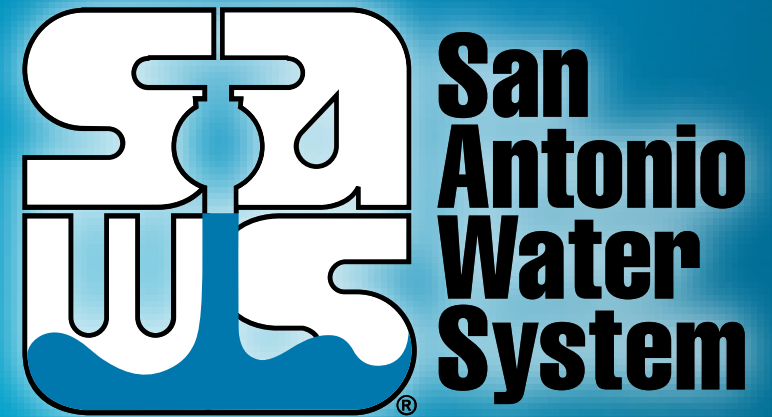


# SAWS Progress Community Emergency Preparedness Committee Report

Steven Clouse

Senior Vice President/Chief Operating Officer



Municipal Utilities Committee

November 30, 2021

MAKING SAN ANTONIO  
**WATERFUL**



# SAWS RECOMMENDATION I

**Status: Complete**

## **Implement recommendations in the Black and Veatch report.**

- Recommendations from the Black and Veatch report are being implemented and the process to complete all recommendations will take several years. SAWVS has developed tracking mechanisms for each item and is tracking progress of each recommendation. A monthly report is presented to the Board of Trustees.
- SAWVS will continue tracking until all recommendations have been implemented or ongoing and recurring processes have been implemented (such as training).

**Cost:** See individual recommendation

**Completion Date:** 2021 with future updates



# SAWS RECOMMENDATION 2

**Status: Complete**

**In conjunction with CPS Energy, identify and place infrastructure required to maintain water and sewer operations to critical facilities on uninterruptible circuits in order to avoid service interruptions.**

- Potable water and wastewater facilities have been identified and recommended for critical load designation. 40 of the 70 SAWVS identified critical water facilities are now on Exempt or Under Frequency Load Shed (UFLS) circuits. SAWVS has requested that an additional 15 of the 70 critical water facilities be moved from Firm Load Shed (FLS) to UFLS circuits. SAWVS requested that all 4 wastewater treatment plants and the 21 critical wastewater lift stations be on Exempt or UFLS circuits, and CPS Energy is verifying the current circuit designations for those facilities and determining the feasibility of the proposed changes.
- Reevaluate critical facilities list and circuitry designation on an annual basis.

**Cost:** Less than \$100,000

**Completion Date:** 2021 with future updates



# SAWS RECOMMENDATION 3

**Status: Complete**

**Coordinate with CPS to determine which SAWS locations must have power generators and/or fuel storage for load reduction events and consider shared uses for generators.**

- Multiple meetings have been held with CPS Energy on the generator locations and sizes, and to explore the feasibility of distributed generation as a community .
- A Request for Information was issued by SAWS to further explore the generator marketplace (RFI F-21-001-JAM due by 11/15/21: Backup Generation Solutions for Emergency Operation of Water Systems During Extended Power Outages).
- This critical facility designation were established by Black & Veatch in April 2021. SAWS and CPS will continue to validate this information, refine the generator locations, and determine shared use opportunities

**Cost:** Less than \$100,000

**Completion Date:** 2021 with future updates

# SAWS RECOMMENDATION 4

**Status: In Progress**

**Improve the resilience of current infrastructure with additional weatherization and emergency response equipment as follows:**

## **4.A Heat strips, hot air blowing tools, additional insulation on large diameter piping – any other similar technology to help with weatherization efforts.**

- SAWS has developed plans to use the small communications generators at pumping stations to provide power to the heat tracing systems during power outages.
- SAWS has improved the heat trace on tank level detecting instrumentation. SAWS has also added insulation on piping susceptible to significant freezing temperatures.
- SAWS has purchased tripod heaters that can be used to heat defined areas. SAWS also has expanded the use of butane heaters and salamanders at critical stations.

## **4.B Draining ports for above ground piping. Draining ports would allow SAWS to remove water from its pipes prior to them freezing.**

- Production pumping sites have been evaluated and drain ports are completing installation. Additional ports may be added to the list over time.

## **4.C Software and communication tools to provide real time messages to the City and the public.**

- SAWS has expanded technology and mobile friendly options: Mass Email, Robo-Calls, Texting, SAWS website.

