

Electric Service Delivery Associated General Contractors Meeting

07-10-2019



July 10, 2019

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Agenda

Welcome/Introductions	1:00	Rebecca Ficke
Safety Message	1:10	Scott Bayer
Strategic Plan	1:15	Scott Bayer
Summary of Improvements	1:30	Rebecca Ficke
Project Lead Times/Statistics	1:45	Michael Pittman/Danny McReynolds
Break	2:00	All
Design Intake/Dynamic View	2:15	Rebecca Ficke
AUD/Blocks	2:40	Danny McReynolds
Training	3:00	Josh Contreras
How are we going to Get There	3:10	Improvement Team
Open Discussion	3:20	All
Review Action Items and Next Steps	3:45	Rebecca Ficke
Next Quarterly Meeting	3:55	Rebecca Ficke
Adjourn	4:00	



Austin Energy's Strategic Goals

STRATEGIC GOALS

FINANCIAL HEALTH

Long-term financial resiliency that ensures cost recovery, provides market competitiveness, delivers operational excellence and creates value for customers and the Austin community.

CUSTOMER COLLABORATION

New heights in customer satisfaction through increased collaboration, varied and high-quality services, programs, and delivery methods and competitive pricing that strengthen customer loyalty.

GRID MODERNIZATION

Innovative two-way grid utilizing customer and company infrastructure to deliver superior reliability and customer experience at the lowest reasonable cost.

EMPLOYEE ENGAGEMENT

Employees are safe, healthy and engaged and equipped with tools and training to effectively perform their work.

BUSINESS EXCELLENCE

Best Managed Utility culture where customer needs are thoroughly and efficiently achieved through optimal use of resources.

ENVIRONMENT

Minimized environmental footprint throughout Austin Energy's value chain.

VISION: Drive customer value in energy services with innovative technology and environmental leadership.

Goal: Innovative **two-way grid** utilizing customer and company infrastructure to deliver **superior reliability** and **customer experience** at the **lowest reasonable cost**.

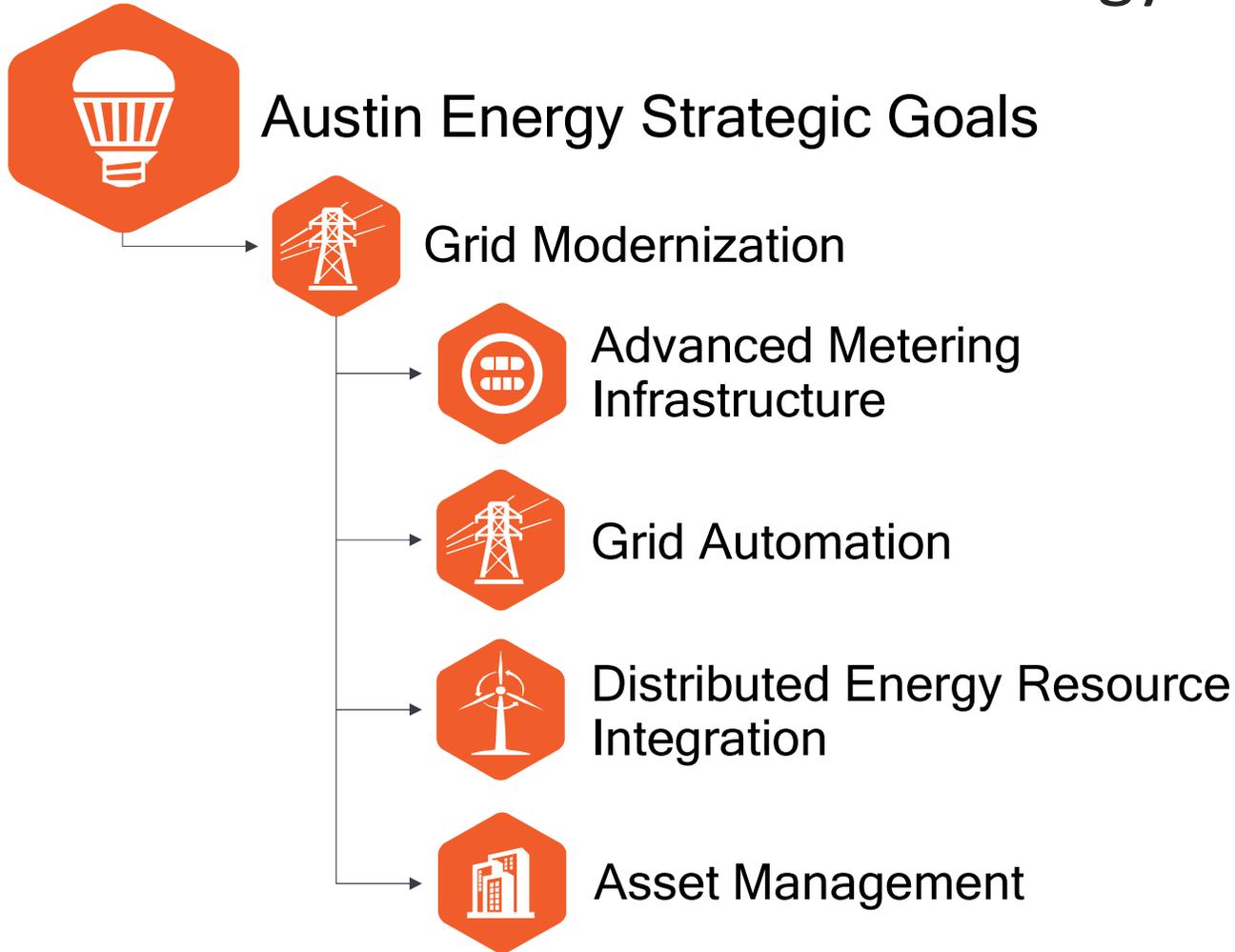
Measure: Achieve top decile T & D reliability indices (SATLPI, SAIDI, SAIFI, CAIDI) and above average JD Power customer satisfaction index for residential and commercial customers

