



Observation	Follow-Up Action Item Number	Follow-up Action	Status	Q4 2023 Update
<b>Observation 1 – Establishing Estimated Times of Restoration (ETR)</b>	1.2	Coordinate with peer utilities to discuss best practices for calculating systemwide estimated times of restoration.	<b>Completed</b>	During 2023, Austin Energy traveled to consult with representatives of utilities with experience in long-duration outage events. Utilities visited included Southern California Edison for their wildfire experience, Jacksonville Electric Authority for their hurricane response experience and Long Island Power Authority for their cold weather and tropical cyclone response experience. During all these visits, Austin Energy consulted on best practices for calculating systemwide ETR among other relevant topics. Discussions highlighted the importance of conducting a damage assessment, educating, and communicating with the public and other stakeholders on a phased approach to restoration and the careful art of balancing between providing information so customers can make decisions while not overpromising or under-promising restoration times. At Jacksonville Electric Authority, Austin Energy representatives participated in a three-day storm response drill and visited Jacksonville’s emergency operations center. Austin Energy is incorporating its learnings through the implementation of other action items from the Winter Storm Mara After-Action Report.
<b>Observation 2 – Communication Systems and Customer Experience</b>	2.6	Train additional personnel on Advanced Distribution Management System (ADMS) modules to establish subject matter experts within essential sections of Incident Command.	<b>Completed</b>	Since Winter Storm Mara, Austin Energy trained additional personnel on ADMS applications to establish subject matter experts within essential sections of the Incident Management Team. The System Operations work group has received advanced ADMS training and has additional training available. The Control Engineering work group has been provided access to quick guides and training courses on ADMS applications. Austin Energy has established a Situation Unit Lead position within its Incident Management Team that oversees the Engineering Control Center Intelligence unit and provides additional ADMS support. Training on ADMS applications will be delivered on an ongoing basis using these existing training resources.
<b>Observation 2 – Communication Systems and Customer Experience</b>	2.9	Apply ADMS updates to correct software bug causing unconfirmed outages to show up as restored prematurely.	<b>Completed</b>	A bug in the ADMS caused unconfirmed outages to show up as restored prematurely during Winter Storm Mara. This system allows us to track issues with the distribution network and deploy crews. Austin Energy successfully implemented a system update prior to the end of calendar year 2023 to address this bug.
<b>Observation 2 – Communication Systems and Customer Experience</b>	2.12	Evaluate and improve upon people, process and technology gaps related to end-to-end technical communication channel monitoring and analysis.	<b>Completed</b>	IT resources have been assigned to regularly monitor our outage application for technical issues that may impact our customers during a crisis. These resources will escalate any errors beyond acceptable thresholds to the product’s vendor. Internal communication related to identification of issues, expected impact and anticipated resolution will be communicated out through the appropriate Incident Management Team (IMT) reporting structure. Austin Energy has also instituted a cadence for sending supplemental messages with additional information to customers, as necessary.



