



WSSC WATER

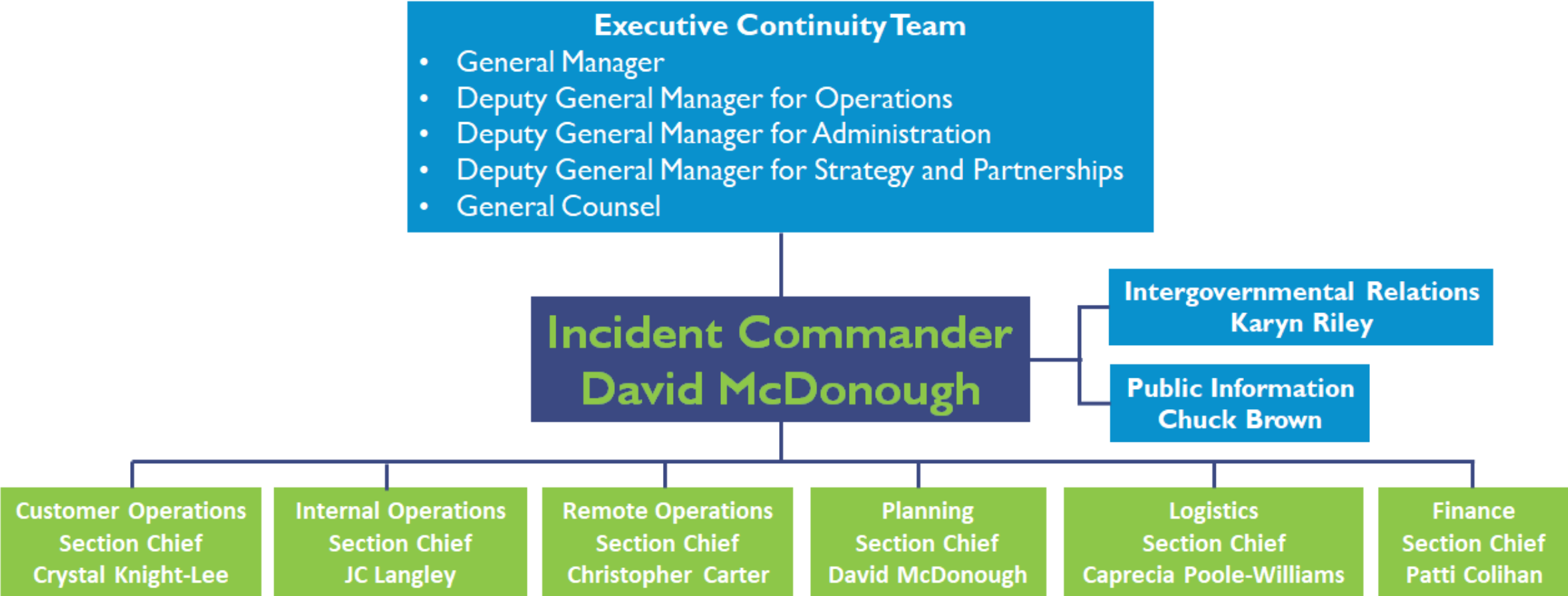
DELIVERING THE ESSENTIAL

COVID-19 Commissioner Briefing

May 20, 2020

COVID-19 Incident Command Structure

Command Staff



Active Taskforces



**Personnel
Policy
Taskforce**



**Revenue
& Billing
Taskforce**



**New
Normal
Taskforce**

State/Local Government Actions



State Government



Prince George's County



Montgomery County

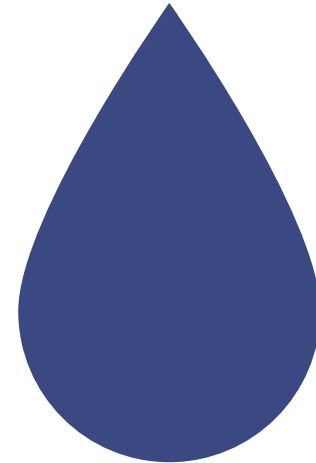
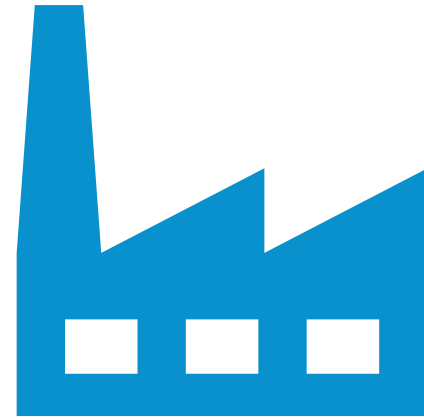
Customer Operations Section

