



Observation	Follow-Up Action Item Number	Follow-up Action	Status	Q3, 2024 Update
<b>Observation 1 – Establishing Estimated Times of Restoration (ETR)</b>	1.4	Evaluate different Advanced Distribution Management System (ADMS) Storm Mode levels	<b>Completed</b>	Austin Energy stakeholders met in April 2024 to discuss the possibility of using different ADMS Storm Mode Levels as a way to determine ETR for different types of outage events. The group identified several concerns with this proposal including that it has a large margin for error, does not provide clear benefit to the restoration process, and could lead to customer confusion. In addition, Austin Energy completed a review of industry best practices and could find no examples of the use of automatic, system-generated multi-tiered ETRs. It was then determined that a refined process for damage assessment coupled with event-specific communications from the Public Information Office to our customers would provide additional ETR information during complex events. Austin Energy will continue to look at industry standards on how utilities create, use and provide ETRs.
<b>Observation 3 – Public Communication</b>	3.5	Review processes and messaging for Outage Alerts sent during long-duration outages	<b>Completed</b>	Austin Energy’s Corporate Communications, IT, and Customer Care teams have reviewed the processes and message flows in place for Outage Alerts during long-duration outages. Updates were made to improve the customer experience in both long-duration and short-duration outages. Both the English and Spanish message flows were updated. The messaging changes were approved, implemented by KUBRA, and tested by Austin Energy. The Corporate Communications team will review all message flows regularly as part of the Emergency Communications planning process.
<b>Observation 3 – Public Communication</b>	3.6	Establish oversight and ownership of the outage map platform messaging tools, including administrative access, editing, broadcast and reporting.	<b>Completed</b>	Austin Energy reviewed and updated all KUBRA/Notifi Outage Alert message flows and established new oversight of the messaging tools to improve customer communication. Messages are now reviewed regularly by Corporate Communications as part of the Emergency Communications planning process. The IT team manages KUBRA/Notifi administrative access and has reviewed with Corporate Communications team members to ensure that they have the permission level necessary to perform their roles during emergency incidents. In addition, inbound messaging processes triggered by emergency words (like “fire” and “explosion”) were reviewed and updated, and additional trigger words were added, including the words “oxygen,” “breathing,” “medication,” “911,” “emergency,” “danger” and “dangerous.”
<b>Observation 4 – Customer Care</b>	4.1	Enhance the inbound customer inquiry and escalation process for storm restoration. Establish a single point of contact and appropriate tracking mechanism.	<b>Completed</b>	To streamline and establish an appropriate tracking mechanism for customer inquiries and escalations from Emergency Operations Center responders or members of the Incident Management team during major storm restoration events, Austin Energy established an Operations Escalation Resolution site in Microsoft Teams. This shared site establishes a single source of information and ensures closer collaboration between Austin Energy teams including Restoration Operations, Public Information, Regulatory and Government Affairs and Customer Care. Customer Care’s Escalation team has established a process for the use of this Teams site during storm restoration events to assist with the tracking of operational customer inquiries and escalations. Processes to use the Teams site have been documented and will be regularly reviewed and improved to further enhance the storm restoration inbound customer inquiry and operations escalation process.



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<b>Observation 4 – Customer Care</b>	4.5	Evaluate the use of an outreach bus or similar resources for long-duration outage events. Establish agreements, locations and deployment plans as needed.	<b>Completed</b>	Austin Energy evaluated the objectives of having an outreach bus to deploy during long-duration events as well as the resulting community benefits. After doing so, Austin Energy decided not to pursue the purchase of an outreach bus in FY24. Instead, Austin Energy decided to focus on identified solutions already underway and that were faster to deploy in order to meet the needs of our customers. One solution is a supply of 125 NOAA Emergency Weather Radios with portable power banks and solar charging to give to customers during Austin Energy emergency assistance events. Additionally, for long-duration outage events, Austin Energy is supporting the City of Austin with the Resilience Hub Network by providing electrical upgrades, and solar and battery backup to hub locations. Resilience Hubs are a series of community focused physical facilities that support the community before, during, and after a disaster and are intended to complement emergency response and operations. Value may exist in the acquisition of a vehicle to support long-duration outage needs, so we intend to re-evaluate the potential for this sort of resource in concert with a broader evaluation of ongoing departmental outreach to maximize that value.
<b>Observation 8 – Restoration Coordination</b>	8.4	Evaluate and establish a process to ensure ADMS cross references with Mobile Workforce Management (MWM) incidents.	<b>Completed</b>	During Winter Storm Mara, service dispatch and field service crews engaged in restoration activities used two distinct systems to track and complete work efforts: ADMS and MWM. Austin Energy evaluated the feasibility and potential benefits of establishing a software interface between ADMS with MWM. Establishing this interface was determined to be impractical as it is beyond the current design capabilities of ADMS, would require extensive manual entry during storms and would be cost prohibitive. Beginning in the fall of 2024, service dispatch and field service crews began using ADMS as the single ticketing system during restoration events; MWM is no longer utilized during restoration events for work tracking and completion. This will prevent duplication of ADMS incident issuances and properly track crew locations. A comprehensive ADMS training program was created and delivered to appropriate field operations staff that includes opportunities for refresher training as needed.
<b>Observation 8 – Restoration Coordination</b>	8.6	Establish a single-ticket restoration process during emergency response events, and establish a standardized tracking mechanism.	<b>Completed</b>	During Winter Storm Mara, MWM and ADMS were both used, which created issues with multiple crews going to the same location. Accordingly, Austin Energy has established a single-ticket restoration process to be in effect during emergency response events. Beginning in the fall of 2024, field operations began using ADMS as the single ticketing system during restoration events. Under this new process, the Energy Control Center will dispatch ADMS incidents directly to Austin Energy patrollers. This will prevent duplication of ADMS incident issuances and properly track crew locations.
<b>Observation 11 – Mutual Aid Efforts</b>	11.2	Develop and maintain agreements for scalable, offsite staging areas for emergency management operations including facilities, yards and parking lots as required.	<b>Completed</b>	In order to secure scalable, offsite staging areas for emergency management operations, Austin Energy has developed agreements with local entities. Austin Energy has a Memorandum of Understanding (MOU) with Austin Independent School District for the use of large parking lots at two sites, an MOU for the use of the Travis County Expo Center, and an MOU with the Circuit of the Americas. Furthermore, Austin Energy can utilize property it owns at the Decker Creek Power Station for staging areas if needed.



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<b>Observation 13 — Logistics Coordination and Supply Chain Management</b>	13.2	Optimize the catering service procurement and coordination process	<b>Completed</b>	Austin Energy has optimized catering services by establishing contracts from a range of caterers which responded to the Request for Bid from the City of Austin competitive process. These contracts will allow Austin Energy to procure catering options for a range of incident needs.
<b>Observation 14 — Financial Management</b>	14.5	Evaluate and modify the Contractor Work Reporting module in Maximo to require work to be entered by date instead of service period.	<b>Completed</b>	Austin Energy reviewed the Maximo Contractor Work Reporting module with the product support team to determine how best to access information from the system. Contractors will submit timesheets indicating work by day to support the work being invoiced to Austin Energy for the billing period. These timesheets will be retained and used as a reference in circumstances where daily information is required by FEMA from an activation event. Austin Energy will reiterate with vendors to use the special storm work order number to accurately track storm-related work during an activation event. With these changes, affected Maximo users can retrieve the information needed in a usable format.