

Austin Energy Services in Bee Cave

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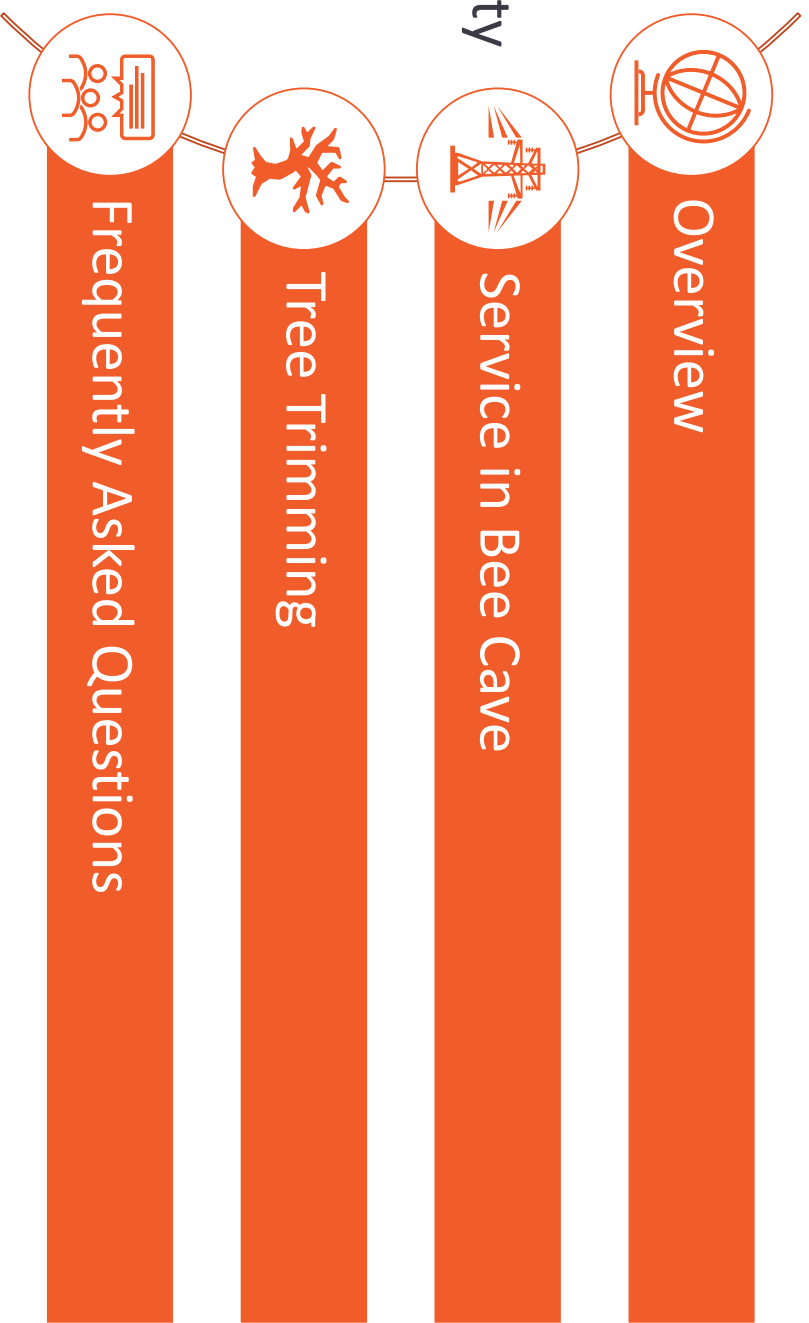


December 11, 2023

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Today's Agenda



Bee Cave Community Meeting

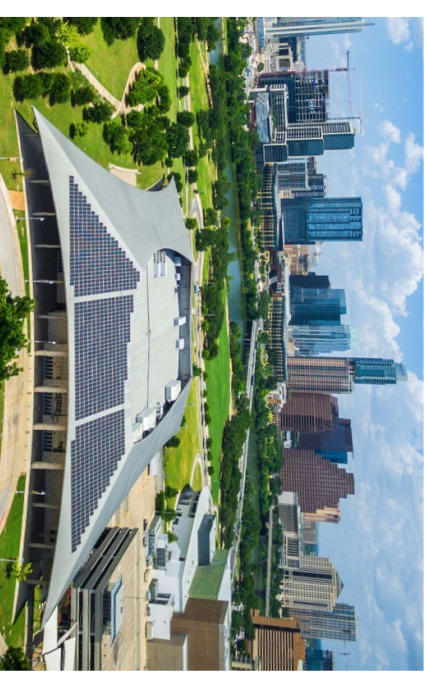




**Customer Driven.
Community Focused.**SM

Mission

Safely deliver clean, affordable, reliable energy and excellent customer service.



