

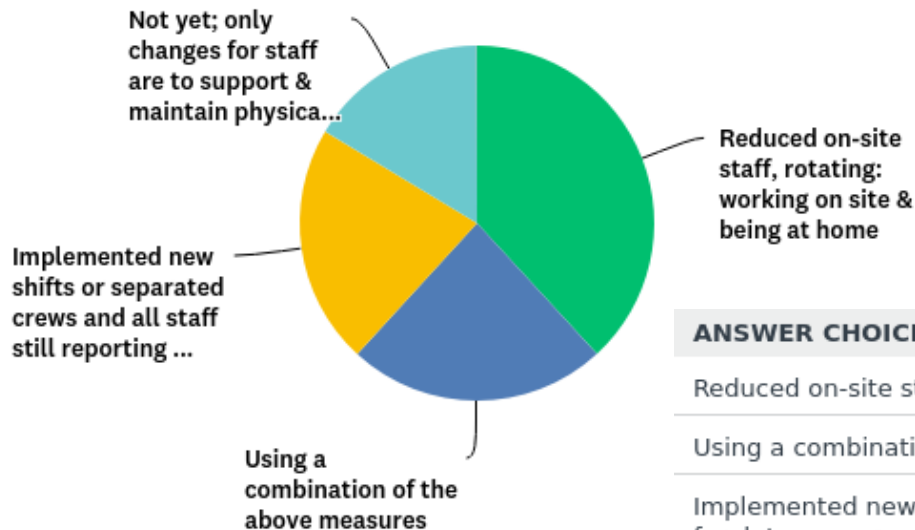
# Continuity of Water and Wastewater Services during COVID-19

**Business Continuity Impacts (5 Questions)**  
**Impact to Operational Activities (6 Questions)**  
**Financial Impacts (1 Question)**  
**Training Compliance (1 Question)**

April 9, 2020

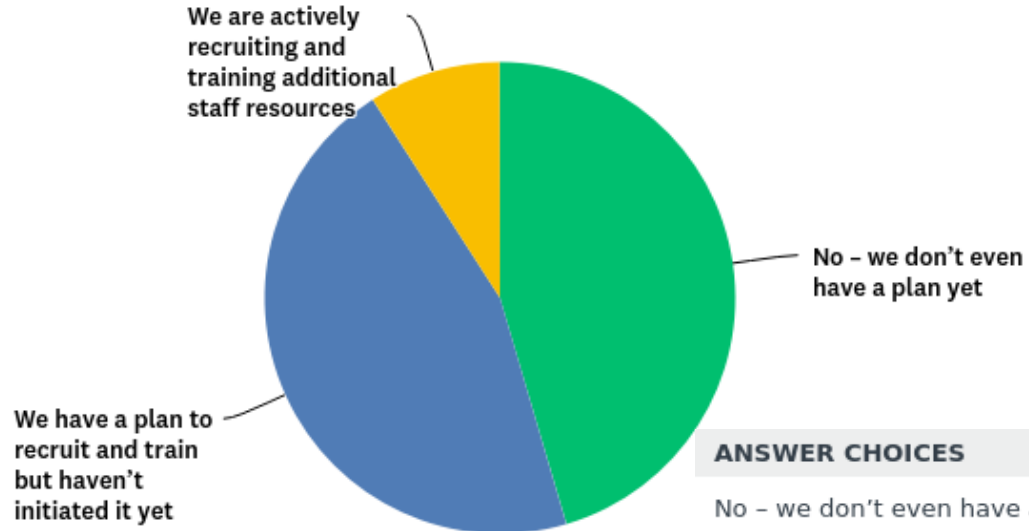


# Q1: Has COVID-19 caused you to change how you currently manage front-line operations key staff in support of operational resiliency?



