ISAWWA COVID-19 White Paper

• https://www.isawwa.org/page/COVID-19

  • Maintain adequate staffing levels
    • Reduced staffing/split staffing
    • Limit interactions
    • Review SOP’s with staff
    • Potential travel restrictions - credentials
    • Backup laboratory

  • Disruption of supply chain
    • Treatment chemicals
    • Repair parts fully stocked

• Other considerations
  • Communication with local EOC
  • Water shut offs
  • SCADA - test remote monitoring and control
  • Water sampling requirements - IEPA statement

• Resource List
ILWARN - Mutual Aid

• Illinois Water/Wastewater Agency Response Network
  • Mutual aid network for water/wastewater utilities
    • Free to join
    • Voluntary
    • Public and private
    • Utility to Utility
    • Share equipment or personnel
  • Contact
    • http://www.ilwarn.org
    • e-mail info@ilwarn.org

ILWARN - Mutual Aid

• Become a member and sign the mutual aid agreement
  • must be a member with signed MAA to make or respond to a request.

• ILWARN website
  • update login and contact info
  • learn how to request/respond

• Emergency preparedness
  • discuss mutual aid and how it could fit into your revised operations
Carus
Marie Marcenac
Global Vice President, Sales and Marketing

IL Section AWWA COVID-19 Webinar
March 23, 2019

World Leader In:
• Permanganate oxidation
• Manganese catalysts
• Phosphates

Established in 1915
Privately owned
HQ located in Peru, IL
Certifications include:
• ISO 9001:2015
• Responsible Care®
• NSF®
• REACH®
• Kiwa

Solutions for Environmental Applications:
• Air purification
• Water purification
• Soil remediation

Innovative Solutions to Customers' Problems:
• R&D capabilities:
  • Fully equipped lab
  • Projects: bench & large scale
Strengths

• All Carus manufacturing facilities are U.S. based
  • Headquarters, largest plant are in Illinois

• We own and operate our own fleet

• Worldwide distributor network

• We believe in our Core Values
  Trust, Collaboration, Resourcefulness, Results

Business Continuity – Focus Points

• Employee safety/staffing

• Supply chain excellence from raw materials to finished products

• Impeccable logistics to serve customers
  • Sourcing containers – no issues to date, China factories are starting back up
  • FTL (full truckload), LTL (less than load) – no issues to date
  • Meeting driver needs – hygiene and facilities
Carus’ Pandemic Plan

- Five-Tiered Surveillance and Response Plan
  - Based on American Petroleum Institute pandemic plan with provisions from OSHA and CDC
  - At Tier 3, implementing tier 4 precautions
  - Tiers are based on proximity of threat

Actions Taken

- Disinfection of all locations and fleet
- Cancelled non-essential travel, meetings, visits
- Stocked up on essential materials and supplies
- Telework implemented for all positions possible
  - Rotating key employees
- Training additional back-ups for key roles
- Criticality Matrix
  - Identifies key roles, back-ups, and high-risk employees
- Monitoring call-offs, employee proximity to confirmed cases daily
Customer Safety

- Ensuring drivers are healthy, have sanitizer and disinfectant in trucks
- Sharing paperwork via mailboxes
- Opening gates remotely
- Educating drivers on proper social distancing

Looking Ahead

- Confident Carus recommended “Essential Critical Infrastructure Workers” by the Cybersecurity and Infrastructure Security Agency (CISA) from US Department of Homeland Security (DHS)
- Exempt from government mandated closure
- Carus is working with industry groups to ensure government understands criticality of operations
ISAWWA Webinar

March 23, 2020

COVID-19 Mantra

STAY CALM
STAY APART
STAY CONNECTED
STAY POSITIVE
Messaging

• POTABLE DRINKING WATER IS SAFE!
  • EPA
    • “COVID-19 has NOT been detected in drinking-water supplies”
    • “based on current evidence, the risk to water supplies is low”
  • Disinfection
    • We are continuing to perform treatment, including disinfection which is designed to prevent waterborne pathogens such as viruses from contaminating drinking water and wastewater

Utility Response

• North Park Public Water District Response
  • Thursday, March 12th
    • Closed front office to walk-in customers
    • Suspended
      • Non-emergency shut off for delinquency
      • Non-essential services
        • Meter change-outs
        • Meter testing
  • Sunday, March 15th
    • Winnebago County announced first COVID-19 case
      • Patient was a resident of our community
Utility Response

• North Park Public Water District Response
  • Closed drive thru
  • Administration Staff
    • Initiated work from home procedures
    • Utility billing
    • Telephone answering
    • Customer service request orders
  • Operations Staff
    • Initiated TEAM procedures (every other day shifts)
    • Eliminated non-emergency responses
    • Continued JULIE requests
  • Contacted companies in our supply chain
    • Chemical and commodities

Utility Response

• North Park Public Water District Response
  • Employee Pay
    • Still paying employees even if they stay home
    • Not charging sick time or vacation time during this emergency
    • Requested employees share responsibility with spouse and spouse employer
Utility Response (timeline)

City of Rockford (Rockford Water) Response

Thursday, March 12th
- Suspended:
  - Shut-offs for delinquency (waived phone/online payment fees and late fees*)
  - Non-essential services:
    - Non-Emergency WSI Appointments
    - Non-Emergency Main-line Shutdowns
    - Proactive Lead Service Line Replacements

Friday, March 13th
- Emergency Sick and Telecommuting Policy Issued

Sunday, March 15th
- Winnebago County announced first COVID-19 case
  - Patient was a resident of our (neighboring) community

Utility Response (timeline)

City of Rockford (Rockford Water) Response

Monday, March 16th
- Operating Division(s) Review
  - Staggered Start Times (Street/Water)
  - Report to Sites (i.e., Rounds, JULIE)
  - Telecommute frontline staff (where possible)
- Supply Chain Management
  - Water Production, Distribution, et al.
  - Contingency Planning Review
- Operational Adjustments
  - Hygiene Measures (PPE)
  - Pre-Screening Efforts
  - Added Cleaning/Disinfection Measures*
- Advanced Minimum Staffing Planning and Telecommuting Efforts
  - Importance of IT Resources
  - Frontline Social Distancing Challenges
Utility Response (timeline)

City of Rockford (Rockford Water) Response

Thursday, March 19th

- Made Decision to Implement Minimum Staffing Plan (effective 1st Shift Friday, March 20th)
- Contacted Union Representatives
  - Min. Staffing Plan Tenants:
    - Seniority
    - Scheduled On-Call Responsibilities
    - Essential Nature/# of FTEs Needed

Friday, March 20th

- Implementation of Min. Staffing
- Shifts Differ by Operating Division and Section
  - E.g., Min. Staff on-site vs Response as-needed
- Paid Compensated Absence w/ Response Required
- Reinforced an “All Hands on Deck” Mindset

Routine Water Sampling

- As of Wednesday, March 18th, IEPA still requiring samples to be collected in accordance with the Safe Drinking Water Act
  - Bacteriological
  - MUST COLLECT minimum number of samples
  - Must be marked Routine or Repeat as applicable
  - Can substitute locations but must identify address on sample sheet
  - Must continue to collect chlorine residual

- Sample will be uploaded as a routine extra with sample address in notes field (i.e., substitute location)
What’s Next??

• No roadmap
• We are writing our “worst case” Risk and Resiliency Plan” as we go.
• Monitor what other states are doing to try to anticipate next steps
• Opportunity to Reinforce the Value of Tap Water
  • “Only Tap Water Delivers”

Questions