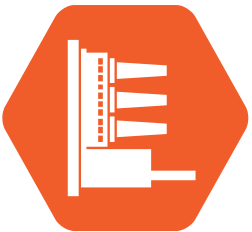
Vision

Powering a cleaner, brighter future with customer-driven, community-focused solutions.



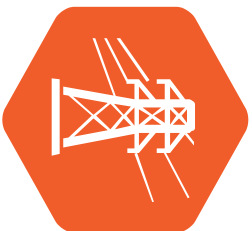


What We Do



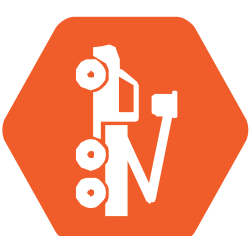
Power Generation

Wind, Solar, Gas, Coal,
Nuclear, and Biomass



Transmission

633 Miles of Transmission Lines
17 Transmission Substations



Distribution

~12,100 Miles of Distribution Lines
65 Distribution Substations



Customer Service

Utility Contact Center and Austin 3-1-1
Utility Billing Services
Customer Energy Solutions
Customer Assistance Programs



District Energy and Cooling

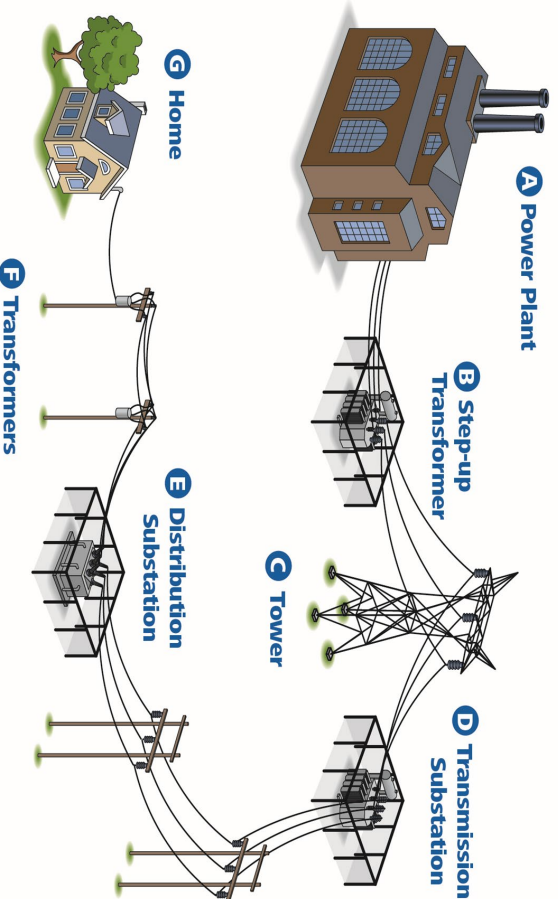
Chilled Water Service
On-Site Generation



Power Lines and Energy Distribution

Austin Energy delivers electricity to over 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. Neighborhood circuits have a mix of both overhead and buried power lines.
- 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, council district or zip code. For example, immediate neighbors could be on different circuits.



Circuits in Bee Cave, TX



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.

Seven electrical circuits from two substations feed the city of Bee Cave Neighborhood.

