

# Outage Map

**Greg Flay**

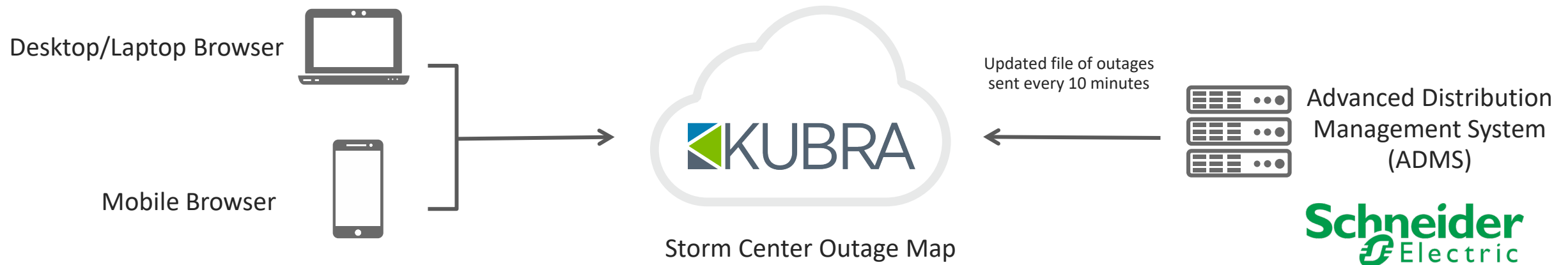
Vice President, Technology and Data



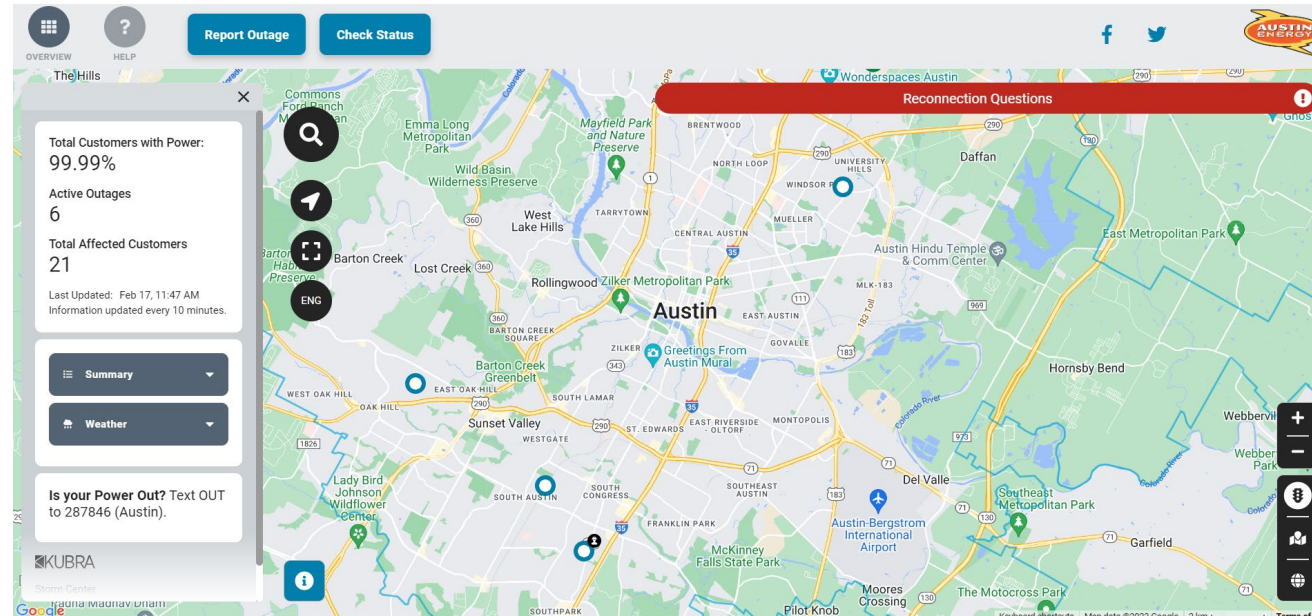
# Key Customer Questions

1. Does Austin Energy know that my power is off?
2. When will my power be restored?

## How Does the Outage Map Receive Information?



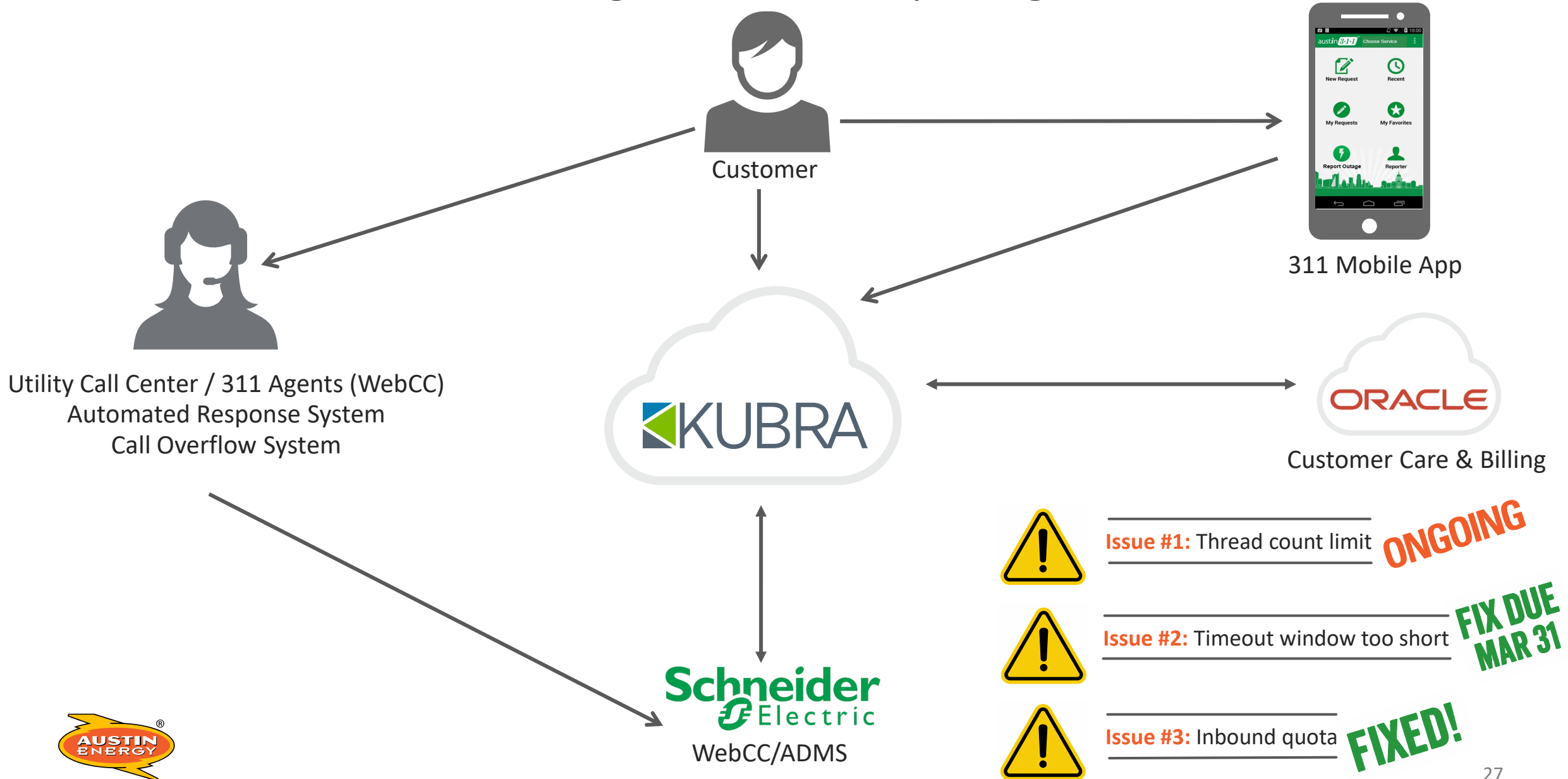
# Additional Insight



- For larger outages, KUBRA has logic to place the icon **close to the middle** of that area.
- We do not show outages at an **individual house level** on the map for security reasons.
- Customers may be part of a **“nested outage”** – when a large issue is fixed, but a different issue closer to the home is causing an outage.
- Estimated times of restoration (ETRs) are **suspended** during “storm mode”, so they do not appear on the map.
- In the past, we’ve represented large outages as **polygons** but have removed these based on customer feedback.
- We **hide the legend** by default as it hides other map information.