- Potential for higher water bills
- Increased number of estimated bills
- Affordability challenges



Internal Operations Section

- Managing illnesses within workforce
- Cleaning and sanitizing workspaces
- Reservoirs



Remote Operations Section

- Ensuring telework capabilities remain available
- Facilitating paperless processes



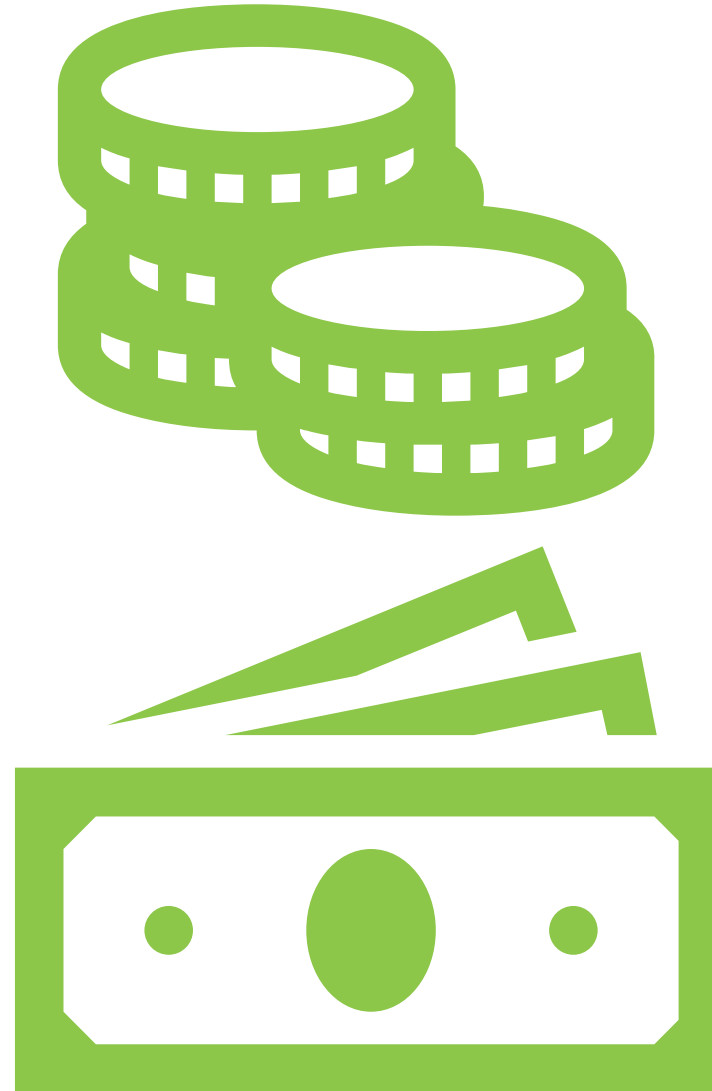
Logistics Section

- Securing and tracking Personal Protection Equipment (PPE)
- Managing limited resources
- Maintaining supplies of hand sanitizer, surface cleaner, and PPE
- Planning for future outbreaks



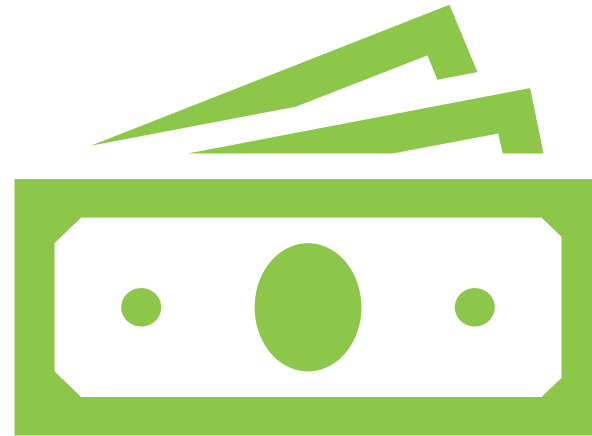
Finance Section

- Continuing budget preparation and hearings with both counties
- Revenue and other financial projections
- Cost tracking for potential future reimbursement



