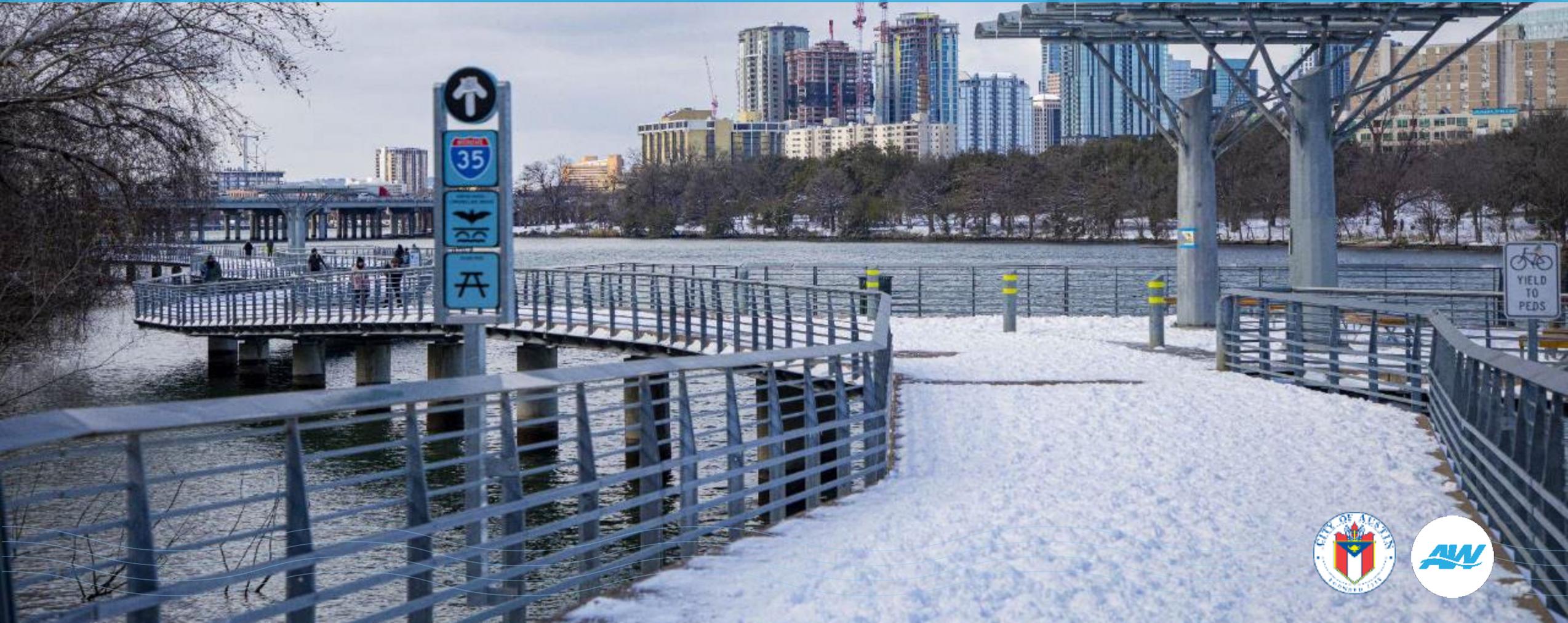


Winter Storm Uri Implementation Plan

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%
Grand Total	79	100%

Community Outreach and Messaging



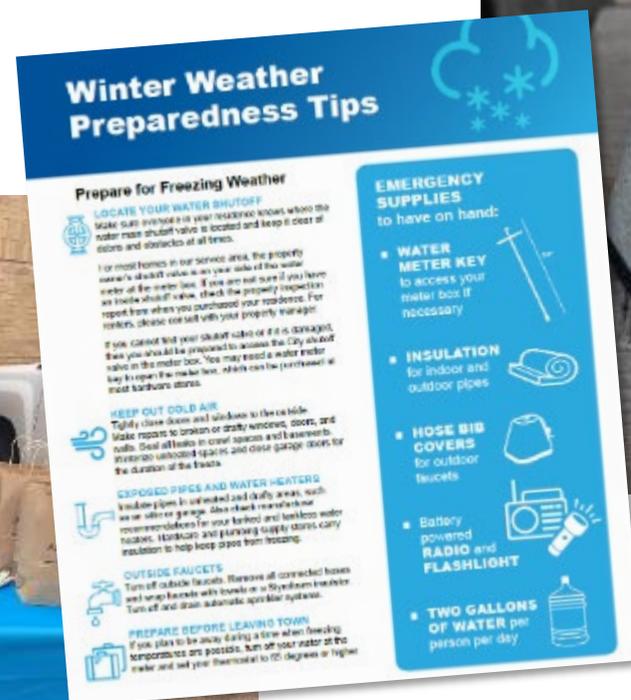
Communications Strategies

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

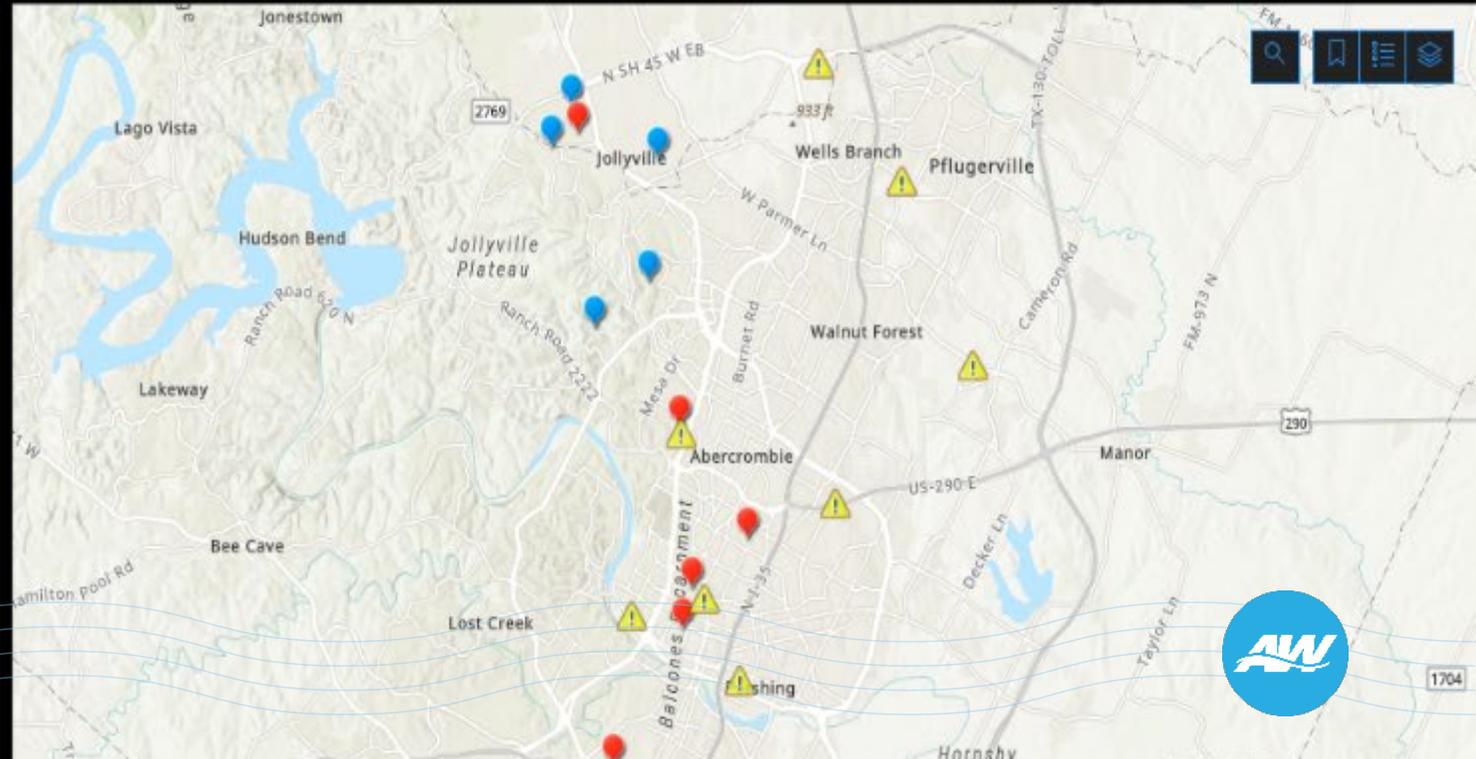
