AWWA Webinar: Utility Actions to Sustain Operations During COVID-19
March 20, 2020

Free Webinar
Utility Actions to Sustain Operations During COVID-19

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WEBINAR MODERATOR

Kevin Morley
Federal Relations Manager
American Water Works Association

Kevin Morley is respected for advancing the security and preparedness of the nation’s critical infrastructure, having worked with multiple AWWA standards and technical committees, the Water Sector Coordinating Council, and WARNs in an effort to advance the resiliency of the water sector. This includes guiding the development of a cybersecurity risk management strategy that is aligned with the NIST Cybersecurity Framework. Dr. Morley received his PhD from George Mason University for research in assessing the resilience of the water sector; he also holds an MS from SUNY College of Environmental Science and Forestry and a BA from Syracuse University.

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PANEL OF EXPERTS

Sandy Smith  
DeKalb County Watershed Management

Joey Witcher  
Sinclair Water Authority

Alan Roberson  
Association of State Drinking Water Administrators

Dawn Ison  
U.S. EPA Office of Water, Water Security Division

Ray Riordan  
City of San Jose / CalWARN

AGENDA

I. Utility Actions to Sustain Operations During COVID-19  
   Kevin Morley

II. Department of Watershed Management, Water Production Division COVID-19 Response  
   Sandy Smith

III. COVID-19 Response Plan Template  
    Joey Witcher

IV. State Primacy Agencies’ Response to COVID-19  
    Alan Roberson

V. EPA Tools and Products  
   Dawn Ison

VI. San Jose Continuous Operations Plan  
    Ray Riordan
ASK THE EXPERTS

Kevin Morley  
American Water Works Association

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Enter your question into the question pane at the lower right-hand side of the screen.

Please specify to whom you are addressing the question.
KEY PANDEMIC CONSIDERATIONS

• Workforce contingency to sustain operations
• Coordination with local public health officials to ensure workforce access to facilities and can make necessary repairs to distribution or collection systems if travel restrictions are imposed in a community.
• Communicate frequently with suppliers of essential treatment chemicals and supplies.
• Communicate with your customers about the safety of the water supply per EPA and CDC guidance.
• Consider alternative payment methods for typical face-to-face transactions with customers.
• Consider postponing customer shut-offs to sustain hygiene and sanitation during the outbreak.

AWWA SURVEY OF COVID-19 IMPACTS ON WATER SECTOR

Overview: AWWA surveyed utilities and other sector organizations to gauge the initial impacts of COVID-19 and actions being taken to manage risk and plan for contingencies. The results represent a snapshot of time of the survey period below. AWWA is planning to re-survey the week of March 22 to see how the landscape is changing in this rapidly evolving situation.


Response Summary:

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Responses</td>
<td>495</td>
</tr>
<tr>
<td>Utility Responses</td>
<td>335</td>
</tr>
<tr>
<td>Unique Utilities</td>
<td>286</td>
</tr>
<tr>
<td>Non-Utility Responses*</td>
<td>160</td>
</tr>
</tbody>
</table>

Margin of Error: +/- 6% utility responses
+/- 8% non-utility respondents

Confidence Level: 95%

*Non-Utility includes consultants, manufacturer & related, academic/nonprofit, government, and other

Key Takeaways:

• Eighty-two percent of utilities have business continuity plans (BCPs) in place or are in the process of developing them. 10% have plans to develop BCPs.
• Absenteeism/continuity of operations is the top concern for all respondents
• Some supply chain concerns are anticipated
• No adverse affects on budget, revenue, or spending restrictions for a majority of utilities at this time
• COVID-19 is affecting water professionals’ personal decisions, including more likely to minimize business travel, work from home (if any option), and use sick days if experiencing cold/flu symptoms.
WHAT CHALLENGES TO SUSTAINING BUSINESS OPERATIONS IS YOUR ORGANIZATION ANTICIPATING DUE TO COVID-19? (SELECT ALL THAT APPLY)

Anticipated Challenges to Sustaining Business Operations (Utilities)

- Absenteeism/continuity of operations: 75%
- Impacts on field operations (meter reading, repairs etc): 46%
- Supply chain treatment chemicals: 44%
- Supply chain for Personnel Protective Equipment (PPE): 33%
- Supply chain for product raw materials: 17%
- Other: 7%
- None of the above: 10%

Anticipated Challenges to Sustaining Business Operations (Consultant, Manufacturer & Related)