Revenue and Billing Task Force

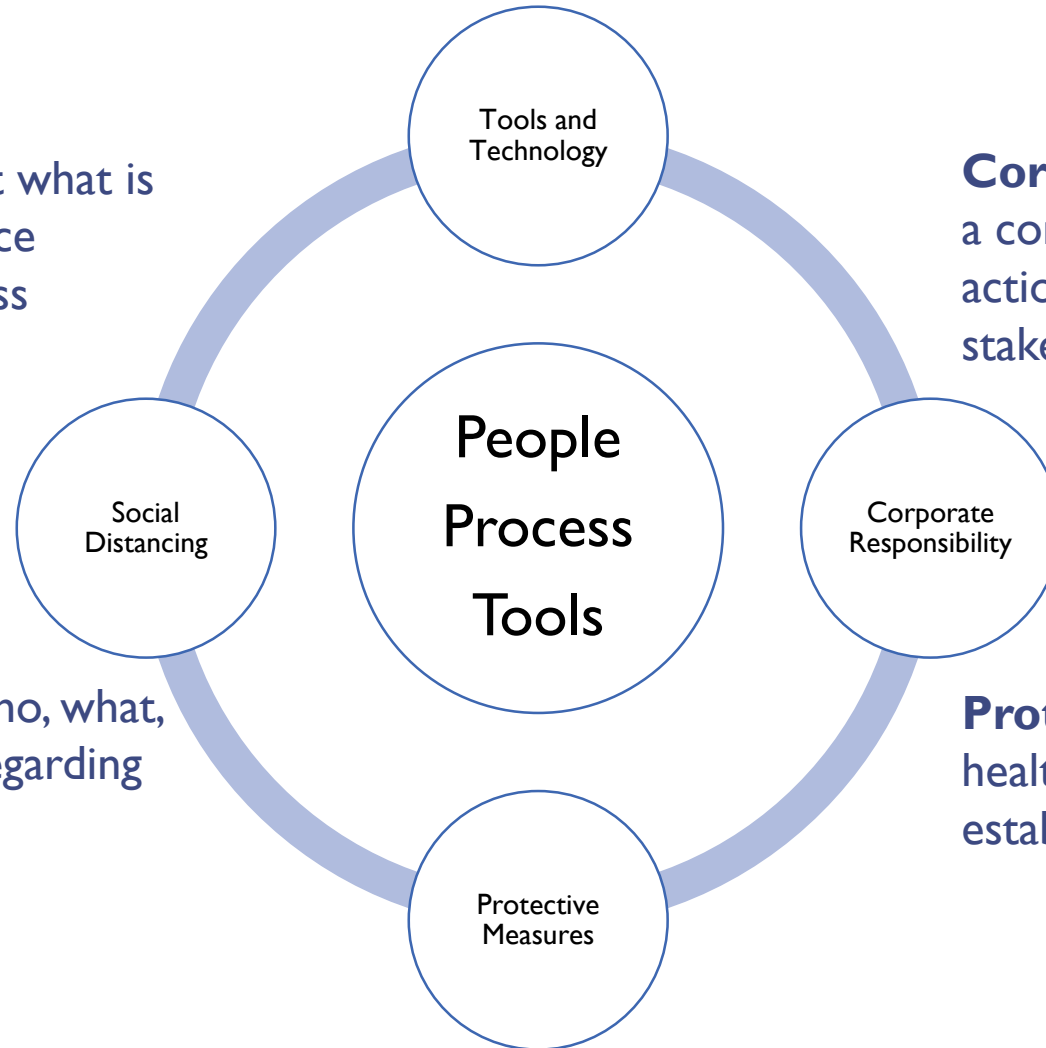
- Customer affordability programs
- Estimated billing



New Normal Taskforce

Tools and Technology looks at what is available to support the workplace environment and business process optimization.

