



# WSSC WATER

DELIVERING THE ESSENTIAL

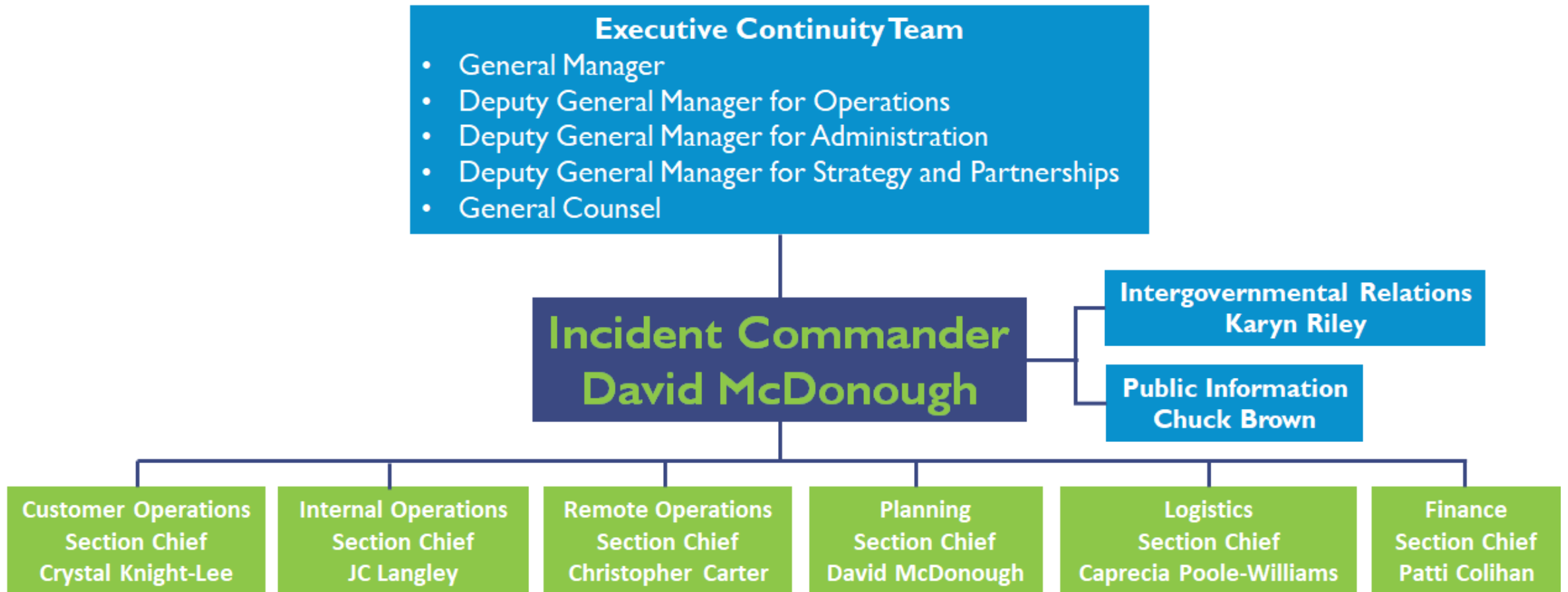
COVID-19 Commissioner Briefing

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April 15, 2020

# COVID-19 Incident Command Structure

## Command Staff



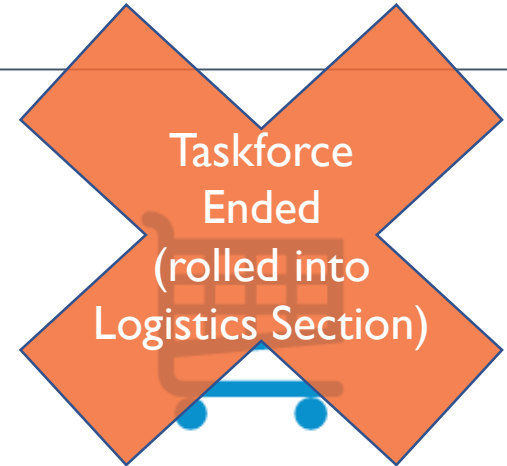
# Active Taskforces



**Personnel  
Policy  
Taskforce**



**Revenue  
& Billing  
Taskforce**



**Contracts  
& Contracting  
Taskforce**

# Phase I – March 12, 2020

- Expanding telework
- Cancelling meetings
- Closing public-facing activities
- Prioritizing personal protective supplies for field workers
- Suspending in-home, non-emergency work
- Suspending shutoffs and late fees

