

Austin Energy Services in the Wooten Neighborhood

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Today's Agenda

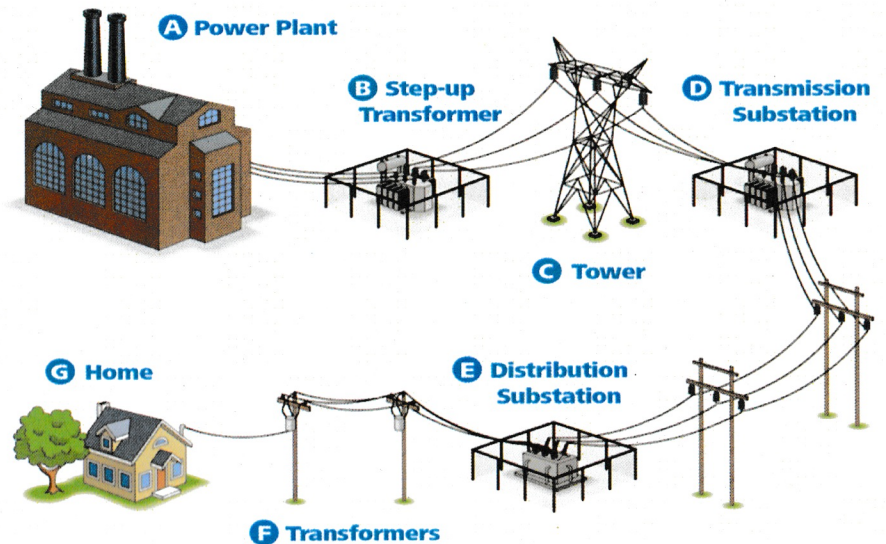
Wooton
Neighborhood
Meeting



Power Lines and Energy Distribution

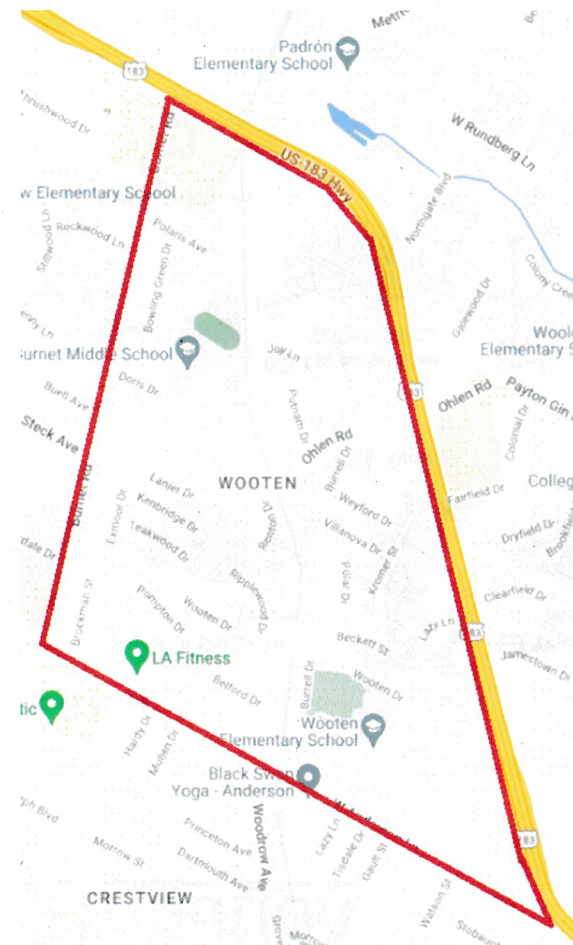
Austin Energy delivers electricity to half a million customers in the greater Austin area.

- Energy is distributed to homes and businesses from a distribution substation.
- Some distribution power lines are overhead, while others are underground.
- Disturbances affecting a power line can disrupt the energy flow and cause an outage affecting some or all residents on the circuit.
- Electrical circuits do not correspond with street, neighborhood grids or zip codes. For example, three immediate neighbors could be on three different circuits.



Energy Distribution in Your Area







- Austin Energy's service territory contains 84 substations, supplying energy to 434 electric circuits.
- There are ~5,000 miles of overhead wires on Austin Energy's distribution system.
- Electric circuits do not correspond with streets or neighborhoods. Immediate neighbors could be on different circuits.
- There are three circuits that feed the Wooten neighborhood: MP-05, MP-03, and MP-07. The majority of the neighborhood is fed by circuit MP-05, with circuit MP-03 feeding portions of the neighborhood near Burnet Rd, and circuit MP-07 feeding portions near 183.





