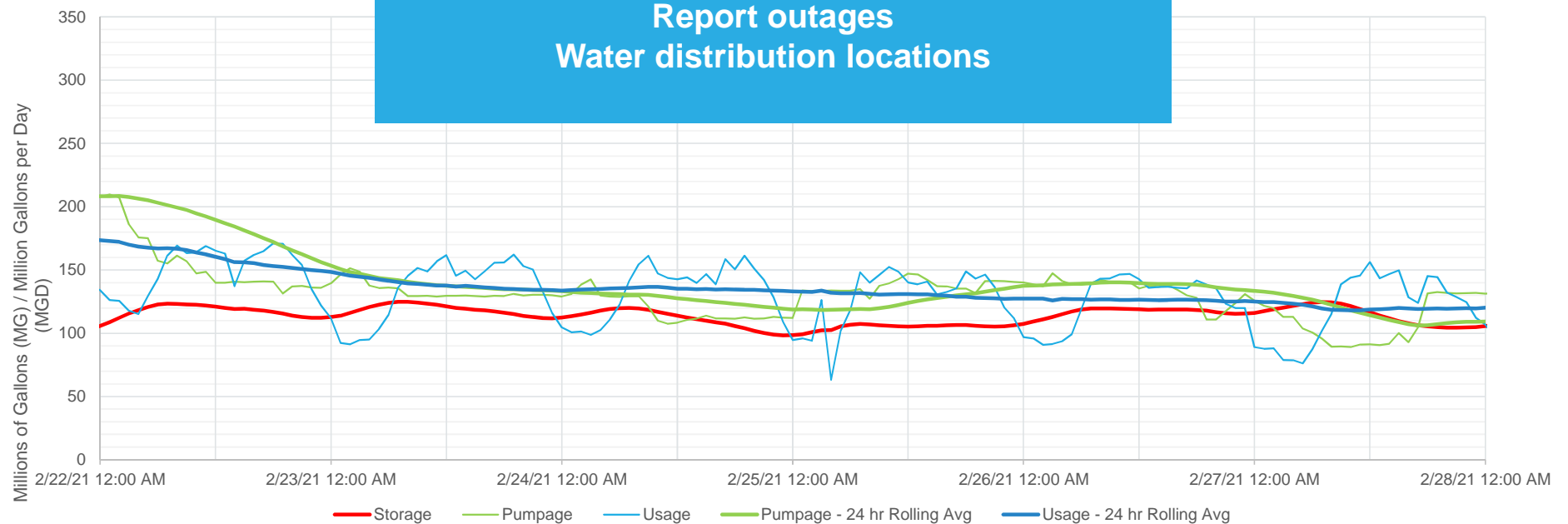


Communications Messaging



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	
	Non-CAP	CAP	Non-CAP	CAP
Consumption (Gallons)				
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**



A photograph of four men in safety gear (hard hats, high-visibility vests, and face coverings) standing in a bamboo grove. A semi-transparent blue banner is overlaid across the middle of the image, containing the title and meeting information.

Questions and Discussion

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