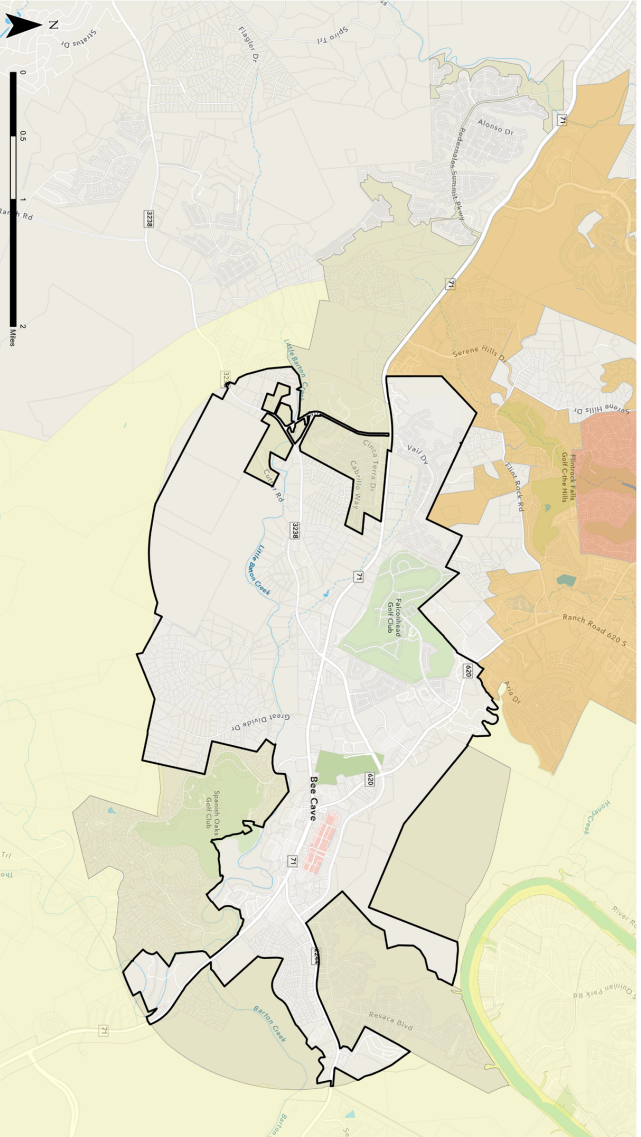
- Trading Post Circuits 01, 02, 04, 06, 07
- Patton Lane Circuit 11

The Patton Lane (PL) substation feeds portions of Bee Cave ETJ and some eastern portions of Bee Cave City. The Trading Post (TP) substation feeds the remainder of the area.

City of Bee Cave: Jurisdictional Boundaries as of August 8, 2023

Legend:

- Bee Cave City Limits
- Bee Cave ETJ
- City of Austin
- City of Lakeway
- Village of The Hills
- Austin ETJ



Map created August 31, 2023





Outage Data 2020 – 2023

Circuit	*Total Outage Minutes % Major Event Data (MED)		*Total Outage Minutes % (No MED)	
TP01	78% Weather 14% Equipment 7% Vegetation	~0.5% Interference ~0.5% Animal	95% Equipment 2% Weather 1% Vegetation	1% Interference 1% Animal
TP02	96% Weather 3% Equipment <1% Vegetation	<1.0% Interference <1.0% Animal	90% Equipment 7.5% Weather 2% Animal	0.5% Interference
TP04	98% Weather <1% Vegetation <1% Equipment	<1.0% Interference	40% Equipment 34% Vegetation 24% Weather	2% Animal
TP06	66% Weather ~33% Equipment ~1% Animal		99% Equipment <1% Weather <1% Animals	