Your Outage Data 2019 – 2023

Most Common Reasons for Outages

- Storms   
- Vehicles and other objects 
- Trees and Vegetation 
- Animals 
- Construction 
- Equipment failure 

Circuit	Total Outage Minutes %	
MP-05	50% Weather 22% Vegetation 17% Equipment	9% Interference 2% Animal
MP-03	89% Weather 6% Equipment 3% Vegetation	1% Animals 1% Interference
MP-07	87% Weather 7% Animal 6% Vegetation	4% Equipment 2% Interference

This data applies across the entire circuit.
Individual home outage percentages vary.



Austin Energy Tree Trimming Cycles and Practices

Tree Trimming Factors

- Tree species and time of year.
- Oak wilt: tree trimming restrictions February – June.
- Bird habitat: no trimming allowed March – August.
- Circuit: trees trimmed from beginning to end of a circuit on maintenance schedules.
- Customer requests: trees trimmed along a section or area identified in a customer request.

Standard Clearances

- Fast-growing species: 15 feet (Ligustrum, China Berry, Hackberry, Pecan).
- Slow-growing species: 10 feet (Cedar, Cedar Elm, Juniper, Live Oak).

By the Numbers

- Trimming cycle involves planning work along **2,400+** miles.
- **Hundreds** of miles of power lines are scheduled for tree trimming or removal on **9,000 – 12,000** properties each year.



Three contractors help with tree trimming across the service area:
Asplundh, Davey Tree and Wright.

Current Tree Trimming Notification Process

Neighborhood Association and HOA process

- Notice is sent 10 days prior to individual property notification.
- Two weeks after, the tree trimming work plan is prepared at each property.
- Affected trees are marked with ribbons: green (trimming) or pink (removal).

If a property owner is not home

- Tree trimming work plan is left on a door hanger.
- Includes a callback number to schedule a return visit.
- Crews will commence work if customer does not respond to the vegetation work plan.

If we do not hear back from the property owner for tree removals

- Non-contact process begins if customer is not reached after a reasonable effort.
- One property visit, unless vacant or otherwise specified by Austin Energy.
- At least one phone attempt after 6 p.m.
- If no response, trees will only be trimmed on the vegetation work plan.

If a homeowner refuses trimming

- A certified letter is sent detailing the work plan and the work is performed.



WORK TYPE	_____
DATE	_____
AE REP.	_____
PHONE	_____

SORRY WE MISSED YOU
(If you are not the property owner, please read, then give this important notice to the owner.)

We will be in your neighborhood soon to prune and/or remove trees on your property which are too close to the distribution electric lines and equipment.

Trees growing into or close to the distribution electric lines and equipment are one of the major causes of power outages and can be a serious safety hazard. To maintain safe and reliable electrical service for all of our customers, Austin Energy uses qualified line clearance contractors with special training to prune and remove trees from the power lines. **This service is provided free of charge to our customers and can only be performed by qualified line clearance workers.**

The trees on your property have been assessed and a work plan is attached that outlines the proposed work. **All tree work will be completed to professional arboriculture standards and Austin Energy line clearance specifications and the work will be reviewed by a professional from Austin Energy's forestry section.**