# Outage Status and Reporting



# Current KUBRA Outage Map Clients



# Mutual Aid

**Lisa Martin**

Vice President, Electric System Engineering  
and Technical Services





# Mutual Aid History



Photo: CenterPoint Energy, one of seven supporting entities, ready to deploy resources to help Austin Energy restore power.



# Mutual Aid Efforts for Winter Storm Mara



## Types of Mutual Aid

Utility crews – often established through industry groups, utilities provide qualified personnel and supplemental equipment

Contract crews – Independent companies, not tied to any one electric system



## By the Numbers

New Braunfels Utilities – 7 personnel

Renegade – 16 personnel

CenterPoint Energy – 70 personnel

Bird Electric – 59 personnel

CPS Energy – 48 personnel

MP Technologies – 40 personnel

Tempest Energy – 205 personnel



## Service Center

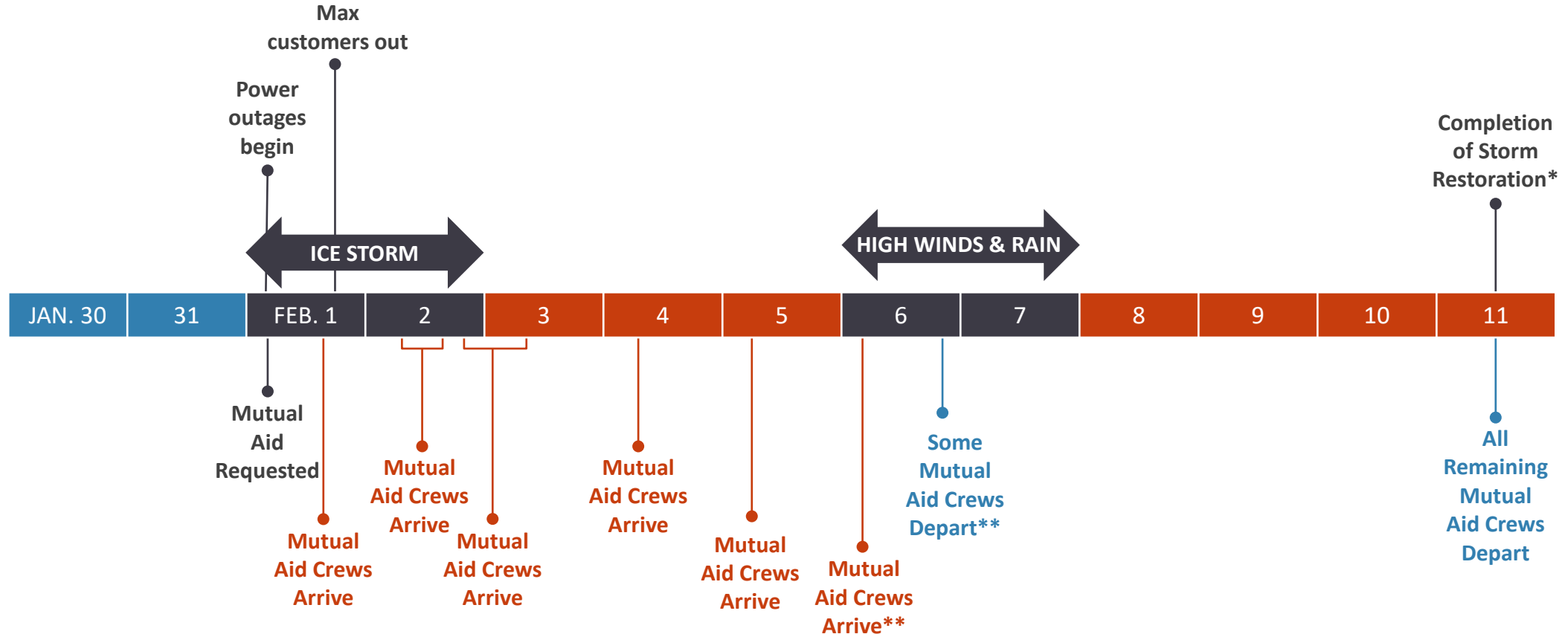
Leveraging outside crews requires space for daily briefings, heavy equipment staging, and other logistical needs