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

Most Common Reasons for Outages

Weather

Animals

Construction

Equipment failure

Vehicles and other objects

Trees and vegetation

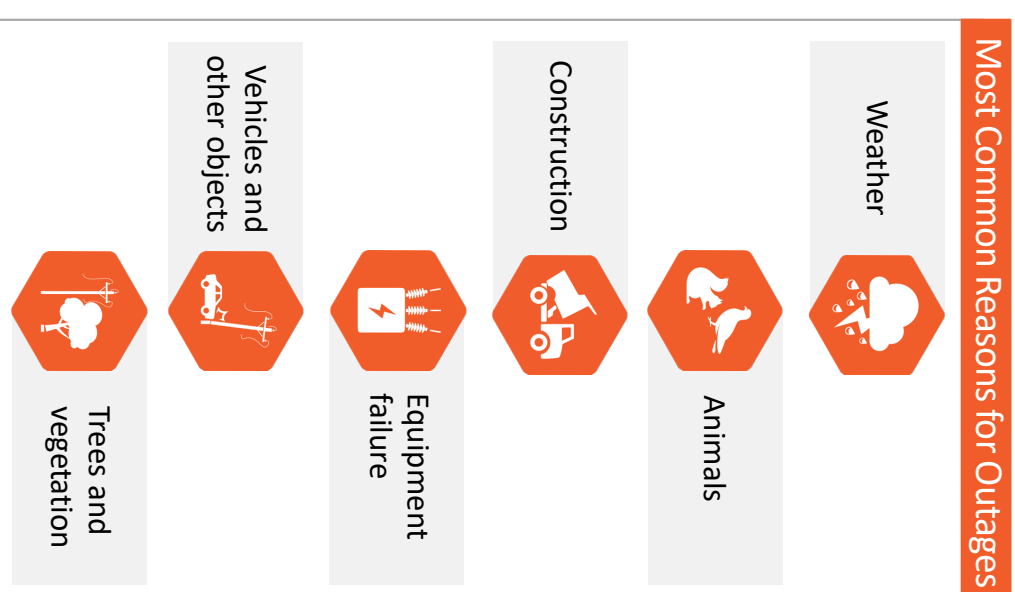


Outage Data 2020 – 2023

Circuit	*Total Outage Minutes % (MED)		*Total Outage Minutes % (No MED)	
TP07	93% Weather	~0.5% Interference	53% Equipment	1% Interference
	6% Equipment	~0.5% Animal	40% Weather	
	<1% Animal		6% Animal	
TP08	97% Weather	1% Animal	67% Animal	
	1% Equipment		32% Equipment	
	1% Vegetation		1% Vegetation	
PL11	45% Equipment	1% Vegetation	63% Equipment	1% Vegetation
	30% Weather	1% Animal	33% Interference	1% Animal
	23% Interference		3% Weather	



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





Austin Energy Tree Trimming Cycles and Practices

Tree Trimming Factors

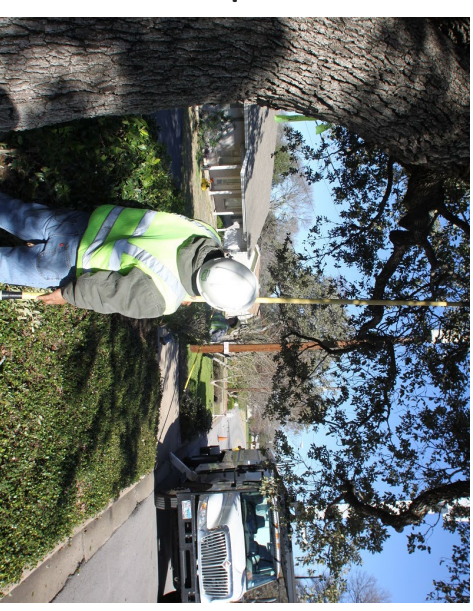
- Tree species and time of year.
- Oak wilt: tree trimming restrictions February – June.
- Bird habitat: no trimming allowed March – August.
- Circuit: trees trimmed from beginning to end of a circuit on maintenance schedules.
- Customer requests: trees trimmed along a section or area identified in a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

- Certified letter or email 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.

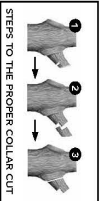
Trees growing into or close to the distribution electric lines and equipment pose a safety hazard to the neighborhood and can be a serious safety hazard. To maintain safe and reliable electrical service for all of our customers, Austin Energy uses qualified line clearance contractors with special training 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.**

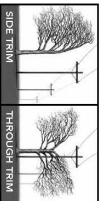
YOUR OPTIONS AS AN AUSTIN ENERGY CUSTOMER

- Please call the person listed on the right-hand side of the work plan 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 a copy of the proposed tree work.
- If the work is not completed by the time specified in 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 the risk of tree work.
- You may request a replacement tree. For more information, visit our Web site at austinenenergy.com/gov/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 at the top right corner between 7:50 AM – 3:50 PM, Monday through Friday.**



1
2
3



SIDE TRIM



THROUGH TRIM

Thank You.