YOUR OPTIONS AS AN AUSTIN ENERGY CUSTOMER

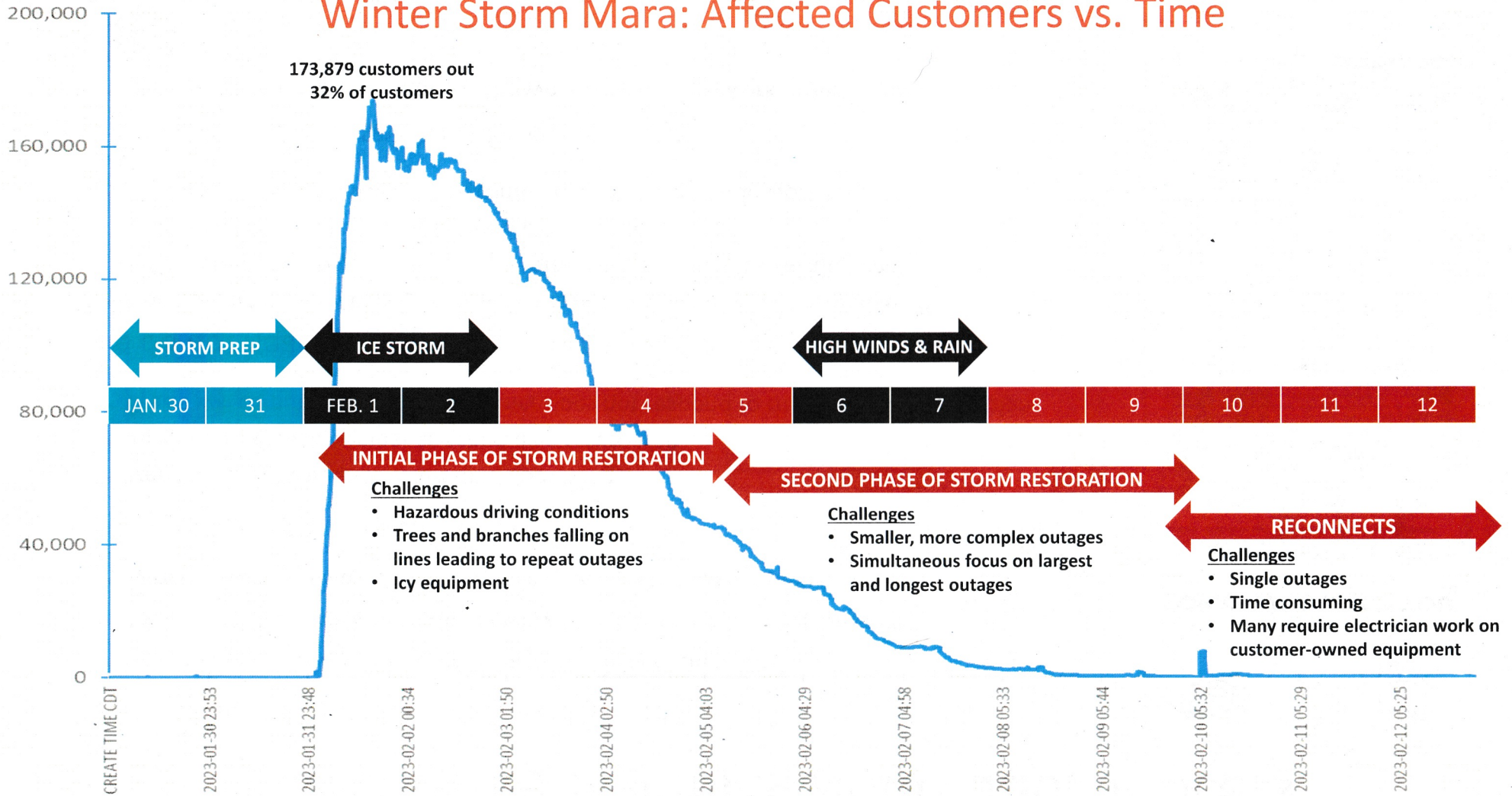
- Please call the number in the top right corner of this card to arrange for an on-site meeting with a contractor representative to review the proposed tree work.
- You may request an on-site meeting with an Austin Energy employee to discuss the proposed tree work.
- You may have a third party present during these meetings.
- You may request modifications to the proposed tree work.
- If the proposed plan calls for tree removals on your property, you may request that trees not be removed.
- You may request to be present when the tree work is performed.
- You will receive a written work plan documenting the proposed work on your property, if one is not attached.
- You may request pricing on electric system modifications to minimize or reduce tree work.
- You may request a replacement tree. For more information, visit our Web site at austinenery.com/go/trees.

The illustrations below indicate the type of clearance that is generally required to remove tree limbs that are too close to power lines or equipment. **If you have any questions, please call the number in the top right corner between 7:30 AM - 3:30 PM, Monday through Friday.**