Current State: Top quartile reliability indices; Bottom quartile customer satisfaction index

Opportunities/Challenges: Resources (personnel/knowledge/funding), Analytics, Solution Selection



Grid Modernization Strategy



AGC Follow Up



Summary of Improvement Progress

59 Recommendations Identified

Process

- Design Time Improvements
- Design Intake – **Completed May 2019**
- Reporting- **Underway, July 2019**
- **Dynamic View- Underway, August 2019**
- AUD Implementation

Standards

- Finalizing Design Criteria Manual updates in Rules Posting. Working on removing some restrictions by Austin Energy past the point of service.
- Distribution Construction Standards edits, including new small cell standards
- 5 material contract renewals

Staffing

- 13 Vacancies- **Filled**
 - 1 Supervisor
 - 2 Intake Specialists
- 4 Unfilled Vacancies- **Underway, August 2019**
 - North Design Vacancies
 - 1 – Power System Engineer Vacancy (supervisory role) To be re-posted in the first part of July
 - 1 – Contract Designer Vacancy (small to medium jobs)
 - South Design Vacancies
 - 2 – Electric Distribution Designer Leads
 - 1 – Electric Distribution Designer, Sr.
- Working on hiring quick-turnaround Design Lead and rearranging current staff to build this design section.



Project Lead Times

Category	North Ave Lead Time (Weeks)	South Ave Lead Time (Weeks)
1 PH Commercial	15	11
1Ph Residential	13	21
3 PH Commercial	14	17
Network	NA	16
Maint / AE CIP	10	10
Streetlights	12	8
Temp Power	4	0

Average Number of Weeks for a Design to be Completed for a Design Category





Design Statistics

Types of Projects South

- 52% Commercial projects, including apartments and multi-family.
- 25% Subdivisions and single home connections.
- 12% Maintenance and system upgrades.
- 10% Streetlights.
- 1% Temp power.
- 166 designs completed since December with approximately 13 designers.

Types of Projects Downtown Network

- 36% Network Services off of secondary grid.
- 21% New network vaults.
- 19% Streetlights
- 15% Maintenance and system upgrades.
- 7% Commercial with standard distribution service.
- 2% Single home connections.
- 2% Temp power.
- 89 designs and ### vault building plans completed since December with approximately 5 designers.





Design Statistics

Types of Projects North

- 34% Commercial projects, including apartments and multi-family.
- 12% Subdivisions and single home connections.
- 41% Maintenance and system upgrades.
- 4% Streetlights.
- 9% Temp power.
- 175 designs completed since December with approximately 14 designers.