10



Summary of Tree Trimming in 2024 & Future Years

- TP01- Planning scheduled: 3RD QTR/2025
- TP02- Planning scheduled: 4TH QTR/2025
- TP04- Planning scheduled: 2ND QTR/2025
- TP06- Planning scheduled: 4TH QTR/2024
- TP07- Planning scheduled: 4TH QTR/2025
- TP08- Planning scheduled: 3RD QTR/2024
- PL11- Planning scheduled: 4TH QTR/2024

Oak Wilt and Bird Habitat Restrictions

- Oak wilt: tree trimming restrictions February – June
- Bird habitat: no trimming allowed March – August



Tree Trimming Requests

Residential Services

Call 8-1-1 Before You Dig

Lighting Services

Smart Meters

Tree Trimming

FAQs

Austin's Urban Forests

Tree Replacement List

Tree-Related Resources

Electrical Maintenance Near Your Home

Tree Trimming

Tree Trimming and Vegetation Management

Austin Energy Forestry Division

Austin Energy takes our responsibility to deliver safe and reliable energy to our customers seriously. Expert tree trimming and vegetation management helps make that possible.

Weather and vegetation cause more than one in three outages in our area.

- During windy and stormy weather, swaying and broken tree limbs can rub against wires or down power lines.
- In extreme cold, ice can add heavy weight and bring wires in contact with trees which may also lead to down power lines.
- All of this can cause service fluctuations, widespread outages, hazardous conditions and fires.

Trees that grow too closely to power lines also pose an unnecessary risk to customers who depend on uninterrupted power for life support.

Untrimmed trees

- Increase the likelihood of fires from arcing electricity.
- May cause electrical shock, serious injuries or fatalities to anyone who comes into close contact with an energized tree.
- The National Electrical Safety Code requires Austin Energy to keep branches clear of power lines. And, we want to do our part to keep the community safe and protect our customers from power line hazards.

Benefits of Proper Tree Trimming

Managing trees and other vegetation near energized power lines maintains public safety. Proper vegetation management also:

- Improves electric reliability by preventing some of the most common causes of outages.
- Prevents damage to electrical infrastructure.
- Provides safety crews safe access to equipment for repairs, which allows for quicker power restoration.
- Protects and promotes the health of your trees.
- Supports the City of Austin's and the Austin Fire Department's Firewise Program and enhances public safety awareness to minimize tree-line conflicts to reduce fire risk.

Request Tree Trimming Services

Complete an online form to request tree trimming near power lines.

Request Service

AUSTIN ENERGY

Tree Trimming Request Form

Call 512.322.9100 to report an EMERGENCY (sparks and/or a limb pulling the line from pole or house)

I'd like to request tree trimming services and am the owner of this property. For non-emergency requests, tenants should contact the property owner. Due to COVID-19 safety protocols, please allow for some additional time for Austin Energy crews to address your request.

* Denotes a required field

For Your Business

For Your Home

Business/Company Name

if applicable

Name *

First Name

Last Name

Street Address for Service *

12



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@austinenenergy.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



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3 Ways to Report a Power Outage

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

austinenenergy.com



English



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Questions:

