

Date: March 19, 2020

To: Water Commission

From: Dan Duchniak

Re: COVID-19 Response Update

To protect the health and safety of our employees, our customers and our Commission, the Utility is working closely with the City of Waukesha Emergency Operations Center (EOC)-Corona Virus Response Team to monitor the development of COVID-19. I commend the City of Waukesha for their proactive efforts and collaboration with all departments to brainstorm the best response to this fluid situation. Below are some steps we've taken as an employer:

- **Administration:**

- The EOC-Corona Virus Team, of which Lynn and I are members, has met each day for one hour since last Friday, and will continue to meet as necessary to discuss necessary action in response to COVID-19.
- We have ceased any conference/seminar or travel for work.
- We are tracking time and expenditures related to the virus in the event the federal government funds reimbursement.

- **Our building:**

- Our Cleaning Service has been advised to increase the frequency of cleaning of common areas, door handles, etc.
- Staff is also sanitizing common areas throughout the building mid-day.
- Posters have been placed as a reminder to all employees and the public to be aware of the current situation and the suggested hygiene practices.

- **Customer contact:**

- Our office is closed to the public. This includes no access by customers, vendors, and contractors.
- We have cancelled/postponed pending appointments that require visits to homes/businesses that are routine in nature and can be delayed.
- For any field visits that cannot be postponed, customer service and field staff have a list of questions to ask regarding the health and potential travel exposure of their household. They will also ensure the customer is comfortable with us entering their premises.

- **Operations/Field Services**

- Effective Monday, March 23, we will divide operations into two shifts, beginning one hour apart. This will reduce the 'common time' they have together and meet the <10 person gathering criteria at lunch and start/end times.

- We have assigned 2 crews of 5 to work primarily together. The make - up of each crew will have the skills needed to handle any emergency call.
- We have reassigned lunch hours and eating areas to ensure no more than 10 gather at one time.

Future Considerations:

- Work at home for admin and management staff.
- Paid 'furlough' for field staff in one or two week shifts to further limit mass exposure.
- Temporary modifications to paid leave policies related to exposure or childcare needs.
- 'Virtual' Commission meetings that include video in addition to audio.

DSD/lg