- Absenteeism/continuity of operations: 53%
- Impacts on field operations (meter reading, repairs etc): 15%
- Supply chain treatment chemicals: 3%
- Supply chain for Personnel Protective Equipment (PPE): 22%
- Supply chain for product raw materials: 8%
- Other: 22%
- None of the above: 15%

WHICH OF THE FOLLOWING BEST DESCRIBES YOUR ORGANIZATION’S TRAVEL RESTRICTIONS? (SELECT ALL THAT APPLY)

Type of Travel Restrictions in Place (Utilities)

- All non-essential business travel restricted: 37%
- All international travel restricted: 18%
- Out-of-state travel (domestic) restricted: 16%
- International travel to specific countries/regions restricted: 13%
- All air travel banned: 8%
- Other: 6%
- Only top management/executives can travel: 4%

Type of Travel Restrictions in Place (Consultant, Manufacturer & Related)

- All non-essential business travel restricted: 47%
- All international travel restricted: 15%
- Out-of-state travel (domestic) restricted: 8%
- International travel to specific countries/regions restricted: 15%
- All air travel banned: 7%
- Other: 5%
- Only top management/executives can travel: 3%

Non-essential travel includes: Conferences, trainings, meetings that can be done remote, etc.
PLEASE INDICATE WHICH OF THE BELOW YOUR ORGANIZATION HAS IN PLACE OR IS DEVELOPING TO MANAGE RISK/PLAN FOR CONTINGENCIES DUE TO COVID-19

![Status of Business Continuity Plan - Utilities](image)

**Currently in Place** 55%
**Currently in development** 27%
**Planning on developing** 10%
**No plans to put in place/develop** 8%

**DO YOU FEEL THERE ARE ENOUGH RESOURCES TO HELP YOUR ORGANIZATION DEVELOP A BUSINESS CONTINUITY PLAN?**

**Enough Resources to Develop a BCP (Utility Only)**
- Yes: 93%
- No: 7%

**Enough Resources to Develop a BCP (Consultant, Manufacturer & Related)**
- Yes: 98%
- No: 2%

A few suggestions added in open end text box for this question:
- “Yes, but would be curious to know what other organizations are doing as well”
- “Plan yes, but implementing is a question”
IS COVID-19 CURRENTLY OR POTENTIALLY PRESENTING ANY BUDGETARY, REVENUE, OR SPENDING REDUCTIONS?

![Bar chart showing anticipated effects on budget, revenue, or spending reductions.]

ESSENTIAL CRITICAL INFRASTRUCTURE WORKFORCE

This guidance is intended to support State, Local, and industry partners in identifying the critical infrastructure sectors and the essential workers needed to maintain the services and functions Americans depend on daily and that need to be able to operate resiliently during the COVID-19 pandemic response.

WATER AND WASTEWATER

Employees needed to operate and maintain drinking water and wastewater/drainage infrastructure, including:

- Operational staff at water authorities
- Operational staff at community water systems
- Operational staff at wastewater treatment facilities
- Workers repairing water and wastewater conveyances and performing required sampling or monitoring
- Operational staff for water distribution and testing
- Operational staff at wastewater collection facilities
- Operational staff and technical support for SCADA Control systems
- Chemical disinfectant suppliers for wastewater and personnel protection
- Workers that maintain digital systems infrastructure supporting water and wastewater operations

RESOURCES TO SUPPORT UTILITY ACTIONS


ASK THE EXPERTS

Kevin Morley  Sandy Smith  Joey Witcher  Alan Roberson  Dawn Ison  Ray Riordan
American Water Works Association  DeKalb County Watershed Management  Sinclair Water Authority  Association of State Drinking Water Administrators  U.S. EPA Office of Water, Water Security Division  City of San Jose / CalWARN

Enter your question into the question pane at the lower right-hand side of the screen.