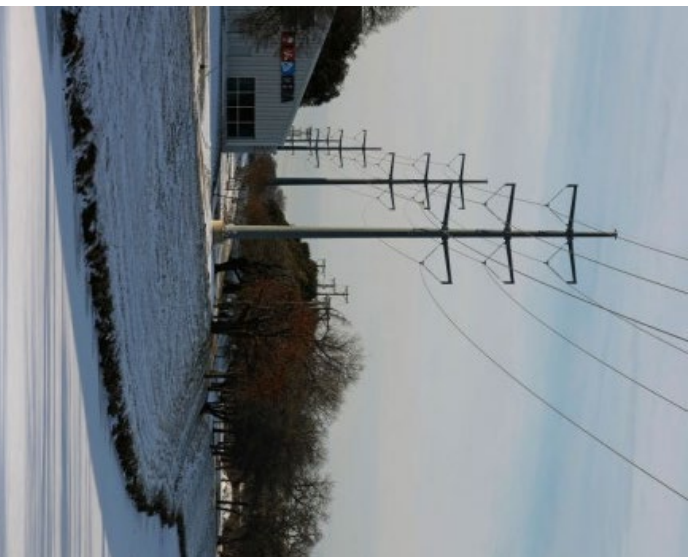
Community@austinenergy.com



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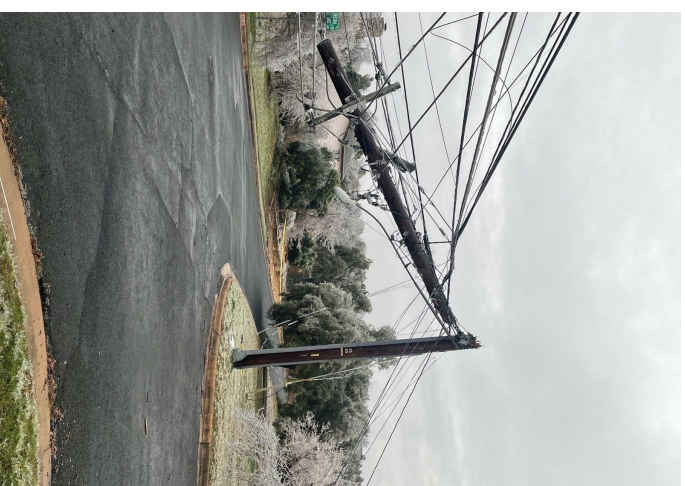


Winter Storm Uri



An ERCOT grid emergency.
Insufficient power generation to meet customer demand.
ERCOT directed utilities to shut down power to customers in order to prevent a collapse of the ERCOT grid.
Restoration depended on ERCOT permission.