TxDOT provided a facility for mutual aid staging grounds



# Mutual Aid Timeline

Austin Energy requested support as soon as outages began



\*For customers who are able to safely receive power

\*\*Increased contract company personnel when utility personnel needed to return to their home utility in anticipation of Feb. 7 weather



# Thank You



# After-Action Report

**Lisa Martin**

Vice President, Electric System Engineering  
and Technical Services





# After-Action Review

## Goals & Objectives

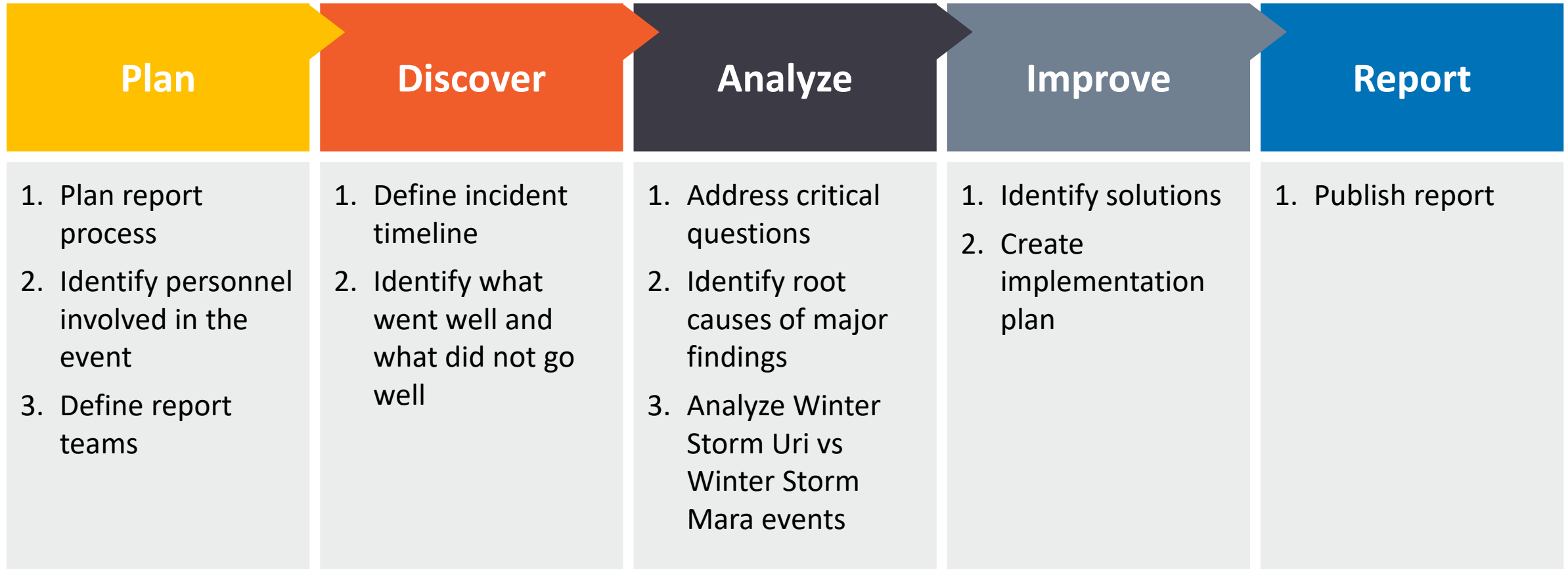
- Understand Austin Energy's actions as it relates to the winter storm event
- Identify the factors that contributed to process breakdowns
- Identify effective strategies for responding to similar incidents in the future

## Key Focus Areas



Additional response areas and AE workgroups not listed here will be included in the After-Action Review

# After-Action Review Approach





Questions?



**Customer Driven.  
Community Focused.<sup>SM</sup>**

