



Observation	Follow-Up Action Item Number	Follow-up Action	Status	Q3 2023 Update
Observation 2 – Communication Systems and Customer Experience	2.1	Increase the customer data roundtrip timeout limit from the outage map to Austin Energy.	Completed	Austin Energy asked its outage map vendor to increase the time for the outage map system to receive and validate customer text reporting or inquiries about an outage. On May 2, 2023, a software update increased the validation time from 4.5 seconds to 30 seconds. This increase has greatly reduced the number of system timeout errors.
Observation 2 – Communication Systems and Customer Experience	2.2	Evaluate the outage map platform for additional outage alerting capability.	Completed	The Austin Energy Outage Management team reviewed outage map alert capability with its vendor. Austin Energy uses all available alert functionality.
Observation 2 – Communication Systems and Customer Experience	2.3	Reconfigure the outage map platform notification quota (traffic volume capacity) to max settings.	Completed	The Outage Management team reviewed the outage map alert capability with the vendor. The service cap is now set to the maximum (1750).
Observation 2 – Communication Systems and Customer Experience	2.4	Review any new outage map platform features list for optimization opportunities.	Completed	Austin Energy completed a comparison study to determine what outage map platform features are offered by other utilities. This study showed that Austin Energy provides industry-standard outage map features to customers. Additionally, Austin Energy’s outage map vendor confirmed that Austin Energy uses all currently available outage map technology features to optimize the customer experience.
Observation 2 – Communication Systems and Customer Experience	2.5	Partner with outage map vendor KUBRA, to identify visual solutions to improve customer experience.	Completed	Austin Energy removed clutter from the outage map and redefined labels to provide more clarity and visually improve the user experience. This allows users to focus on the information they need.
Observation 2 – Communication Systems and Customer Experience	2.7	Ensure essential Austin Energy employees have the capability to access ADMS’s modules.	Completed	Austin Energy Key Accounts personnel (staff assigned to support key Austin Energy commercial and industrial customers) received the appropriate system permissions to directly check Key Account customers’ real-time power status. Their access has been tested and confirmed. This improvement allows Key Account personnel to provide better support to these customers during severe weather events.
Observation 2 – Communication Systems and Customer Experience	2.10	Create a glossary of Advanced Distribution Management System (ADMS) system components and types of outages to assist customer-facing teams within the utility in their communications with customers.	Completed	Austin Energy created a glossary of ADMS terms, components, and outages that is available to customer-facing teams.
Observation 2 – Communication Systems and Customer Experience	2.13	Provide advance notification to key technology vendors prior to severe weather or anticipated long-duration outage events so they are available to monitor and adjust configurations if needed.	Completed	As a part of its normal practice, Austin Energy now sends its key technology vendors (including its outage map vendor) advance notification of expected inclement weather or long-duration outage event. This practice will help ensure that Austin Energy’s key vendors will establish heightened awareness during periods of elevated risk to Austin Energy technology and implement measures to monitor and adjust configurations if needed.