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<b>Observation 2 – Communication Systems and Customer Experience</b>	2.16	Review and update procedure to validate technology readiness for Incident Command activation.	<b>Completed</b>	Austin Energy's IT team performed a walk through to assess the hardware used during Incident Management Team activation. The transition from desktops to laptops for both rooms has been completed, ensuring a more flexible and efficient setup. All TVs and monitors have been successfully upgraded and installed in both IMT rooms as well. A biannual walkthrough is now established (May/November) to verify the technology readiness of the rooms.
<b>Observation 3 – Public Communication</b>	3.4	Enhance coordination mechanisms with Restoration Operations so they can provide the Austin Energy Public Information team with timely and accurate information from the field and accurate systemwide estimated restoration times for communication with the public.	<b>Completed</b>	The lines of communication within the Austin Energy Incident Management Team have been reorganized and improved. Communications from restoration operations flow up through the National Incident Management System Incident Command structure to the Operations Section Chief for dissemination amongst the Command and General staff. These formalized lines of communication encourage efficient, timely and accurate transmittal of information related to outages and restoration timing, which Austin Energy Public Information Office can then share with the public.
<b>Observation 3 – Public Communication</b>	3.7	Develop messaging and templates specific to long-duration outages. This will allow for quicker dissemination of information, particularly direct customer emails and text messages.	<b>Completed</b>	As a part of its normal operations, the Austin Energy Public Information Team regularly reviews and updates its emergency communications templates for news releases, social media messaging, customer emails, digital alerts and broadcast text messages. Subsequent to Winter Storm Mara, the team developed templates for long-duration outages. These templates have been shared with the Communications and Public Information Office. Templates will continue to be reviewed and refined on a seasonal basis.
<b>Observation 3 – Public Communication</b>	3.8	Re-evaluate coordination with Customer Care to help respond to social media messages during an emergency.	<b>Completed</b>	In order to respond to social media messages more effectively during an emergency, Customer Care identified curriculum training staff who will be reassigned during emergencies to assist with social media monitoring and responses. A process has been established and training has occurred.
<b>Observation 5 – Incident Command Operations</b>	5.1	Re-evaluate Incident Command policy and procedures and focus on employee preparedness, emergency response procedures, and training such as conducting dry runs, drills and exercises.	<b>Completed</b>	Austin Energy re-evaluated its Incident Command policy and procedures with a focus on employee preparedness, emergency response procedures and training. Based on this evaluation, Austin Energy made new IMT assignments and released these assignments to the IMT members. In addition to communicating participation expectations and requirements of all IMT members, the IMT prepared and published an Emergency Management Program Training Calendar containing position specific workshops, drills, and exercises to be conducted during calendar year 2024 and beyond. The Emergency Management Program Calendar is shared with all IMT members.



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<b>Observation 5 – Incident Command Operations</b>	5.5	Optimize shifts for each Incident Command section to ensure support, safety, and wellness	<b>Completed</b>	Austin Energy optimized shifts for each Incident Management Team section to ensure support, safety and wellness of the team members. Steps taken include expanding the roster (recruiting and assigning additional IMT members), developing a plan to activate unassigned team members during mobilization and developing standardized shifts during mobilization to ensure team members have appropriate rest and relief.
<b>Observation 6 – Emergency Management Administration</b>	6.2	Hire additional personnel for the Emergency Management Team to support utility preparedness.	<b>Completed</b>	To support utility preparedness, Austin Energy hired additional staff for its Emergency Management Team. The expanded team now includes a Director of Emergency Management and three Utility Emergency Management Coordinators. On an on-going basis, Austin Energy will evaluate the need to add additional staff to this workgroup.
<b>Observation 7 – Damage Assessment</b>	7.1	Establish and train on a damage assessment process for emergency response.	<b>Completed</b>	To ensure damage assessment occurs in a timely manner, Austin Energy established a damage assessment process for emergency response. Damage Assessment Leaders and two-person Damage Assessment Teams have been identified and defined for the restructured IMT. Damage Assessment Teams will report to the Service Branch Directors and will be assigned to provide detailed damage assessments for each impacted area during an activation. Austin Energy provided the Damage Assessment Teams task-specific training to outline roles and responsibilities during activation, aid in process implementation and provide leadership training.
<b>Observation 7 – Damage Assessment</b>	7.3	Retrain patrollers on updating ADMS Field Client software properly and establish a verification procedure.	<b>Completed</b>	Since Winter Storm Mara, Austin Energy retrained existing field staff, including patrollers, on ADMS. Additionally, newly hired, promoted or transferred field staff receive initial or refresher ADMS training as appropriate. Austin Energy will conduct ADMS refresher training for field staff at least twice annually, and participants will be trained on various scenarios and live demonstrations of the verification process.
<b>Observation 8 – Restoration Coordination</b>	8.1	Re-evaluate storm prioritization process and optimize restoration criteria in phases to support emergency response.	<b>Completed</b>	Austin Energy re-evaluated the storm restoration prioritization process to optimize restoration criteria in phases to support emergency response. Austin Energy amended its Energy Control Center Operating Guide with this information. The formalized process in the updated Operating Guide was approved Nov. 20, 2023 and will serve to establish the prioritization process for critical load customers and large-scale customer outages during emergency response restoration.
<b>Observation 8 – Restoration Coordination</b>	8.2	Conduct ADMS Field Client refresher training.	<b>Completed</b>	Austin Energy conducted ADMS Field Client Training Refresher for all Field Operations staff. Refresher training will be offered annually. In addition, Austin Energy will routinely offer WebDMD (a read-only module of ADMS used by support staff) training to assist those who deal with customer escalations and improve emergency response safety, efficiency and communications.

