

Date: April 9, 2020

To: Water Commission

From: Dan Duchniak

Re: COVID-19 Response Update

The Utility continues to provide the essential supply of water to our customers, with the health and safety of our employees first and foremost in our minds. We will continue to update you each month until this crisis is finally over.

- **Administration:**

- The City of Waukesha EOC-Corona Virus Team continues its virtual meetings, almost daily. Now that many policies and practices are in place and defined orders have been issued from the state and federal level, the meetings are shorter and less intense.
- Administrative staff is rotating in and out of work-at-home. We are basically half-in and half-out in administration. This includes managers, office and engineering staff. We've set up remote access to computers, and enabled phones to ring at home.
- The Management Team is meeting virtually when necessary to further eliminate exposure.

- **Our building:**

- Internal cleaning of our building continues during the day, though our supply of anti-bacterial products is low.

- **Customer contact:**

- Our building remains closed to the public.
- Appointments that require entry into customer homes are only scheduled if absolutely necessary.

- **Operations/Field Services**

- Operations staff continues the weekly three-crew rotation to minimize potential exposure:
  1. Day Shift
  2. On Call Night Shift
  3. Sheltered at home shift

- **Other:**

- At this time, we will continue to hold our monthly meetings via audio conference call. If this situation persists, we will consider setting up Virtual video meetings.