Design Time

South Design

- For January – May from 2018 to 2019, job output is up 31%
- Lead times are down overall

Category	Current vs End of 2018 (Lead Time)
1 PH Commercial	up 47%
1Ph Residential	up 19%
3 PH Commercial	up 2%
Network	down 14%
Maint / AE CIP	down 33%
Streetlights	up 102%
Temp Power	up 51%





Design Time

North Design

- For January – May from 2018 to 2019, job output is up 34%
- Lead times are down overall

Category	Current vs End of 2018 (Lead Time)
1 PH Commercial	up 40%
1Ph Residential	down 35%
3 PH Commercial	down 18%
Network	--
Maint / AE CIP	up 40%
Streetlights	down 52%
Temp Power	up 25%



New Design Intake



Austin Energy Design Intake Form

Austin Energy Electric Service Design & Planning Intake Form. For Building and Trade Professionals Who Design or Install Electric Facility Projects in Austin Energy Service Territory.

For further assistance or general inquiries, call 512-505-7181 (North) or 512-505-7682 (South)

Project Address *

Project Name

Select Service Center *

Customer Contact Name *

Title

Customer Contact Phone Number (XXX) XXX-XXXX *

Customer Contact Email Address *

Nearest Intersection

<https://austinenergy.com/ae/contractors/electric-service-design-and-planning/electric-service-design-and-planning>

2 Intake Specialists

- Assist with submissions
- Assist with Appointments
- Answer General Questions

Dynamic View

Implementation August 2019

See your project
Status



The screenshot shows the SmartHeat Dynamic View interface. The header includes the SmartHeat logo, the title 'Dynamic View', and navigation links for 'Help', 'Settings', and 'New'. The main content area displays a table titled 'Design Intake Form Dev' with a filter set to 'All (4)'. The table has the following columns: Project Address, Project Name, Select Service Center, Customer Contact Name, Title, Customer Contact Phone Number, Customer Contact Email Address, Date Submitted Entry, Project Type, Estim... Service Need Date, Customer Comme..., Project Status, and Designer Assigned. The table contains four rows of project data.

Project Address	Project Name	Select Service Center	Customer Contact Name	Title	Customer Contact Phone Number	Customer Contact Email Address	Date Submitted Entry	Project Type	Estimat... Service Need Date	Customer Comme...	Project Status	Designer Assigned
21 Jump Street	Depp Towers	All services over 350A single-phase or 225A three-p...	Rebecca Ficke	Project Manager	512-972-9590	Rebecca Ficke			2019-06-10		ESPA Approved	
Elm Street	Nightmare House	All services over 350A single-phase or 225A three-p...	Rebecca Ficke	Project Manager	512-972-9591	Rebecca Ficke			2020-01-15		In Review	
Sesame Street	Friendship Club	Downtown Network	Rebecca Ficke	Project Manager	512-972-9592	Rebecca Ficke			2018-11-18		More Information Req...	
Wisteria Lane	Suburbia Development	All services over 350A single-phase or 225A three-p...	Rebecca Ficke	Project Manager	512-972-9593	Rebecca Ficke			2019-09-25		Released to Design	

Currently testing Dynamic View. To participate, please contact Rebecca Ficke Rebecca.Ficke@austinenergy.com



AUD Implementation

Timeline

- Currently in testing phase for new version of AUD (Currently on version 0.78, moving to version 7.4)
- Set to release final version to AE staff by November 2019

Customer Design Options

- AE is working on list of requirement to ensure AE designers can utilize customer blocks to decrease design time.
- Due to integration with AE systems behind AE firewall, there is no option for customers to design within AUD.
- Customer to continue to adhere to the preliminary design requirements given in the site plan review process to ensure minimal delays in the design process.





Training

- **Internal**
 - Project Charging
 - Pole Replacement/Staking
 - Drawing Standards
 - Updating Construction Standards
- **Customer Information**
 - Identifying need for a switchgear
 - ESPA Tutorial





How are we going to get to where we need to be?

- Continue to strengthen relationships with our customers. Action on feedback, work on deficiencies and partner with COA and AE groups to improve our process.
- Improve visibility of project statuses utilizing Smartsheet Dynamic View. We are currently focusing on intake but will expand visibility to statuses in the design, inspection, and construction phases.
- Implement new design software (AUD 7.4) to improve design times and add efficiencies.
- Reduction of backlog by hiring and training more in-house and contract designers.
- Provide more opportunities for customers to participate in designing their sites by providing our drawing standards.
- More relevant and easy-to-find Design information by improving our website.
- Transition to mobile solutions to allow for better tools in the field.





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