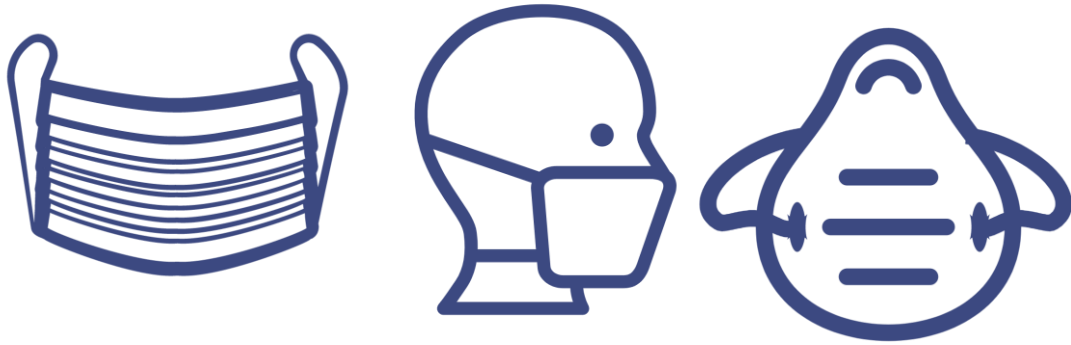
# Phase 2 – March 16, 2020

- Mandatory telework for those that can
- Critical functions that require in-person work to be completed while implementing appropriate procedures to ensure social distancing.
- All necessary steps to enable as many employees as possible to telework, including altering normal job responsibilities.
- Implement social distancing strategies for any employees required to come in to work

# Phase 3 – March 24, 2020

- Emergency employees only at facilities
- Changed staffing and shifts to ensure social distancing and improve our workforce's resilience
- Closed watershed to the public
- Expanded administrative leave to avoid financial hardship for employees related to WSSC Water response to COVID-19
- Continued expanded telework wherever possible

# Updated PPE Guidance



Implemented April 3, 2020

- Prioritize existing supplies for field and plant staff and based on criticality, interaction with public, and need
- Explained how decisions would be made
- Allowed employees to wear existing PPE issued as part of their job or homemade face coverings as needed

# Phase 4

## Potential Triggers:

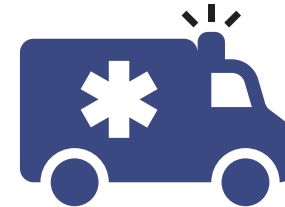
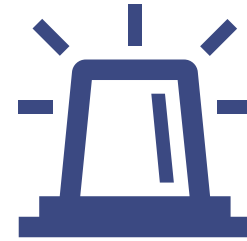
- Shelter-in-place order
- Shutdown of contract construction work by Governor order
- Curfew
- Outbreak within WSSC Water facility or among staff

- Continue to ensure access for critical staff and contractors under any new order
- Implement additional staffing changes for plants, depots, lab, and 24/7 functions located at RGH
- Review any other work and suspend as needed



# Planning Section is Monitoring for Other Emergencies

Other emergencies do not stop due to pandemic



# Customer Operations Section

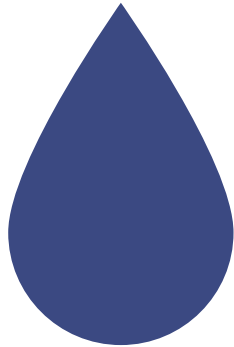
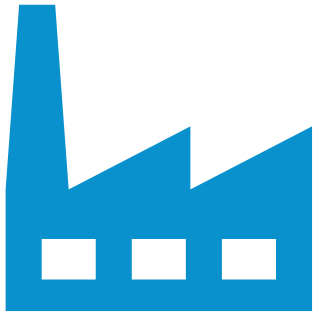
Led by Crystal Knight-Lee



- Focused on our Customer Service staff and customer relationships
- Affordability
- Billing and estimated billing
- Regular customer service work