Please specify to whom you are addressing the question.
DEPARTMENT OF WATERSHED MANAGEMENT
Water Production Division
COVID-19 Response
3/20/2020

OUTLINE

• INTRODUCTION TO DEKALB

• SITUATIONAL AWARENESS

• COOP & PANDEMIC PLANNING GUIDE

• EMERGENCY OPERATIONS & ASSOCIATED SUPPORT
DRINKING WATER SOURCE

- Chattahoochee River
- 1 major reservoir – Lake Lanier
- River flow controlled by U.S. Corps of Engineers
- Supplies:
  - 12 Metropolitan Atlanta counties
  - South Georgia farmers
  - Florida
- Permitted withdrawal = 140 MGD

SCOTT CANDLER WATER FILTER PLANT

- Serves entire County – 730,000
- Interconnections to 4 other counties
- Permitted at 128 MGD
- Capacity 200 MGD
AWARENESS

• Dec 2019 - Started monitoring outbreak in China

• Rapid planning started with spread to South Korea, Italy, Middle East, etc.

• DEMA EOC activation prior to first cases in the US

• Water Production staff met with Emergency Management staff

WATERSHED MANAGEMENT

CONTINUITY OF OPERATIONS PLAN (COOP)
ACTIONS

• Distributed the plan to staff for situational awareness

• Covered Concept of Operations (CONOPS), activation, alternate locations, services & support, etc

• Started Water Production Division / Scott Candler Water Treatment Plant plan revision based on Pandemic Planning Guide

PPG

Pandemic Planning Guide

Preparedness

• Develop a communication plan/phone tree for key staff and management within the organization- (Overall)

• Develop flexible leave policies to allow personnel to stay home to care for sick family members or for children if schools dismiss students or child care programs close- (Overall)

• Establish policies and practices, such as flexible worksites (telecommuting) and flexible work hours (staggered shifts) when possible to increase the social distancing between personnel at work- (Overall)
Preparedness continued

• Notify all personnel of the organization’s Pandemic Influenza plan to explain what policies are in place, including workplace/leave flexibilities, pay, and benefits- (Overall)

• Purchase supplies to encourage healthy habits in the workplace, including tissues, soap, and alcohol-based hand cleaners- (Overall)

• Order vaccine for Key Staff/High Impact staff members- (Overall)

• Ensure adequate supplies of hand sanitizer are maintained and placed in multiple locations in the workplace- (Overall)

Preparedness continued

• Encourage respiratory etiquette by providing education and reminders about covering coughs and sneezes with tissues- (Overall)

• Develop Pandemic Flu family planning guidelines and distribute to all personnel- (Overall)

• Dispense preventative vaccine to Key Staff/High Impact staff members- (Overall)
**Response**

- Prioritize life safety. *(Overall)*

- Ensure the safety and accountability of all personnel- *(Overall)*

- Check-in with immediate supervisor on a regular basis to report status and availability- *(Overall)*

- Personnel with symptoms should notify their supervisor and stay home- *(Overall)*

**Response continued**

- Advise personnel to be aware of any signs of fever or other influenza-like illness before reporting to work each day- *(Overall)*

- Conduct active screenings of personnel when they arrive at work- *(Overall)*

- Clean commonly touched surfaces such as workstations, countertops, doorknobs, and light switches- *(Overall)*

- Close all non-essential facilities such as fitness centers, lunchrooms, and other high congregation areas- *(Overall)*
**Recovery**

- Provide Critical Incident Stress Debriefing (CISD) to all responders and employees- *(Overall)*
- Report any deaths or injuries to Human Resources- *(Overall)*
- File necessary claims- *(Overall)*
- Reassign critical responsibilities to available personnel- *(Overall)*

**Mitigation**

- Provide security for facility- *(Overall)*
- Develop a business impact analysis to determine the potential effects on the workplace due to increased absenteeism generated by a pandemic flu event- *(Overall)*
- Review the comprehensive emergency management plan quarterly and update as necessary- *(Overall)*
NEXT STEPS .......

- Staff input incorporated into Mr. Witcher’s template.
- Distributed to staff and senior leadership for comment
- Finalized the DRAFT plan.

THE FOLLOWING ARE HEIGHTENED OPERATIONAL ACTIONS TAKEN

Starting at the Plant Entrance

Coronavirus 2019 (COVID-19) Screening Questionnaire

1. Have you traveled outside of the country in the last 14 days?
   Yes ☐  No ☐

2. Have you had contact with anyone with confirmed COVID-19 in the last 14 days?
   Yes ☐  No ☐

3. Have you had any of these symptoms in the last 14 days?
   - Fever greater than 100: Yes ☐  No ☐
   - Difficulty breathing: Yes ☐  No ☐
   - Cough: Yes ☐  No ☐

4. Are you currently experiencing fever over 100, difficulty breathing or cough?
   Yes ☐  No ☐
**ACTIONS**

**Staffing**
- Three phases of scheduling...normal, reduced and inclement weather / facility lockdown.

**Chemical monitoring**
- Keep everything topped off
- Constant contact with suppliers
- Identify extra emergency storage

**Communication protocols**
- Plant training room also serves as an EOC.
- Full functionality test.
- Updated emergency contact list.
- More detailed shift reports.