Winter Storm Mara

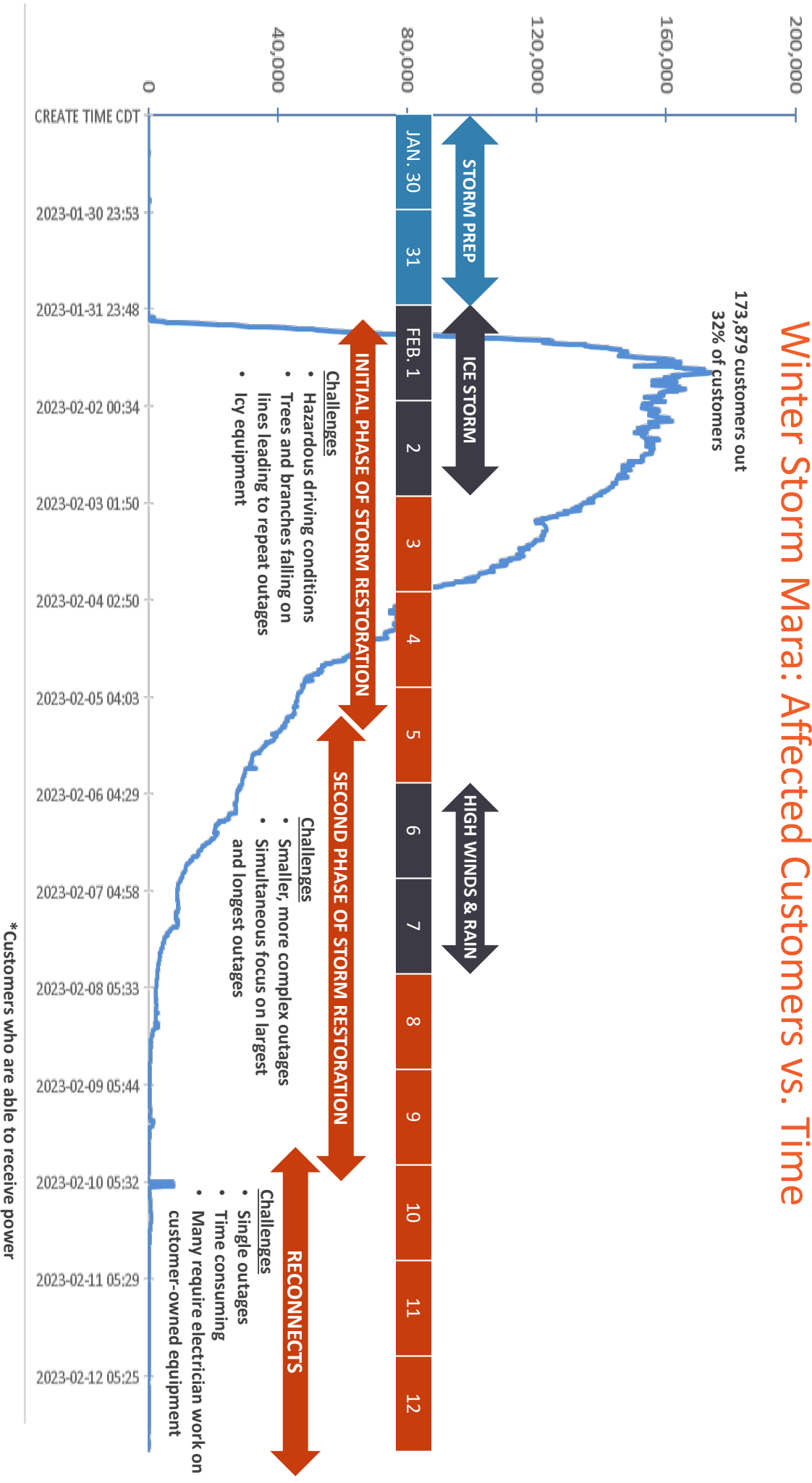


A natural disaster with a record amount of freezing rain and ice accumulation.
Ice caused trees, limbs, communications infrastructure, wires, and poles to sag or snap causing additional damage.
Hurricane level damage.
Power restoration efforts were labor intensive and required rebuilding these lines.

In both winter storms, a large number of customers experienced power outages for days at a time.



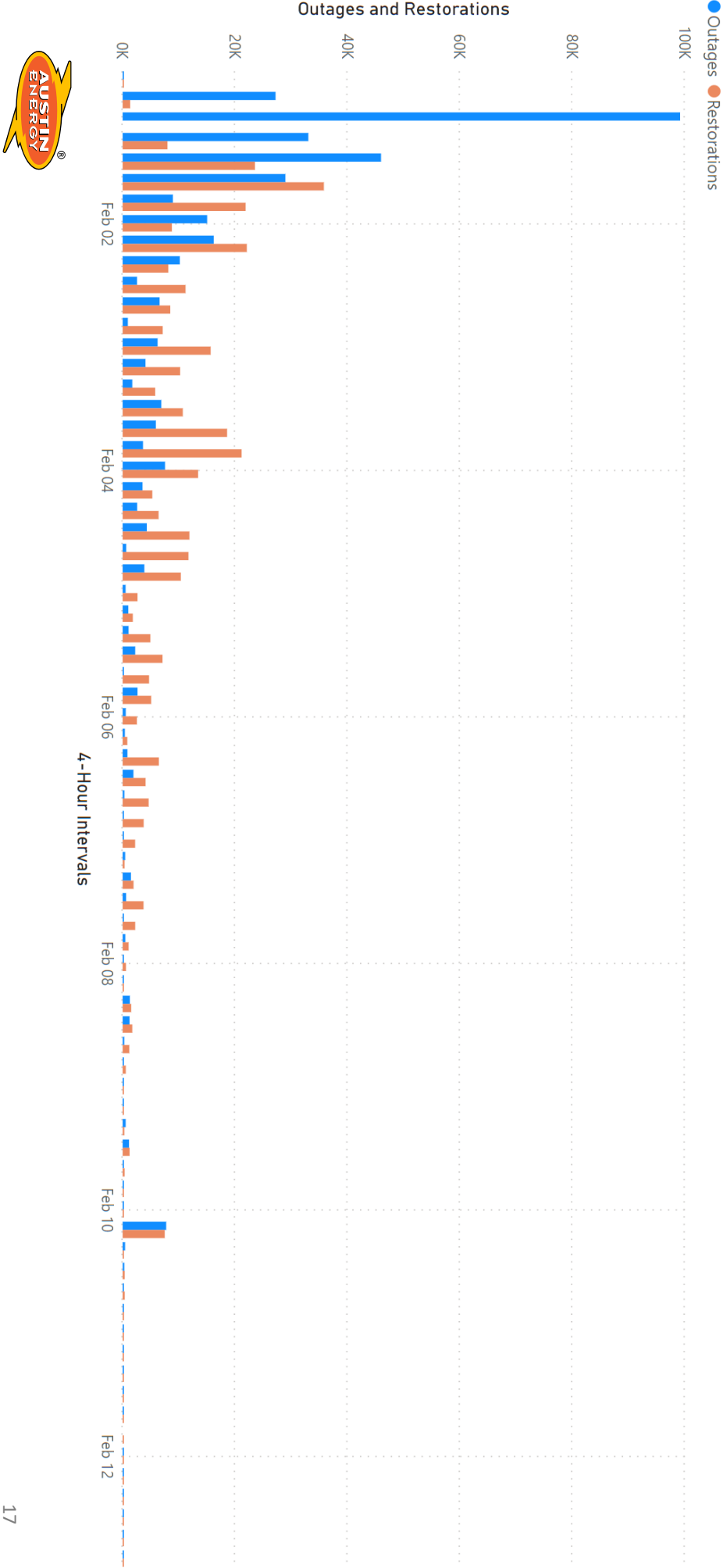
Winter Storm Mara: Affected Customers vs. Time