# Internal Operations Section

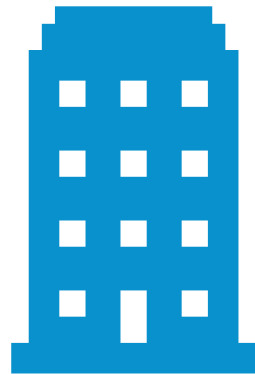
Led by J.C. Langley



- Focused on our most essential functions:
  - Plant operations
  - Depot operations
  - Laboratory
  - Control Center
  - Emergency Call Center
  - Security
- Considering issues around:
  - Staffing for resiliency
  - Critical work

# Remote Operations Section

Led by Christopher Carter



- Focused on the telework experience and the IT systems that allow for telework
- Considering issues related to:
  - Availability of peripherals
  - Document signing and scanning
  - VPN and access

# Logistics Section

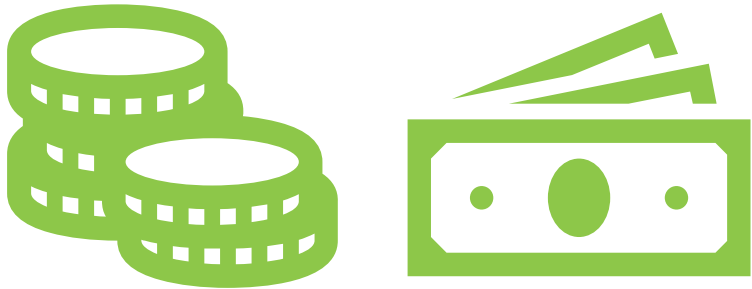
Led by Caprecia Poole-Williams



- Focused on ensuring that we have needed materials
- Monitoring the WSSC Water supply chain
- Considering issues around:
  - Critical contracts
  - Availability of supplies, commodities, and contractual staff

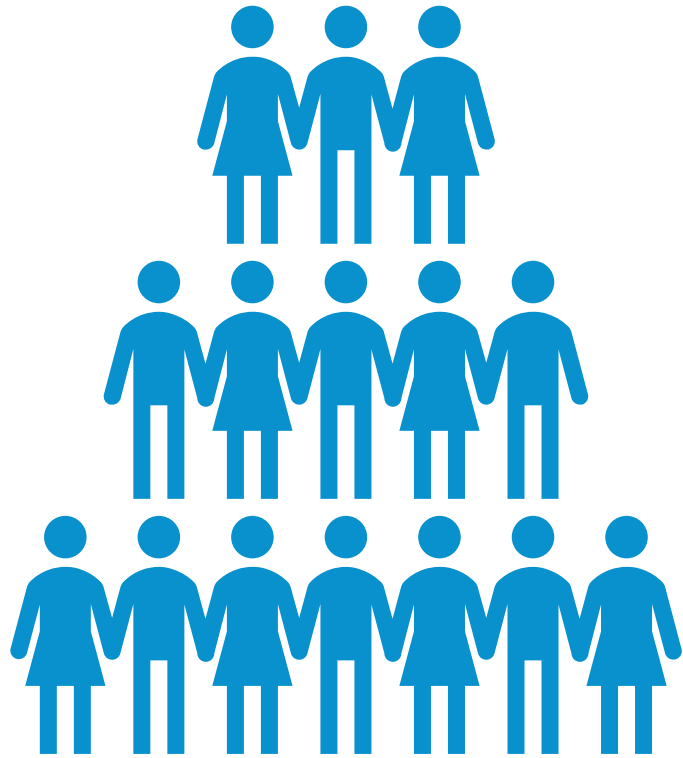
# Finance Section

Led by Patti Colihan



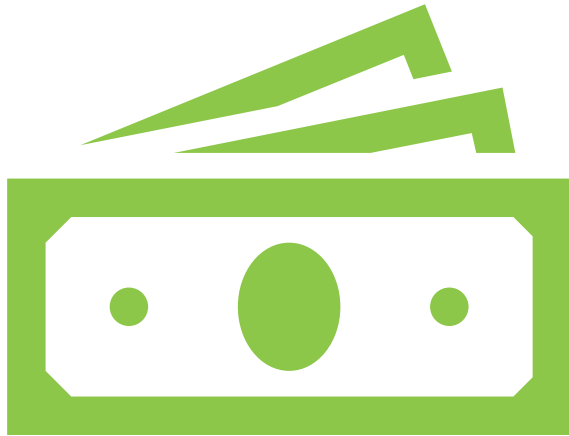
- Focused on the financial impacts of the response, mitigating those impacts, and tracking costs
- Considering issues related to:
  - What should go on the job code?
  - How will we handle budget hearings?