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**Staff support**
- Took inventory of all First Aid Kits and medical supplies.
- In addition, placed infrared thermometer in room for staff self checks.
- Stocked up on PPE, wipes, hand sanitizer, etc.
**ACTIONS**

*Bunker check*
- Emergency quarters for staff.
- Cots, bedding and personal hygiene items for 7. Private individual quarters.
- 400 meals (MRE’s) in stock at all times.
Manager – Sandy Smith
Assistant Manager - John Patterson
Plant Operations Superintendent – Vernon Grant
Maintenance Superintendent – Jeff Winters
Instrumentation & Control Superintendent – Floyd Askew
ASK THE EXPERTS

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American Water Works Association

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COVID-19 RESPONSE PLAN TEMPLATE

Sinclair Water Authority  
Milledgeville, GA 31061  
Presented by Joey Witcher
INTRODUCTION TO THE TEMPLATE

TEMPLATE MISSION STATEMENT

This Template is intended to assist Utilities in the development of a plan in response to an infectious disease outbreak/pandemic and should be considered a guide. It is not comprehensive and is suggestive in its nature.

Recommendation:

The Mission statement and therefore the mission of your plan should be simple, easily read and understood.

The Plan itself should not be overly specific or complicated. Supporting materials can be as detailed as needed and the plan should lead the reader to those resources as needed.
PLAN MISSION STATEMENT

“This Emergency Response Plan, known hereafter as ‘The Plan’, is intended to offer guidance in decision making to SWA staff and management during an outbreak of an infectious disease. “

PRECAUTIONARY STEPS

This Section Should:

- List resources available for education about the specific contagion
- Should remind employees that they should monitor their own condition
- Include specific symptoms when available
- Include infection preventive measures
- Remind employees to monitor the status of any outbreak
Reactionary Steps

This section lists specific steps that can be taken to protect employees and ensure that critical supplies are not exhausted.

There is no practical way to predict and plan for every situation, therefore this section should be fluid, allowing the decision makers to adjust, exclude or add steps.

Utilities with large workforces may wish to designate specific people as decision makers for this section so that implementation/retraction can happen without bureaucratic interference.

CRITICAL SUPPLIES

Although part of the “Reactionary Steps” section, the background work for this section should be performed in advance of a pandemic:

- Maximum inventory levels, number of days of supply, normal lead times for deliveries and possible alternative storage and supplies should be included in this section or in a separate linked document.

- Inventories of critical supplies should be kept at their highest safe levels.

- Critical Supplies include anything necessary to perform the entity’s normal function.

- Include Safe Practices for receiving shipments.
The goal of this section is to give the employee with the least amount of understanding of the contagion practical steps to conform to that will minimize the chance that they get infected or infect others.

The steps should be precise and as easy to follow as possible to ensure compliance. Remember non-compliance of a complicated plan equals no plan.
REduced workFroce PlAn

This section is intended to address the possibility of workers becoming ill or quarantined and dropping from the workforce. Include sample schedules or alternating workers as groups for extended periods. Utilities may also wish to include the contact information of other entities with the capability to operate their facilities should the entire workforce become quarantined.

ChAiN oF CoMMAND

The purpose of this section is to ensure that the decision-making structure continues as people leave the workforce. This part of the plan must be worked out in advance and rigidly adhered to. Any gaps may cause conflict during the high stress of a reduced workforce.
EMERGENCY CONTACTS

- Include contacts for state primacy, additional operations resources, alternate critical supply vendors, supporting utilities and any other resources which may be useful.
- Highlight critical contacts in the document such as: state primacy and alternate operational resources so that they can be identified quickly when using the list.

WRAP UP

Fluidity is key for success

Being able to improvise can mean the difference in success and failure
ADDITIONS TO THE SWA PLAN SINCE IMPLEMENTATION

Sinclair Water Authority has already modified the plan since its implementation.