**Cost:** Between \$100,000 and \$1,000,000

**Completion Date:** 2021

# SAWS RECOMMENDATION 5

**Status: Complete**

**Perform routine disaster scenarios with CPS Energy and with the City EOC, such as natural disaster and terrorist attack response simulations. In addition to tabletop exercises, conduct in-person field exercises. The exercises should include City Council members and their staff when appropriate.**

- COSA/SAWS/CPSE, Alamo Area Community Flood Resilience exercise, May 11-12
- COSA/SAWS/CPSE, Extreme Heat exercise, May 27
- SAWS/CPSE, Power Disruption exercise, July 28
- COSA/SAWS/CPSE, Executive Widespread Power Outage and Cybersecurity Threats exercise, Sept 28
- SAWS/SAFD Hazmat field exercise on Oct 4
- CPSE Grid IV exercise held at COSA EOC, Nov 16 & 17 (SAWS & COSA participated)
- Additional exercises will continue throughout 2022 and beyond.

**Cost:** Less than \$100,000

**Completion Date:** 2021 with future updates



# SAWS RECOMMENDATION 6

**Status: In Progress**

**Plan and acquire all necessary equipment for emergency water filling locations (bulk water distribution) around the city that can be set up rapidly in times of emergency and establish messaging to rapidly inform the community of their locations when needed.**

**6.A Develop procedures with the City of San Antonio and increase joint readiness for bottled water distribution. SAWVS and the City should invest in a stockpile of 10-year shelf-life water that can be distributed in emergency situations and rotated out every 8 years to ensure it remains potable.**

- SAWVS has increased the inventory of bulk water distribution equipment
- SAWVS is exploring partnerships with local business on bottled water production as well as purchasing and storing 10-year shelf-life water. After procurement process of water has been established, a water distribution plan will be developed with COSA. Communications will be included in the water distribution planning process.

**Cost:** More than \$1,000,000

**Completion Date:** 2022

# SAWS RECOMMENDATION 7

**Status: Complete**

**Consider enclosing select above-ground facilities and infrastructure to protect them from freezing events.**

- Alternatives such as backup power supplies, tents or additional insulation is in place to protect existing equipment and infrastructure.
- Future facilities will incorporate buildings and other freeze-prevention mechanisms into station design.

**Cost:** Less than \$100,000

**Completion Date:** 2021





# SAWS RECOMMENDATION 8

**Status: In Progress**

**Develop systems and protocols to have one coordinated messaging channel between EOC, SAWS, and CPS Energy for emergencies.**

- Ongoing coordination with COSA GPA office and CPSE communication team to develop systems and processes for joint information center.

**Cost:** Less than \$100,000

**Completion Date:** 2021



# SAWS RECOMMENDATION 9

**Status: Complete**

**Assign a team to assess, implement, and track the progress of the current recommendations from the Emergency Preparedness Plan and update the plan regularly.**

- SAWVS is tracking the progress of all recommendations from CEP, B&V report, SAWVS staff and the SAWVS Board of Trustees.
- SAWVS currently has contracted with consultants and meets regularly with CPSE to update the emergency preparedness plan required by Senate Bill 3. Planning teams (representatives from different departments) track progress and update the plans.

**Cost:** Between \$100,000 and \$1,000,000

**Completion Date:** 2021 with future updates

# SAWS RECOMMENDATION 10

**Status: Complete**

**Provide updates to Council offices on a timely basis and establish a singular SAWS point of contact to act as a council liaison during emergency situations.**

- Gavino Ramos, Vice President - Communications & External Affairs, will make immediate contact with Council offices to open the lines of communication and discuss how the flow of information will work for the remainder of the emergency. Mr. Ramos, along with other members of the executive leadership team will update Council. A communications plan has been developed with details on the communication process.

**Cost:** Less than \$100,000

**Completion date:** 2021 with future updates



# SAWS RECOMMENDATION II

**Status: Complete**

## **Update SAWS organizational chart and place online for easy reference.**

- Updated organization chart has been uploaded to SAWS website and can be easily located on the

**Organization & Leadership** section under the **About SAWS** page.

[http://www.saws.org/wp-content/uploads/2020/09/OrgChart\\_20200910.pdf](http://www.saws.org/wp-content/uploads/2020/09/OrgChart_20200910.pdf)

**Cost:** Less than \$100,000

**Completion Date:** 2021

# SAWS RECOMMENDATION 12

**Status: In Progress**

**Increase the number of agents available to take calls during an emergency in lieu of automated machines. Identify critical staff to communicate with the public.**

**12.A Consider 3rd party live chat services that can be provided critical messaging and provide base intake tasks for customer concerns.**

- Further research into this option will be done to determine if this option is financial beneficial and efficient.

