

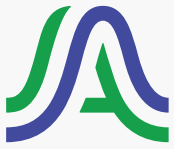
Q1, 2026 Update

2025

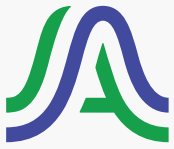
MAY MICROBURST STORM

FOLLOW-UP ACTION COMPLETION REPORT





Observation	Follow-Up Action Item Number	Corrective Action	Completion Statement
Emergency Preparedness Strategy	1.3	Review current Incident Command System (ICS) positions to identify gaps and determine needs for expansion or further development.	The Austin Energy Emergency Management (EM) work group has met with Incident Management Team (IMT) sections to discuss appropriate roster positions and staffing. Positions have been updated to reflect the needs of the organization and personnel have been assigned. To prepare IMT members, ICS training has been assigned with options for position-specific classes through the Texas Department of Emergency Management. The Austin Energy EM work group is also hosting quarterly section-specific workshops to review and train on incident-related tasks. Review and revision of the roster is an ongoing process, impacted by staffing changes, process changes and needs of the organization. It is the responsibility of the EM Division to regularly review the roster and recruit members.
Emergency Preparedness Strategy	1.5	Update and develop standardized position checklists for each ICS role to support consistent execution of responsibilities.	Specific position checklists are available in shared locations for the IMT. All IMT members are granted access and are advised of the checklists during position-specific workshops, IMT quarterly meetings, during exercises and during ICS training. Along with the checklists, IMT members are issued an All-Hazards Incident Management Team Response and Planning Guide for their individual use. Guides are provided throughout the year and are available by contacting any member of the EM work group.
Emergency Preparedness Strategy	1.7	Integrate emergency management-trained personnel into field operations to support on-site documentation, coordination with the Department Operations Center and logistical functions such as Emergency ProCard use and the setup of appropriate workspaces.	Austin Energy has designated an experienced emergency management team member to the Deputy Logistics Section Chief position within the IMT. This position is responsible for integration with staging and mutual assistance camp activities. During activations, the Deputy Logistics Section Chief will report to the staging area to assist with logistical and incident command integration support.
Restoration Coordination	4.1	Improve recurring tactical meetings with the Operations Section Chief and Branch Directors to include updates on the overall restoration plan and restoration goals for each operational period.	Austin Energy has developed an Operations Tactical Meeting Template to provide clear guidance on successfully executing tactics meetings during large-scale events. This template outlines who should attend while ensuring consistency and alignment across all branches during restoration efforts. The template will be incorporated in Austin Energy's ICS Annex and within Veoci for ease of access.



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Restoration Coordination	4.6	Transition Operation's personnel tracking and shift assignments to Veoci to improve transparency and centralize communication across operational periods.	Austin Energy has reviewed Veoci's personnel tracking capabilities and determined that transitioning Operations personnel from the current dynamic tracking tools to Veoci will not provide improvements to reporting dashboards or communications. Instead of pursuing this option, Operations will provide a link to the existing reporting systems to enhance transparency and further enable the Planning section with onboarding, offboarding and situational awareness across operational periods.
Restoration Coordination	4.7	Conduct a review of current radio distribution protocols to assess whether additional field teams beyond those currently assigned — such as damage assessors or other support roles — should be granted access to radios during emergency events, particularly in areas where cellular service may be unreliable.	A review of radio distribution protocols determined granting radios to field personnel would not be a feasible solution based on the needs of the work group. Cellular phones proved to be a reliable source for communication between field crews, damage assessors and the Energy Control Center. Satellite hot spots are available for situations when cell service is unavailable. As the cost for implementing a handheld radio distribution program would exceed \$220k, this solution does not improve the outcomes of field work significantly to justify the expense.
Public Communication and Outreach	6.2	Lead a review of reconnection door hangers to determine how they can better support customers during restoration, including opportunities to add helpful information or resources.	Austin Energy has redesigned and reworked the reconnection doorhanger to meet new City of Austin brand standards. The messaging has been updated to provided customer information on the reconnection process that is easier to understand and better supports customers.



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<p>Public Communication and Outreach</p>	<p>6.3</p>	<p>Expand existing contacts and build a broader network of trained field staff to activate during emergency events. These contributors will capture and share timely, high-quality photos and videos that support real-time customer updates and illustrate restoration progress.</p>	<p>Austin Energy completed training sessions to ensure more members of the Communications team are:</p> <ul style="list-style-type: none"> • Prepared on how to best capture photo/video in the field with different camera and audio equipment. • Equipped to understand what types of visuals are best for social media and to share with external media partners. • Prepared with interviewing skills for clear storytelling and video production skills. <p>Additionally, Austin Energy updated its processes to have the Public Information Officer reach out to team leads in distribution/transmission, vegetation management and safety when severe weather is in the forecast to remind field crews and team members to share photos and videos of power restoration work with Communications for external use.</p> <p>Visuals from the field help illustrate to the public the scenes and level of damage our crews and employees face as they work to bring power back to the community, as well as display the behind-the-scenes work that happens 24/7.</p>



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