Here are some of those modifications:

**DELIVERY BIN:** SWA has added a bin for small package deliveries.
SWA Staff came to the realization that in a normal day Staff members interact several times with package delivery drivers. SWA placed a temporary bin at the gate for deliveries. Packages are placed in the bin by the driver. If a package requires a signature the same procedure is followed as when the chemical delivery drivers are on site. Packages are left in the bin until disinfected.
The company SWA normally uses for forklift repairs is not taking service calls. If either of our lifts need repair, SWA will have to use one lift at both, our intake and main plant. SWA will need to arrange for the operable lift to be transported between the two locations.

SOP MANUAL

- SWA is currently updating its SOP manual to make sure it is complete and has the latest version of all operational manuals, checklist and procedures in it.
- SWA will place a copy of the complete manual in the office in a conspicuous place. In the event the staff has to be quarantined outside operations will need to have specific directions to operate the plant.
- Make sure to structure your SOPs so that you could walk into your plant, without prior experience there, start it up, shut it down and perform all normal daily task without instruction from anyone who works there.
The Importance of comprehensive checklist can not be overstated.

Again use the mindset of coming into your plant with no experience there. This mindset will help you to create good checklist of all daily duties so that nothing is left undone.
Day Shift Checklist

<table>
<thead>
<tr>
<th>SINCLAIR WATER AUTHORITY</th>
<th>Week of: 3/15/2020</th>
</tr>
</thead>
</table>

**Dayshift Daily**

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<thead>
<tr>
<th>Task</th>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intake Check</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Alkalinity, CLO2, Fluoride &amp; Phosphate Finished Lab Test</td>
<td></td>
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<td></td>
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<td>Intake Check</td>
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<tr>
<td>RAW (intake) Manganese &amp; Iron Lab Test</td>
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<tr>
<td>RAW (intake) TOC Analysis</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Record BI Hourly</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily Shift Check</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Daily Train Cleans</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Record MIT's</td>
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<tr>
<td>Check chemical levels</td>
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<tr>
<td>Transfer chemicals as needed</td>
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<td></td>
</tr>
<tr>
<td>Review previous day's work, Verify State Report &amp; Flows Input and file</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Record River Levels</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sweep and Dust on Sundays</td>
<td>S &amp; D</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>TSS Samples on Tuesdays</td>
<td>X</td>
<td>X</td>
<td>TSS</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Draw Down on Wednesdays</td>
<td>X</td>
<td>X</td>
<td>Drawdowns</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Check Flow Rates on each Train</td>
<td></td>
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<tr>
<td>Check CL17 Analyzers in CW &amp; HSPS</td>
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<tr>
<td>Drain outside containments if needed</td>
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<td></td>
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<tr>
<td>Trash</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Record in computer daily</td>
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</tr>
</tbody>
</table>

**NOTES:**

- Lab Results
- BI Hourly
- Manganese Results
- Filter Cleans
- MIT results
- TOC's
- River Levels

CLOSING: DON'T PANIC, PLAN

There is a saying we like to repeat in the Fire Service, Author unknown,

"Courage is being the only person in the room that knows you're scared"

Having a plan and adhering to it breeds confidence in those that you are leading and that is priceless for morale in a stressful situation.

Make a plan. Work the plan. Evaluate the plan and adjust if needed.
ASK THE EXPERTS

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Please specify to whom you are addressing the question.
STATE PRIMACY AGENCIES’ RESPONSE TO COVID-19

WHO ASDWA IS

• The professional Association serving state and territorial drinking water programs
  - 57 members (50 states, 5 territories, D.C., and the Navajo Nation)
    • All our members are government employees
  - Six staff in Washington, D.C.
    • Fourth Executive Director
      - Twitter @AlanTheWaterMan

• Founded in 1984 to address a growing need for state administrators to have national representation

• ASDWA works closely with Congress, the Environmental Protection Agency (EPA) and other Federal agencies, and other drinking water stakeholders
THE CURRENT SITUATION WITH COVID-19

• 10,442 cases as of 3/20 (CDC)
  - Over 14,000 cases (morning news)
• All 50 states have declared a state of emergency or public health emergency
• Almost all states have closed schools
• Almost all states have activated their National Guard
• Some/many states have closed state offices – working remotely
  - First time teleworking for many

ISSUES IMPACTING EVERYONE

• “All Hands of Deck” for many sectors
  - Water and wastewater system employees
  - State primacy agencies
  - Health care
  - First responders
  - Others?
• Workforce
  - Taking care of family
  - Working from home
THREE THINGS NEEDED FOR WATER TREATMENT

1. People
2. Power
3. Chemicals

Think about the supply chain for all three
Some of the supply chains are complex

ISSUES BETWEEN PRIMACY AGENCIES & SYSTEMS

• Compliance monitoring
  - How much flexibility?
  - What is most important to monitor for? When?
    • Compliance period extensions?
  - Monitoring locations?
    • Sampler protection?
  - Laboratory capacity?
    • Commercial?
    • State?
  - Where/how to report results?