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Observation 2 – Communication Systems and Customer Experience	2.14	Ensure data management and governance is established and reinforced across all lines of business.	Completed	The Austin Energy Data Office, led by Austin Energy's newly hired Chief Data Officer, routinely reminds staff of data discipline practices, and promotes data governance across all workgroups.
Observation 2 – Communication Systems and Customer Experience	2.15	Review access requirements for internal teams and grant appropriate access to support emergency response.	Completed	Austin Energy reviewed access requirements for outage and restoration information and gave broader access as appropriate.
Observation 3 – Public Communication	3.1	Align with City leadership expectations for news conference protocols in the early stages of an emergency.	Completed	Austin Energy's Corporate Communications team worked with the City of Austin's Communications and Public Information Office (CPIO) to develop new emergency communications protocols. These protocols establish expectations around communications. CPIO is the lead department tasked with overseeing this effort and is continuing to refine these emergency procedures.
Observation 3 – Public Communication	3.2	Participate in the City's communication plan efforts and drills to improve preparedness and collaboration with other stakeholders involved in emergency response.	Completed	Austin Energy's Corporate Communications team worked with the CPIO to develop new emergency communications protocols. Austin Energy's Corporate Communications team has run these protocols, participated in CPIO and Homeland Security and Emergency Management (HSEM) citywide emergency PIO trainings and is ready for when CPIO schedules a drill. CPIO is the lead department tasked with overseeing this effort and is continuing to refine these emergency procedures.
Observation 4 – Customer Care	4.2	Ensure essential customer information, such as a customer's full address (including all identifiers like East, West, etc.), is not missing from the outage map platform database.	Completed	Austin Energy worked with its outage map vendor to ensure the customer address reflected in Austin Energy's billing system is also available in its outage map platform. Austin Energy implemented practices to ensure that the platform is regularly refreshed, and customer information is verified during calls with the customer.
Observation 5 – Incident Command Operations	5.3	Collaborate with peer utilities to discuss best practices and implement ways to improve emergency response.	Completed	Austin Energy representatives visited utilities with experience in long-duration outage events to discuss best practices and approaches to improving emergency response practices. It is currently implementing learnings from those visits throughout its emergency operations planning and preparedness efforts, many of which are embedded in other action item responses. The following is a list of utilities visited: <ul style="list-style-type: none"> • Southern California Edison to discuss wildfire preparedness in April 2023 • Jacksonville Electric Authority to discuss hurricane preparedness in June 2023 • Long Island Power Authority to discuss cold weather/tropical cyclones preparedness in August 2023
Observation 6 – Emergency Management Administration	6.1	Establish and hire a director-level Emergency Management position to lead the Austin Energy Emergency Management team.	Completed	Austin Energy worked with the City of Austin Human Resources Department to create an Austin Energy Emergency Management Director position and job description. This was implemented by Austin Energy Human Resources and the current Director was hired on June 4, 2023.



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Observation 10 – Tree Trimming/Vegetation Management Coordination	10.2	Hire more tree trimming/vegetation management (VM) personnel for regular vegetation preventative maintenance work.	Completed	After receiving City Council approval in Summer 2023, Austin Energy added four additional VM companies to perform maintenance cycle planned work. This brings the total number of companies performing this work up to seven contract VM companies. Austin Energy will continue to evaluate its VM program to meet wildfire and reliability concerns. The 2025 budget submission will include the newly increased number of vendors as well as any further increase needed to meet the requirements of the VM program.
Observation 10 – Tree Trimming/Vegetation Management Coordination	10.3	Participate in the City Auditor’s evaluation of Austin Energy’s tree trimming/VM program.	Completed	The City Auditors Department conducted and completed its audit of Austin Energy’s tree trimming/VM program. The audit report is available here: https://www.austintexas.gov/sites/default/files/files/Auditor/Audit_Reports/Austin_Energy_Vegetation_Management_September_2023.pdf
Observation 14 – Financial Management	14.3	Establish a protocol to send out reminders about mandatory backup documentation for purchases during emergency events.	Completed	Austin Energy Finance personnel created a template (the Cost Tracking Guidance Template) for tracking backup documentation for all event-related purchases. This template will be customized for each incident or event to track all purchase backup documentation.
Observation 14 – Financial Management	14.6	Establish event time code accountability	Completed	The City of Austin must activate and authorize earn codes prior to use by Austin Energy. Austin Energy has communicated the need for timely activation, authorization, and communication of time codes.
Observation 14 – Financial Management	14.7	Establish the Event Accounting Codes process	Completed	Austin Energy Finance creates and communicates internal accounting codes, referred to as "task codes" for Austin Energy use prior to an event. Additionally, the City Controller’s office activates an accounting code, referred to as a "project code," to be used by non-Austin Energy City departments. As a result, two separate codes are utilized for tracking storm-related expenses and activities. Going forward, since Austin Energy typically initializes the task code first, Austin Energy will notify the City of Austin Controller’s office and the HSEM office that a task code is being established and to request a corresponding project code be established by the City. Once the City activates the event-specific project code, they it will communicate the code to the other City departments. By following this protocol, the two codes can be associated in the system allowing for reporting on both codes without the need to generate separate reports by Austin Energy task code and City project code.