



Observation	Follow-Up Action Item Number	Follow-up Action	Status	Q2, 2024 Update
<b>Observation 4 – Customer Care</b>	4.4	Evaluate the Medically Vulnerable Registry (MVR) wellness check process for collaboration opportunities with other City departments. For example, explore the ability to loan out charging stations to registered MVR customers that can power lifeline communication devices.	<b>Complete</b>	Austin Energy assessed the MVR wellness check process for collaboration opportunities with other City departments. Due to the individual nature of each emergency, it was determined by Austin Energy (after collaboration with departments including the Austin Police Department, Homeland Security and Emergency Management, and Austin Public Health) that the Emergency Operations Center remains the best pathway to collaborate with other City departments and identify resources that may be available based on the situation. Austin Energy staff conducted a Power Station pilot project that explored providing charging stations to MVR customers for lifeline communication devices. Customer feedback was positive, but challenges with storage, charging and device reliability were identified. Austin Energy plans to explore ways to expand the pilot program up to and including seeking a vendor for turnkey delivery and maintenance of charging stations. Additionally, Austin Energy implemented a two-way communications platform for MVR customers, streamlining wellness checks. Staff also modified the MVR enrollment process to obtain proactive consent for sharing household contact information with responding departments during emergencies, facilitating collaboration.
<b>Observation 8 – Restoration Coordination</b>	8.5	Establish a meter removal and installation process for mutual aid personnel and those without access to electronic record systems.	<b>Complete</b>	Austin Energy established a meter removal and installation process for mutual aid personnel and those without access to electronic record systems. During Winter Storm Mara mutual aid crews were not informed of the Austin Energy process for meter installation and removal, creating inconsistencies in meter readings. Austin Energy created a step-by-step process that states responsibilities of mutual aid crews and Austin Energy employees. The meter removal and installation processes will be communicated verbally to mutual aid crews prior to deployment to the field. An Austin Energy representative is also dispatched with these crews to ensure the correct process is followed and will be responsible for ensuring accurate meter information is captured.
<b>Observation 11 – Mutual Aid Efforts</b>	11.4	Define roles and responsibilities for mutual aid demobilization activities.	<b>Complete</b>	The National Incident Management System structure defines the roles and responsibilities of demobilization. Close out for all operations, including mutual aid, is accomplished through the Planning Section as an element of the Demobilization process. As part of Austin Energy’s Incident Management Team (IMT) restructure, all IMT members receive position-specific workshops, drills and exercises to be conducted during calendar year 2024 and beyond in order to perform their roles and responsibilities efficiently.



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<p><b>Observation 13 – Logistics Coordination and Supply Chain Management</b></p>	<p><b>13.1</b></p>	<p>Identify suppliers/vendors capable of meeting service demands and establish agreements.</p>	<p><b>Complete</b></p>	<p>Austin Energy evaluated the capacity of its identified vendors and suppliers to ensure preparedness for IMT activations. The Austin Energy Emergency Management group maintains situational awareness of environmental, public safety and other risks to assess the necessity for vendor support. Austin Energy has identified restoration assistance vendors capable of responding during non-standard events based upon their availability, and is in the process of establishing pre-incident agreements to engage these vendors when needed. The City of Austin Fleet Mobility Services department maintains fuel contracts on behalf of all City of Austin departments. As vehicle service and fuel capacity is critical during an IMT activation, Austin Energy met with Fleet Mobility representatives to collaborate on best practices to meet Austin Energy's fleet service needs. Lastly, the management of Austin Energy's supply chain work group benchmarked its vendor list and processes with those of a similar utility, confirming the effectiveness of its current approach.</p>