• Operators
  - Operator-in-charge
    • How to monitor treatment and distribution system remotely?
  - Reciprocity, if needed quickly
  - Training
    • How to conduct remotely?
  - Testing
    • Remote testing is not simple
OTHER ISSUES

• States
  - State staff teleworking
    • Some functions (system inspections) can’t be done remotely
      - Suspend inspections?
  - State reporting to EPA
    • How much information?
    • How often?

• Technical assistance providers (NRWA, RCAP, etc.)
  - Training
  - Site visits

• Potential Federal “stimulus”
  - Strings versus max. flexibility

WHAT STATES ARE DOING - FIRST EXAMPLE

• Memo sent on March 6th to all CWSs serving >1,000 people
  - Update business continuity plan to address absenteeism and chemical sufficiency
    • Provided link to WaterISAC template
  - Join state WARN
  - Stood up WEBEOC
WHAT STATES ARE DOING – SECOND EXAMPLE

• March 17th email
• State Offices Closed
  - Staff working remotely
  - Submit sample results via email to Regional Office
  - 24-hour written notification requirements still valid
• Notify if issues with laboratory capacity

• Notify if system has difficulties accessing routine sampling locations
  - Alternative sampling locations for TC/EC and residual
  - Within 5 connections
    • Use same sample ID#
  - >5 connections away
    • Make the appropriate notation

COVID-19: STATE RESOURCES AND FAQs
ASDWA.ORG/COVID19
• Local information accessible by state.
• Continuing to collect and expand resources daily.
COVID-19: Drinking Water FAQs

The health and safety of our members and the people they serve are ASDWA's highest priorities. We understand that individuals in our communities are seeking timely and accurate information related to the COVID-19 outbreak, and many have questions about potential impacts to drinking water.

We hope the following information from our Federal partners at the Environmental Protection Agency (EPA), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO) will be of value to our membership, the public and the broader drinking water community.

There is no evidence that the COVID-19 virus survives the disinfection process for drinking water and wastewater. Americans can continue to use and drink water from their tap as usual.

Is Drinking Tap Water Safe? Should I Boil My Drinking Water?
The World Health Organization (WHO) stated the, “presence of the COVID-19 virus has not been detected in drinking-water supplies and based on current evidence the risk to water supplies is low.”

EPA has established regulations with treatment requirements for public water systems to prevent waterborne pathogens such as viruses from contaminating drinking water. These treatments include filtration and disinfectants such as chlorine that remove or kill pathogens before they reach the tap. EPA notes that “conventional, centralized water treatment methods which utilize filtration,

ASK THE EXPERTS

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American Water Works Association

Sandy Smith
DeKalb County Watershed Management

Joey Witcher
Sinclair Water Authority

Alan Roberson
Association of State Drinking Water Administrators

Dawn Ison
U.S. EPA Office of Water, Water Security Division

Ray Riordan
City of San Jose / CalWARN

Enter your question into the question pane at the lower right-hand side of the screen.

Please specify to whom you are addressing the question.
EPA RESOURCES

For general information from EPA about COVID-19 and water, see www.epa.gov/coronavirus

General COVID-19 Information
- U.S. Centers for Disease Control and Prevention
  Drinking Water and Wastewater COVID-19 (CDC)
- World Health Organization
  COVID-19 (WHO)

Information on Hygiene, Worker Safety and Access
- OSHA Guidance for Wastewater Workers
  COVID-19 (OSHA)
- Water, Sanitation, Hygiene and Waste Management for COVID-19
  (WHO, UNICEF)
- Crisis Emergency Response and Recovery Access (CERRA) Framework
  (DHS)
- Memorandum on Identification of Essential Critical Infrastructure Workers During COVID-19 Response
  (DHS)

Mutual Aid Programs
- Water/Wastewater Agency Response Network (EPA)

