



# City of San Antonio

## Agenda Memorandum

**File Number:**  
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**Agenda Item Number:** 3

**Agenda Date:** November 29, 2022

**In Control:** Municipal Utilities Committee

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**DEPARTMENT:** Finance Department

**DEPARTMENT HEAD:** Troy Elliott

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

SAWS Winter Preparedness Briefing

**SUMMARY:**

SAWS status report on winter preparedness and progress with implementation of Committee on Emergency Preparedness (CEP) recommendations.

**BACKGROUND INFORMATION:**

From February 13, 2021 to February 19, 2021, the United States experienced a severe winter storm referred to as Winter Storm Uri, which significantly impacted the City of San Antonio. The City formed a special committee to evaluate the City's, SAWS' and CPS Energy's performance through the winter storm and associated power outages. The CEP provided recommendations to improve resilience and public communications should another major disruption in power occur. The CEP plan outlined 16 recommendations for SAWS.

To date, all 16 recommendations have been addressed. SAWS has deployed a real-time, self-service outage map that can be utilized during emergencies. SAWS has chosen to implement automated answering systems that will be capable of handling large volumes of inquiries and improved messaging through the use of AI software. Addressing the answering system recommendation requires significant planning and subsequent programming to be successful.

SAWS will provide an update of winter preparedness actions and on the completion of the sole in-progress recommendation from the CEP Report. The last briefing on CEP recommendations from SAWS occurred in May 2022.

**ISSUE:**

Briefing by SAWS on winter preparedness and the completion of the sole in-progress recommendation from the CEP Report.

**FISCAL IMPACT:**

This item is for briefing purposes only.

**ALTERNATIVES:**

This item is for briefing purposes only.

**RECOMMENDATION:**

This item is for briefing purposes only.