Restoration Challenges: Repeated Outages on Restored Lines

Austin Energy Customer 4-Hour Interval Outages/Restorations





Restoration Challenges



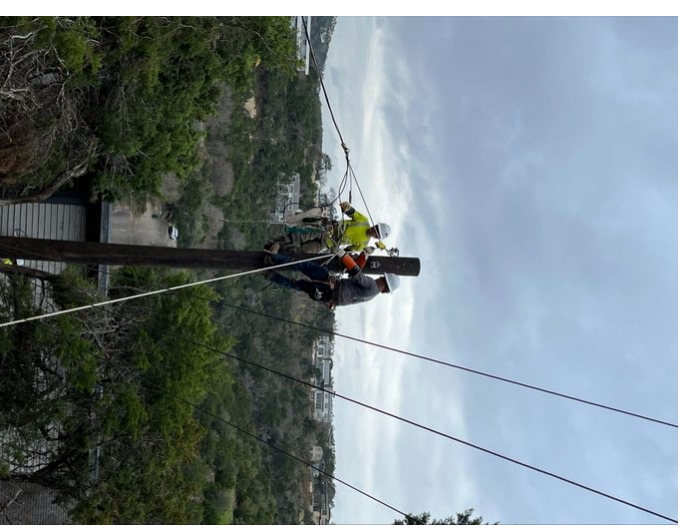
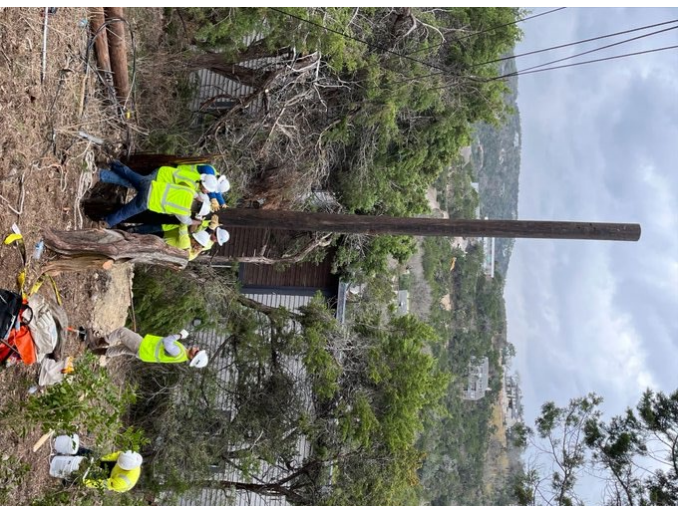


Restoration Challenges





Restoration Challenges: Smaller, More Complex Restoration Process





Restoration Challenges

Damage to customer-owned or maintained equipment