Emergency Response and Continuity of Operations Planning
- Drinking Water Emergency Response Plans (EPA)
- Business Continuity Planning for Water Utilities: Guidance Document
  (WRF, AWWA, EPA)
- Tabletop Exercise Tool, Pandemic Scenario (EPA)

Other Tools and Resources
- Water Laboratory Alliance – Drinking Water and Wastewater (EPA)
- Water Utility Communication During Emergency Response (EPA)
- Water Utility Response On-The-Go (EPA)
- Resources for Small Public Water System Operators (EPA)
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SAN JOSE CONTINUITY OF OPERATIONS PLAN
**PANDEMIC RESPONSE PLAN**

1. Slow and reduce the spread of COVID-19
2. Protect our people so they can provide essential City services
3. Continue essential city operations for residents, businesses, and visitors
4. Effectively communicate with employees and our community
5. Support County of Santa Clara Public Health Department as the lead agency in pandemic response.

---

**PANDEMIC RESPONSE PLAN**

<table>
<thead>
<tr>
<th>Risk</th>
<th>1</th>
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<th>3</th>
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<td><strong>MONITORING</strong></td>
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<td>No risk to local population</td>
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<tr>
<td>Low risk to local population</td>
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<td>Medium risk to local population</td>
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<td>High risk to local population</td>
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<td>Extremely high risk to local population</td>
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<td><strong>Outbreak Status</strong></td>
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<td>Emerging Disease present in other locations</td>
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<td>No known cases in local population</td>
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<td>Local cases contained</td>
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<tr>
<td>No outbreaks</td>
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<tr>
<td>Containment</td>
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<tr>
<td>Local cases increasing but still low</td>
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<td>Outbreak possible</td>
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<td>Containment shifts to Mitigation</td>
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<td>Number of infection cases increasing rapidly</td>
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<td>Outbreak likely or imminent</td>
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<td>Increasing mortality</td>
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<tr>
<td>Shut down non-essential services</td>
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<tr>
<td>Protective equipment for Employees</td>
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<td>Continuity of Operations Plan (COOP)</td>
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<td>Service Modification</td>
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<tr>
<td>Social Distancing</td>
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<td><strong>City Response</strong></td>
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<tr>
<td>Plan Learn about emergency threat</td>
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<td>Prepare Communications</td>
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<td>Order supplies</td>
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<td>Proactive cleaning</td>
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<td>Scale up communications</td>
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<tr>
<td>Accelerate preparation</td>
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<td><strong>EOC Activation</strong></td>
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<td>None Activate Pandemic Team</td>
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<td>Regular monitoring Review and update plans</td>
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<td>Situation Room Activation</td>
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<td>OEM</td>
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<td><strong>3 Full EOC Activation</strong></td>
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CRITERIA FOR ESSENTIAL SERVICES:

<table>
<thead>
<tr>
<th>Healthy</th>
<th>Safe</th>
<th>Engaged</th>
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</thead>
<tbody>
<tr>
<td>Wastewater</td>
<td>Police</td>
<td>Two-Way</td>
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<tr>
<td>Garbage</td>
<td>Fire</td>
<td>Communication</td>
</tr>
<tr>
<td>Roads</td>
<td>Medical</td>
<td>with Community</td>
</tr>
</tbody>
</table>

City Response – Top 10 Highest Priority Actions

1. City Continuity of Operations/Essential Service Provision
2. Enforcement of Public Health Order (“Shelter in Place”/Self-Quarantine)
3. Ensure Safety of First Responders/Essential Staff
4. First Responders/Essential Staff Families Support (including childcare)
5. Senior Support and Services
6. Medically Vulnerable Support and Services
7. Homeless Support and Services
8. Food Distribution and Feeding
9. Housing for Quarantine and Isolation
10. Small Business Support

Enabling Actions in Support of Top 10

- Communications with Community Language Capacity
- Non-Profit & Private Sector Mobilization for Response
- Volunteer Mobilization for Response (Food Distribution)
- Scaling Telecommuting Options and Capacity for City Staff
- Reassignment of Non-Essential Staff
- SJ Strong Campaign
Slow and reduce the spread of COVID-19

Additional Priority Actions

▪ State/Federal Advocacy/Coordination for Support and Funding
▪ Local Assistance for Individuals and Families
▪ Homeless Prevention and Eviction Support
▪ Preparation for Civil Disturbance, Hospital Triage Neighborhood Quarantine/Cordon Sanitaire
▪ Child Care and Child Recreation Services
▪ School Children and Families Support

