

Austin Water

Winter Weather Preparation

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Water and Wastewater Commission



Austin Water

Winter Weather Preparation

- Hardened equipment and facilities + fleet preparation
- Enhanced facility power resiliency
- Staged personnel supplies
- Expanded incident management team with extreme weather activation thresholds
- Provided winter weather toolkits and tips to customers
- Prepared emergency communications
- Real-time outage map in place year-round
- Water distribution plans in place



Winter Preparations Overview

Winter Preparation Activities

- ◆ Extreme weather activation thresholds set for the Incident Management Team
- ◆ Facility winterization check lists and continuity of operations (COOP) posted and accessible in VEOCI (Virtual Emergency Operations Center)
- ◆ Beginning each October, AW reviews winter SOPs, schedules preparatory work, and purchases necessary supplies and equipment



Operational Readiness

- 💧 Water treatment plants maintain a baseline capacity of 235 MGD for operational and system readiness
- 💧 Equipment, materials, and people staged ahead of incoming weather
- 💧 Generators are in place at critical facilities, with emergency backup generator contracts that can be called in immediately when needed
- 💧 Plans, supplies and equipment are in place for community-wide potable water distribution



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

♦ Bottled Water Contracts Ready

- Local vendor with supply on hand
- Second vendor for multiple truck load shipments



Enhanced Emergency Management

Emergency Management

- Coordination and use of VEOCI system for all routine and emergency communication year-round
- Completed multiple emergency tabletop exercises in partnership with other City departments and agencies
- Conducting monthly emergency notification, life safety plan, shelter in place and/or emergency evacuation drills throughout our system
- Added an Emergency Plans Officer Senior focused on community resilience



Incident Management Team

💧 Incident Management Team

- Three rotating shifts
- 34 positions
- 154 named and trained staff
- Clearly defined roles
- Enhanced communications roles

💧 Incident Command System Training

- Online and in-person training
- Role specific
- Hosting and instructing FEMA ICS-300 (Intermediate ICS for Expanding Incidents) classes in February, April, and July



Facility Winterization Preparation



Facility Winterization Preparation

Water Treatment Plants

- 💧 Insulation of weather exposed critical components
- 💧 Installing heaters in sludge hopper facilities
- 💧 Winterization of copper sulfate system at Davis WTP
- 💧 Developed cold weather strategy for solids management



Facility Winterization Preparation

Distribution System Pressure Points

- 💧 Pressure points provide operational data for the water system
- 💧 AW has been moving these points underground
 - 50% are completed
 - Remaining to arrive and be installed in December
- 💧 Pressure points that can not be buried are either insulated or have heaters installed



Facility Winterization Preparation



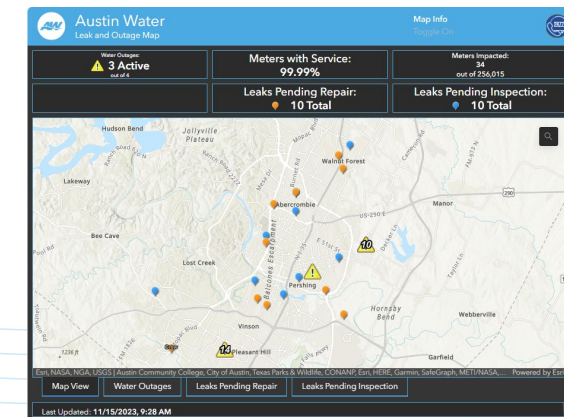
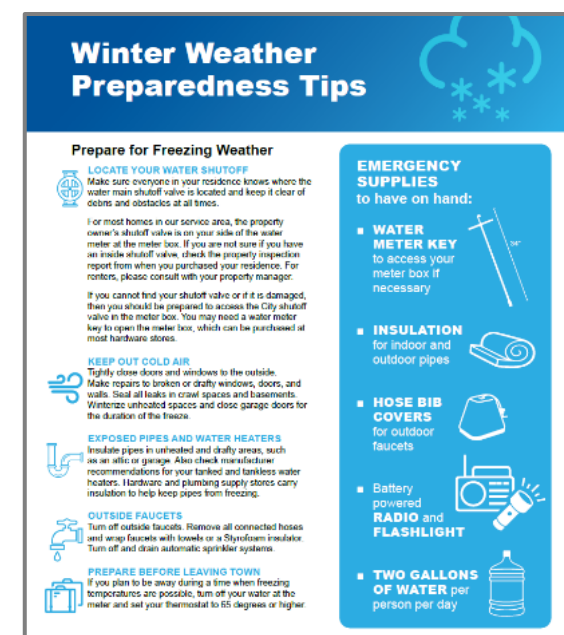
Pump & Lift Stations

- ◆ Davis Lane Pump Station: large rental generator in place December through March
- ◆ 15 Docking Stations purchased for expedited generator hook up at additional pump & lift stations
- ◆ 3 portable generators purchased for lift stations to add to the current fleet of 77 fixed and portable generators to maintain the wastewater collection system
- ◆ Citywide rental generator contract to be used as a supplement when needed

Communications and Community Winter Weather Preparation

Communications

- Enhanced Winter Weather Preparedness messaging
 - locating your water shutoff
 - weatherizing your home and pipes
 - properly dripping home faucets to prevent freezing
 - staying informed
- Tips are translated into 11 languages and include written and video instructions: [AW Cold Weather Tips](#)
- Real-time outage map (always active): [AW Leak & Outage Map](#)
- Distributing toolkits and information at AW and Citywide preparedness events
- Continued customer communication through My ATX Water portal
- Outreach plan for multi-family properties in place
- Coordination with 3-1-1 and COA Utilities



Winter Weather Preparation for Employees



Winter Winterization Preparation for Employees

- Cold weather training and safety briefings
- Provide coats, gloves, head cover, and other durable clothing
- Warming stations
- Weather forecast monitoring (VEOCI)
- Supplies for driving on ice (chains for tires and spikes for boots)
- Shelter and bottled water supplies at plants for staff



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