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<b>Observation 9 – Response Planning</b>	9.1	Add more subject matter experts in the Planning section to support Incident Command and operations with engineering expertise.	<b>Completed</b>	In addition to other emergency response improvement actions taken since Winter Storm Mara, the Austin Energy Incident Management Team added more subject matter experts with engineering and technical expertise to the Planning Section in support of emergency response management and operations. To further support utility preparedness, the IMT placed a renewed emphasis on training including position-specific workshops and the overall IMT structure. On an ongoing basis, the Emergency Management team has been directed to maintain IMT staffing and to regularly communicate with Austin Energy leadership when staffing levels are at risk.
<b>Observation 9 – Response Planning</b>	9.3	Update the Planning section staffing chart to reflect active/current team members and establish a review and notification mechanism.	<b>Completed</b>	The Austin Energy Emergency Management Director has primary responsibility for ensuring the Incident Management Team roster is kept up to date with active members and determining the method of communication as organization changes. To ensure all IMT assignments are current, including the Planning Section, Austin Energy established a review and notification mechanism to update assignments quarterly. The Planning Section assignments were confirmed at the 2023 fourth quarter IMT meeting.
<b>Observation 10 – Tree Trimming/Vegetation Management Coordination</b>	10.1	Improve tree trimming coordination processes with restoration operations.	<b>Completed</b>	Since Winter Storm Mara, Austin Energy improved its vegetation management coordination processes with Restoration Operations by establishing the ability to deploy vegetation planners with large restoration teams to assist with vegetation patrols, customer communications and resource determination. A more robust patrolling and damage assessment process, coupled with the direct assignment of vegetation work during storm activations, will improve the efficient coordination of vegetation management resources during storm activations. Trimming crews and Restoration Operations crews serve under the leadership of the Operations Section Chief, who has the responsibility to ensure coordination of efforts suited to the circumstances of the incident. These resources will be requested, coordinated, and communicated during the Tactic's Planning meeting led by the Operations Section Chief.
<b>Observation 10 – Tree Trimming/Vegetation Management Coordination</b>	10.4	Describe the potential risks of vegetation near communication lines to carrier companies and communicate the need for them to trim.	<b>Completed</b>	Austin Energy continues to convey the potential risk of vegetation near communication lines to carriers as part of recurring monthly meetings and quarterly all-carrier meetings. Austin Energy's Pole Attachment Services group also uses the National Joint Utilities Notification System process to communicate with carriers on specific vegetation management concerns, as well as to provide regular communications on the responsibilities of the carriers to perform proper and timely vegetation management.
<b>Observation 12 – Collaboration with City of Austin Departments and Other Governmental Entities</b>	12.3	Work with the law enforcement entities to revisit the best way to obtain support for threats and acts of violence against Austin Energy employees during restoration activities.	<b>Completed</b>	Austin Energy reviewed and revised the process of reporting threats and acts of violence against utility employees to streamline how incidents are reported during emergency events and the subsequent engagement of law enforcement. The Austin Police Department has assigned the Austin Regional Intelligence Center as the point of contact for emergency events. The information above is included in Austin Energy's security procedures.



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<b>Observation 13 — Logistics Coordination and Supply Chain Management</b>	13.5	Improve Incident Command sequester support during long-duration outage events.	<b>Completed</b>	Austin Energy examined methods to improve sequester support during long-duration outage events. After determining that the installation of on-site laundry facilities would be cost prohibitive, the Incident Management Team staffing roster was expanded to enable appropriate relief scheduling during long-duration outages. To provide additional logistical support to the IMT, the acquisition of contracted laundry services as an emergency assistance contract is under review.
<b>Observation 14 — Financial Management</b>	14.1	Establish a Emergency Procard Readiness Process	<b>Completed</b>	A standard process has been created to request and approve credit limit increases to ensure the adequate credit availability for emergency purchases. A quarterly audit is in place to confirm available limits. Cardholders and the assigned Austin Energy Emergency Coordinator will be notified of cards with outstanding items during audit reviews.