# Personnel Policy Task Force



- Personnel and HR Policy
- Occupational Health and Safety
- Other issues related to HR

# Revenue and Billing Task Force



- Modeling crisis impacts
- Preparing a savings plan to weather financial impacts
- Metering and other billing-related issues
- Estimated billing
- Affordability



# Intergovernmental Relations



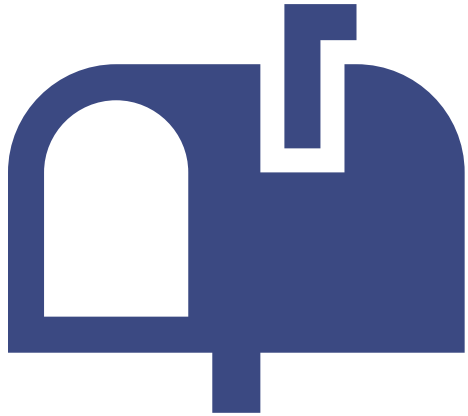
- Monitoring federal, state, and local action related to COVID-19
- Communicating with elected officials as needed.

# Communications and Media

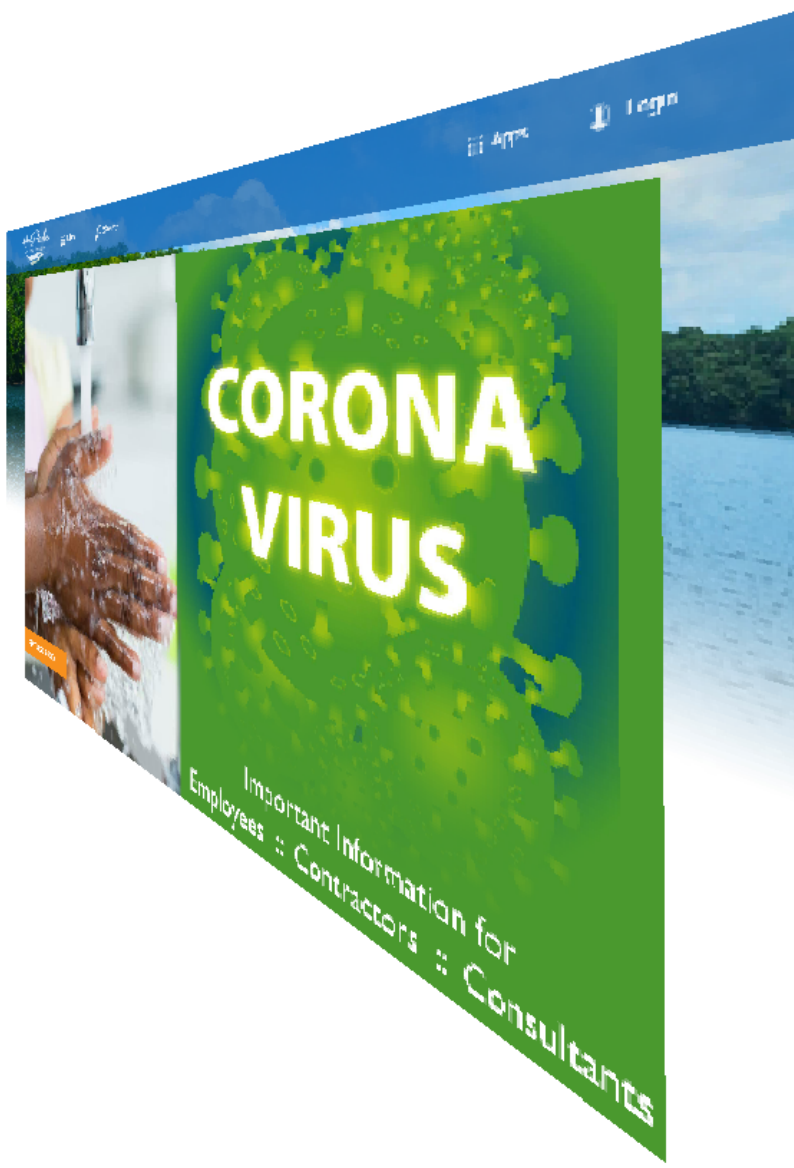


- Constantly communicating with employees, customers and media
- Developing videos, graphics and content for website and social media
- Updating internal/external websites
- Pushing messaging to reassure/update customers
- Working with County officials on messaging
- Managing employee livestream meetings
- Monitoring and responding to all media and social media requests