Corporate Responsibility is the way a company takes responsibility for its actions and their impact on employees, stakeholders and communities.

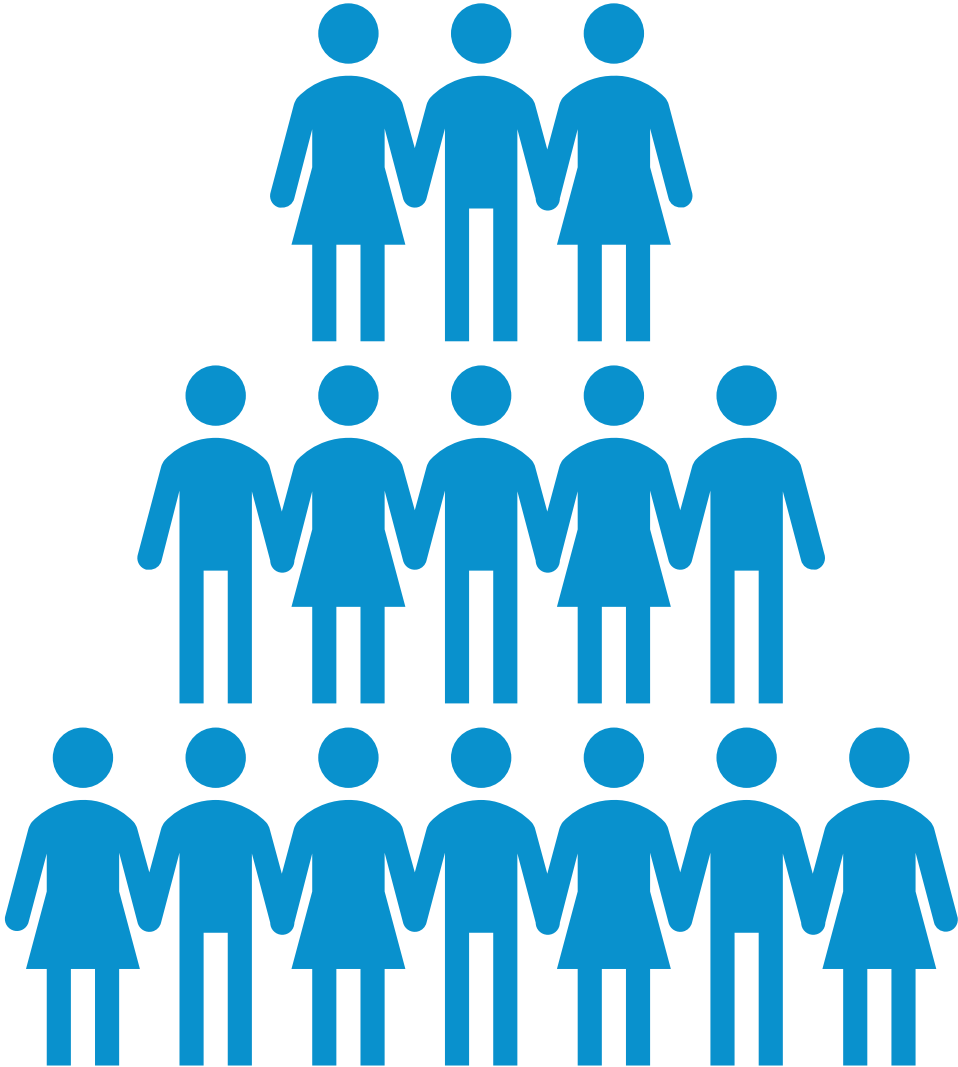


Social Distancing answers the who, what, when, where, and how questions regarding employees' and customers' physical interactions with each other.

Protective Measures addresses the health and safety protocol that need to be established in response to Covid-19.

Personnel Policy Task Force

- Guidance on illness in the workplace
- Personnel policy updates for COVID-19



Intergovernmental Relations

- Tracking federal, state, and local legislative action related to COVID-19
- Advocating for policies that benefit WSSC Water including assistance to customers



Internal & External Communications

- Customer-focused tips
- Earned and paid media
- Videos and social media
- All-employee livestream events
- Weekly situation report
- Coordinating with county partners on messaging



Questions?