Thank You

Winter Storm Mara: Affected Customers vs. Time



*Customers who are able to receive power



Phase 1: Restoration Challenges

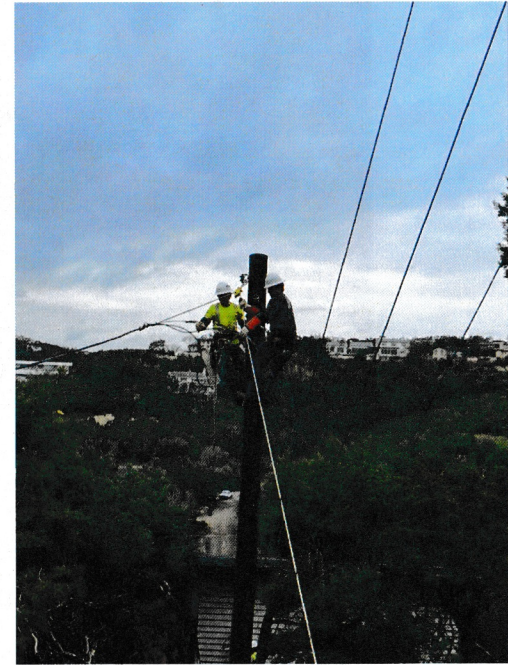
Hazardous road conditions, icy equipment





Phase 2: Restoration Challenges

Smaller, more complex restoration process



Phase 2: Restoration Challenges
Smaller, more complex restoration process



Phase 3: Restoration Challenges
Damage to customer-owned or maintained equipment



Winter Storm Mara's Impact on Wooten Neighborhood

MP-05

- **Outage began** on 2/1/23 at 7:38 am affected **1,749 customers**.
- Multiple large vegetation issues on the main line caused the main breaker to open up, disconnecting the circuit.
- **Power was restored** on 2/3/23 at 4:22 am. However, the circuit still had about **25 embedded outages affecting 509 customers**, with varying restoration times through 2/11/23.
- These embedded outages were due to **downed trees** that required vegetation management crews to make repairs, including **trimming by hand**.

MP-03

- **Outage began** on 2/1/23 at 8:41 am affected **1,011 customers**.
- A breaker opened because of vegetation issues.
- **Power was restored** on 2/1/23 at 12:38 pm, with only one section of wire requiring tree trimming crews.
- The **line later** experienced **six incidents affecting 176 customers**. Most of these outages were due to vegetation incidents.
- Of these, the two largest incidents occurred on 2/7/23 at 9:50 pm (restored three hours later) and also on 2/8/23 at 1:49 am (restored 27 hours later).

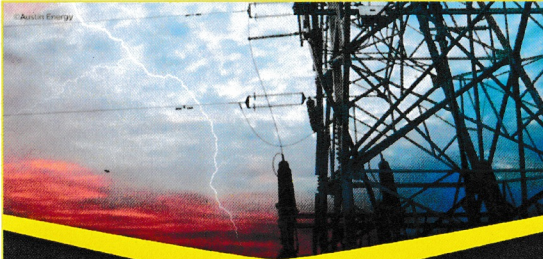
MP-07

- **52 outages** affected **745 customers**.
- **8 outages** affected **649 customers** due to **vegetation incidents**. The longest of these started on 2/1/23 at 9:23 am and ended on 2/8/23 at 3:23 am.
- **35 outages** affected individual customers and **required homeowners to repair their equipment** before Austin Energy could safely reconnect them.




What Can I Do?

- Sign up to receive Outage Alerts by texting **REGISTER** (or **REG**) to 287846
- Sign-up for Emergency Warnings – WarnCentralTexas.org
- Register for Accessible Hazard Alert System (for deaf, blind or hard-of-hearing residents) – atc.ahasalerts.com/register.aspx
- Get Prepared – ReadyCentralTexas.org
- Report trees near power lines by calling 3-1-1 or emailing UtilityForestry@austinenergy.com
- Report a downed power line by calling 512-322-9100
If sparking call 9-1-1
- Customer Assistance Programs – AustinBillHelp.com
- Please be patient with our crews -- this is dangerous work and takes time to complete

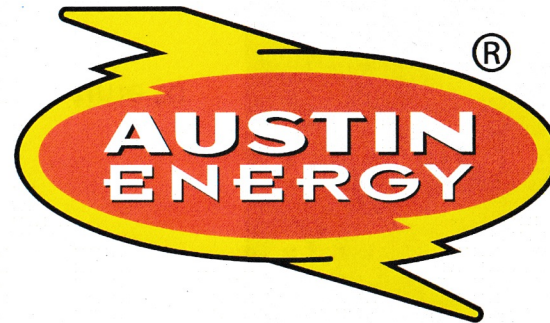


3 Ways to Report a **Power Outage**

- 1** Text "**Outage**" to **287846**
- 2** Visit outagemap.austinenergy.com and click "**Report Outage**"
- 3** Call **512-322-9100**

austinenergy.com 

English



**Customer Driven.
Community Focused.SM**



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