 9

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



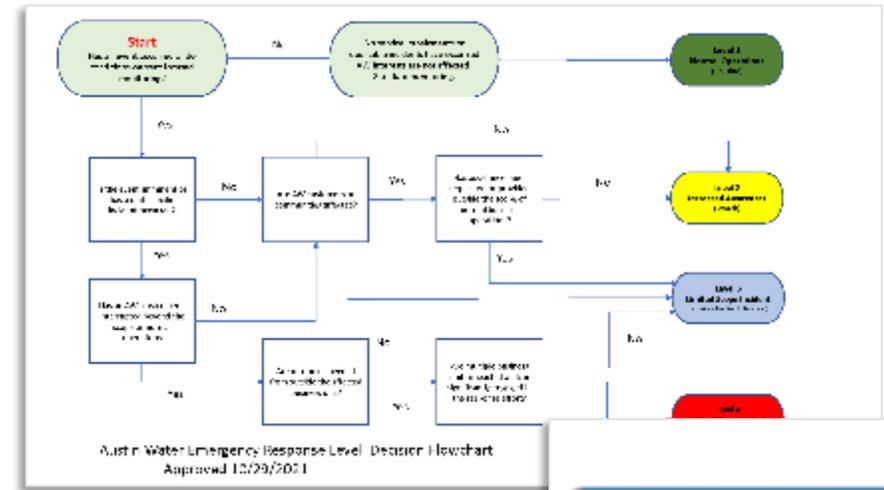
Emergency Management



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 CONDITION	PRIORITY	ACTION	RESPONSE
High	High
Medium	Medium
Low	Low
Very Low	Very Low



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