Community Value
Opportunity Enablement / Risk Mitigation
Time Criticality
Job Duration

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ADDITIONAL RESOURCES

- Coronavirus Resource page
- AWWA Connections - COVID-19 response: water sector preparation, vigilance crucial
- Public Affairs Advisory - Coronavirus and water
- Public Affairs Advisory – Additional coronavirus resources
- Business Continuity Planning for Water Utilities: Guidance Document
- Journal AWWA - Water system preparedness and best practices for pandemic influenza, Philip Van Atta & Robert Newsad
- G440-17 Emergency Preparedness Practices
- M19 Emergency Planning for Water and Wastewater Utilities

UPCOMING WEBINARS

March 25 - Water Data Nerd
April 22 - Drought Preparedness and Response
April 29 - FREE Webinar: Innovation Roadmap for Utilities

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• As part of your registration, you are entitled to an additional 30-day archive access of today’s program.

• Until next time, keep the water safe and secure.
PRESENTATION BIOGRAPHY INFORMATION

Sandy Smith currently serves as the Water Production Manager for the DeKalb County Department of Watershed Management in Stone Mountain, GA since October of 2013. Sandy served as the Gwinnett County (GA) EMA Operations and Logistics Officer from 2009 to 2013 and was responsible for the day-to-day operations of the Emergency Operations Center. Since 9/11, Sandy has been involved in the early planning stages of water sector all hazards preparedness, response, security initiatives at the local, state and national level. Sandy has served on the U.S. Department of Homeland Security/USEPA/Water Sector Coordinating Council – Critical Infrastructure Protection Advisory Committee, Emergency Management Assistance Compact Advisory Board and to WaterISAC. He also served as the Chair of the Georgia Water/Wastewater Agency Response Network (GAWARN) from its origin in 2006. He is completing a second term this year.

Joey Witcher has 30 years’ experience in Water Treatment, distribution Wastewater treatment and utility operations and management. For the past 12 years he has been in the position of Plant Manager of the Sinclair Water Authority in Milledgeville, GA. Prior to this he held the position of Project Manager for OMI (now Ch2mhill) in the town of Barnesville GA. The Barnesville project included the Water Treatment Plant, Wastewater Treatment plant and the Streets Department. Prior to that he worked for City of Monroe GA Utilities and Rockdale Water Resources in Rockdale County GA.

Alan has over 25 years of experience in drinking water legislation, regulations, and policies on a wide array of issues. Most recently, Alan served as Director of Policy for Corona Environmental Consulting where he developed policy positions for utilities and government agencies on drinking water regulations, served as principal investigator on several Water Research Foundation projects, and collaborated with numerous stakeholders. Previously, he was Director of Federal Relations at the American Water Works Association (AWWA) where he provided technical and policy input on all aspects of the drinking water regulations. He also worked closely with EPA and DHS on implementation of the requirements for vulnerability assessments (VAS) and emergency response plans (ERPAs).

Dawn Ison has been with EPA for over 19 years and is a Geologist for EPA’s Office of Ground Water and Drinking Water, Water Security Division, where she leads emergency response efforts related to the Water/Wastewater Agency Response Network (WARN) mutual aid program, drought response and water loss and response agency coordination during contamination events affecting the water sector.

With 34 years experience, Raymond Riordan is currently the Director of the City Manager’s Office of Emergency Management for the City of San José, CA, the tenth largest city in the United States. He was hired following the historic February 2017 Coyote Creek Flood and assisted the City in its recovery from the flood and instituting action to address the over 240 items identified in the post disaster after action and improvement report. His employment included Program Manager for Emergency Preparedness for the City of San Ramon Police Department in California, Acting Executive Director of the California Utilities Emergency Association, the Acting Security and Emergency Manager for East Bay Municipal Utility District, and Senior Emergency Planner for Contra Costa County, CA. He is a Certified Emergency Manager, recognized by the International Association of Emergency Managers (IAEM), and he serves as the elected Chair for the California Water/Wastewater Agency Response Network (or CalWARN). Among his professional awards, he is three-time recipient of the California Emergency Services Association President’s Award for leadership in emergency management. He completed a BS degree from Santa Clara University, a MS degree in Industrial Organization from San José State University, and he has published articles on emergency planning in several journals, including the American Water Works Association Journal Magazine.

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