# Delivering Transparency



- Recurring online/streaming meetings
- Cascading information through management
- Increased frequency for Tool Talk for Utility Services employees



**Messages from General Manager and CEO Carla A. Reid**

March 23, 2020 New!  
 March 17, 2020  
 March 16, 2020  
 March 12, 2020

March 12, 2020

A message about the coronavirus outbreak from General Manager & CEO Carla Reid

March 20, 2020

**Got Questions?**

[Covid19questions@wsscwater.com](mailto:Covid19questions@wsscwater.com)

**Human Resources**

**Human Resources**

- LEAVE (Sick)
- Guidance on
- HEALTH INSURANCE
- COVID-19 & Your Benefits
- A Message for Kaiser Permanente Members
- Kaiser Permanente - Manage Your Health On the Go
- Kaiser Permanente - Video Visits
- EAP
- Guidance Resources
- EAP and the Pandemic
- The Dynamics of a Changing World COVID 19

**Travel**

**Travel**

With the recent developments of the COVID-19 virus, WSSC Water will make temporary adjustments (provisions) for business-related travel. If you are scheduled for Interstate travel for work-related business within the next 30 days, you are required to cancel those travel arrangements regardless of whether the conference has been cancelled. If you have already scheduled a conference that is set to take place beyond 30 days, we request that you hold off on any changes at this time. If you were planning to book travel for business beyond 30 days (i.e. booking an early bird registration for a future conference), you are requested to refrain from booking at this time. WSSC Water will re-evaluate business-related travel at a later date.

**COVID-19 and WSSC Water: Your Resource for Staying Safe and Working**

This unprecedented crisis brings challenges and changes every day to our work and our life. We are so thankful for your profound commitment to our clean-water mission during this pandemic and assure you that your safety is our number-one priority. But we know you have concerns and questions about how to stay safe and informed.

That's what this page is all about. It's your one-stop resource for the latest news and updates from General Manager and CEO Carla A. Reid, important information about teleworking and benefits, as well as tips for avoiding the virus. Soon this page will also feature answers to some of your most frequently asked questions.

Stay tuned and visit this page often to remain up to date. If you don't see something you're looking for, please submit your questions to [covid19questions@wsscwater.com](mailto:covid19questions@wsscwater.com) and we'll try to respond as quickly as possible.

**Telework Resources**

**Telework Resources**

TELEWORKING

- Telework Request Form
- Telework Office Safety Checklist
- Telework Agreement
- General Teleworking Guidelines
- Payment Processing during COVID-19
- Telecommuting FAQs
- Staying Focused When Working From Home
- Two Routines for Remote Work Success
- Five Ways to Make the Webcam Your Friend

TEAMS

- TEAMS Tutorial
- TEAMS Tips
- Accessing TEAMS
- TEAMS Etiquette

DOCUSIGN

- Access DocuSign
- DocuSign How To

**COVID-19 Tips**

**COVID-19 Tips**

- Stop Germs
- Social Distancing
- FPA Information on Drinking Water

# Weekly Situation Briefs

Expect briefing delivered to your inbox every Friday between 1:00PM and 3:00PM with information pertinent to WSSC Water's response to this crisis

## WSSC Water COVID-19 Report to Employees Date

### A Message from Carla and the Executive Continuity Team

#### Message

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### COVID-19 Local Status

#### The current situation in Maryland

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**Informational Links for Maryland specific information:**  
<https://coronavirus.maryland.gov/>

**Nationwide and worldwide information:**  
<https://coronavirus.jhu.edu/map.html>  
<https://www.nytimes.com/interactive/2020/world/coronavirus-maps.html>

### Operations Section Reports

#### Customer Operations

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#### Internal Operations

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#### Remote Operations

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#### Planning -

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### Task Force Reports

#### Personnel Policy Task Force



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#### Revenue and Billing Task Force

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#### Contracts and Contracting Task Force

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### Employee Resources



#### Online Training Schedule:

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#### On the Intranet:

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# QUESTIONS?