**12.B Consider how 311 operators can be integrated with this solution.**

- Further research into this option will be done to determine if this option is feasible due to the knowledgebase needed for SAWS customer service.

**12.C Develop a contingency plan for instances when outages disrupt local customer service.**

**Consider 3rd party services based outside of San Antonio being activated in case of emergency.**

- SAWS has developed a plan that identifies essential call center staff during different types of emergencies.
- A third-party call center service could be very costly to have as backup. A Request for Information (RFI) would be utilized to see what services might be available and at what cost.

**Cost: TBD**

**Completion Date: 2022**

# SAWS RECOMMENDATION 13

**Status: In Progress**

**Create a dashboard that reflects real time outages, infrastructure failures, water pressure issues, and areas under boil water notice with the ability to filter by Council District.**

- Information Systems and Production are developing an outage map that provides water pressure information and areas under boil water notice. The dashboard is dependent on the water outage map and will be developed after the map project is completed.

**Cost:** Less than \$100,000

**Completion Date:** 2022





# SAWS RECOMMENDATION 14

**Status: Complete**

**Integrate a SAWS decision maker fully into the EOC with direct and immediate access to SAWS Chief Operating Officer for centralized control/decentralized execution.**

- This recommendation will not be implemented as outlined. As a resolution to this issue, SAWS will move operations to the COSA EOC during declared emergencies to operate under Unified Command. SAWS' COO will be the Incident Commander and work with COSA Incident Commander to coordinate an effective response while at the same time allowing SAWS to manage water system operations.

**Cost:** Less than \$100,000

**Completion Date:** 2021

# SAWS RECOMMENDATION 15

**Status: In Progress**

**Provide relevant emergency preparation information to community members. Assure the information is available and accessible in an emergency (social media, billing inserts, digital bill attachment). Create an Emergency Preparedness Community Guides, including the production of videos instructing residents on topics such as how to turn off water at the meter and store water to flush your toilet when water is not available. (Videos should be on the SAWS website in English, Spanish and ASL)**

- SAWS has prepared an extensive communication campaign – **Be Ready for the Unexpected** -- that focuses on how to prepare for emergencies that may affect water supplies. [www.SAWS.org/BeReady](http://www.SAWS.org/BeReady).
- Launched the **Be Ready Rebate** program to help property owners check whether their pipes are tough enough for winter freezes. Homeowners can earn a \$75 rebate by consulting with a licensed plumber. <https://www.gardenstylesanantonio.com/be-ready-rebate/>.
- Educational Information shared with council offices.
- Incorporated leak information messaging into all year-round communication and winter preparedness info.
- Created target list of commercial building facilities and emailed them information.
- Distributed information/press release to key commercial associations and real estate groups.
- Created a New Customer Welcome Packet with additional info related to their water and private system.
- Placed stories on GardenStyle, Waternews and bill messaging.
- Posted information on SAWS social media.
- Paid efforts to include: Targeted ads on FB & IG, Google and Twitter ads, ads in local magazines, tv spots, bus shelters & billboards

**Cost:** Between \$100,000 and \$1,000,000

**Completion Date:** 2021

# SAWS RECOMMENDATION 16

**Status: Complete**

**SAWS and CPS Energy should meet to discuss CPS Energy's compliance with Chapter 25 Subsection C (Infrastructure and Reliability) of the Public Utility Commission's Electric Substantive Rules and discuss the role of SAWS in respect to these compliance measures.**

- SAWS has worked with CPS for inclusion of SAWS as a Critical Load Public Safety Customer on the CPSE registry within its emergency plan.

**Cost:** Less than \$100,00

**Completion Date:** 2021

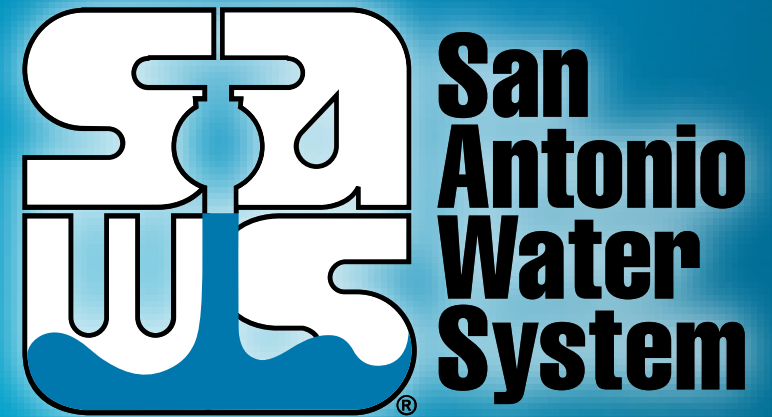




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