



# City of San Antonio

## Agenda Memorandum

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**Agenda Item Number:** 3

**Agenda Date:** February 22, 2022

**In Control:** Municipal Utilities Committee Meeting

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**DEPARTMENT:** Finance Department

**DEPARTMENT HEAD:** Troy Elliott, Deputy Chief Financial Officer

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

February cold snap after-action report

**SUMMARY:**

CPS Energy and SAWS to provide an after-action report on the recent February cold weather and provide guidance to City Council staff on navigating outage reporting systems and communication strategies for addressing resident concerns during emergencies.

**BACKGROUND INFORMATION:**

Last year's Winter Storm Uri effected many CPS Energy and SAWS customers in February of 2021. Now in February 2022, cold weather again returned to San Antonio pushing temperatures below freezing the morning of Thursday February 3rd and remained below freezing for the next 26 hours. Although temperatures rose above freezing on Friday February 4th, nights dipped in the 20's through Sunday, February 6th. These temperatures were coupled with freezing rain and gusty winds which caused electrical outages across the CPS Energy service area.

Although not as severe as Winter Storm Uri, the recent cold snap was a test of the improvements made by CPS Energy and SAWS to address winter preparedness. This agenda item will provide an opportunity for an after-action report from CPS Energy and SAWS on the cold weather event.

Additionally, during the cold weather event, City Council offices received calls from residents having difficulty reporting or getting statuses on their outages. Residents experiencing utility outages or other utility related problems frequently call City Council offices for assistance. City Council offices would like improved guidance to assist residents navigating the utilities' outage reporting process.

**ISSUE:**

Briefing by CPS Energy and SAWS to provide an after-action report on the recent February cold weather and update the Committee on:

- What went well and what did not; lessons learned, and
- Provide guidance on navigating outage reporting systems and communication strategies for addressing resident concerns during emergencies

**RECOMMENDATION:**

This item is for briefing purposes only