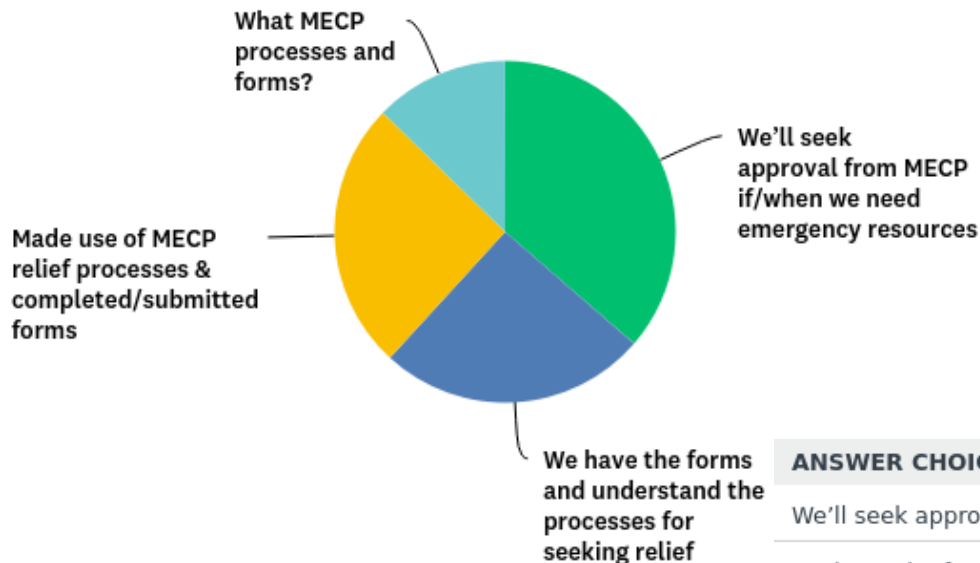
ANSWER CHOICES	RESPONSES	
Reduced on-site staff, rotating: working on site & being at home	38.18%	21
Using a combination of the above measures	23.64%	13
Implemented new shifts or separated crews and all staff still reporting for duty on normal schedules	21.82%	12
Not yet; only changes for staff are to support & maintain physical distancing and standard protective measures (PPE)	16.36%	9
Having our staff shelter on site	0.00%	0
<b>TOTAL</b>		<b>55</b>

# Q2: Has COVID-19 prompted your municipality / utility to recruit and train resources to supplement operations staff if staff gets sick or is in self-isolation?



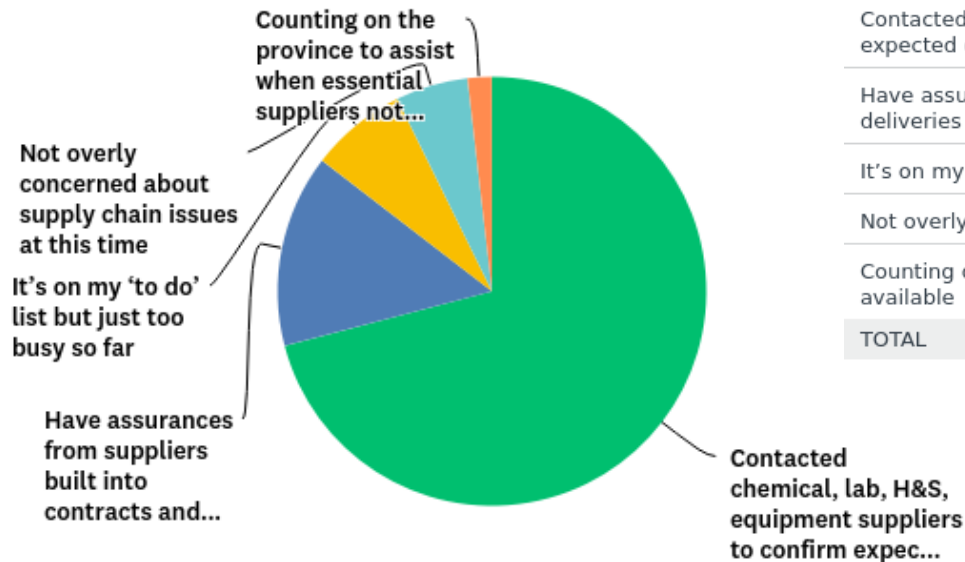
ANSWER CHOICES	RESPONSES	
No - we don't even have a plan yet	45.45%	25
We have a plan to recruit and train but haven't initiated it yet	45.45%	25
We are actively recruiting and training additional staff resources	9.09%	5
We'd like to but don't know where or how to look for emergency relief resources	0.00%	0
<b>TOTAL</b>		<b>55</b>

### Q3: Our organization fully understands the MECP processes to seek emergency relief resources and have access to the correct forms:



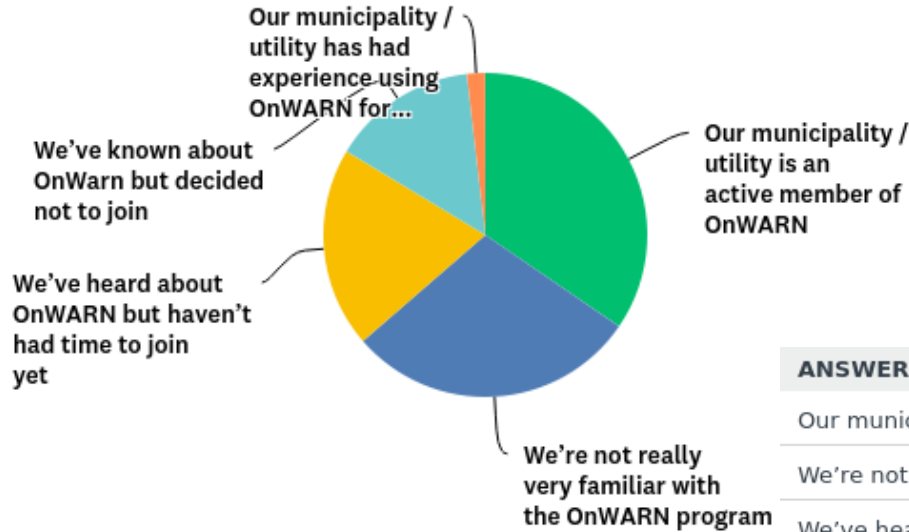
ANSWER CHOICES	RESPONSES	
We'll seek approval from MECP if/when we need emergency resources	36.36%	20
We have the forms and understand the processes for seeking relief	25.45%	14
Made use of MECP relief processes & completed/submitted forms	25.45%	14
What MECP processes and forms?	12.73%	7
<b>TOTAL</b>		<b>55</b>

# Q4: Have you checked into possible supply chain problems to confirm delivery of essential inputs?



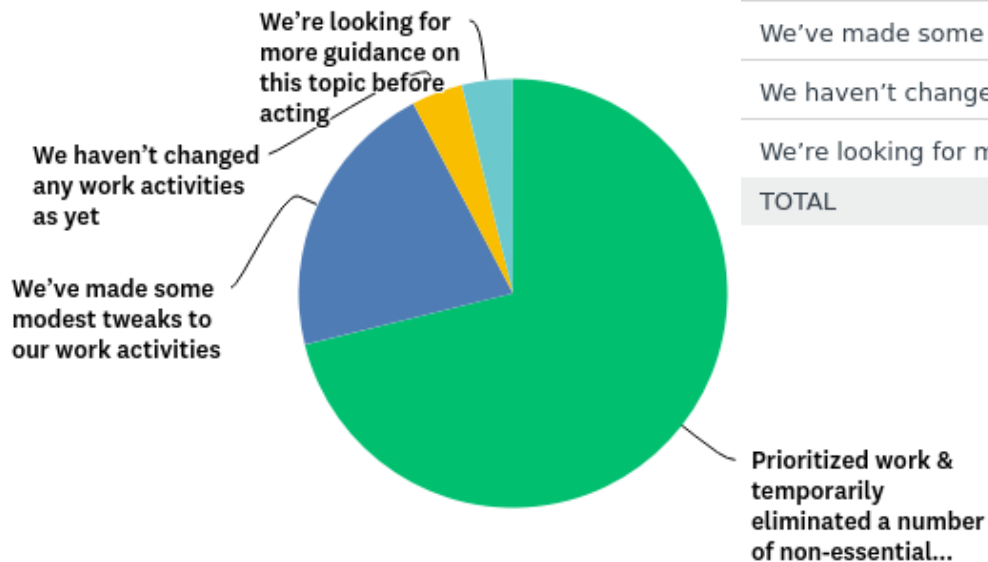
ANSWER CHOICES	PERCENTAGE	COUNT
Contacted chemical, lab, H&S, equipment suppliers to confirm expected deliveries of essential inputs	70.91%	39
Have assurances from suppliers built into contracts and confirming deliveries of essential inputs	14.55%	8
It's on my 'to do' list but just too busy so far	7.27%	4
Not overly concerned about supply chain issues at this time	5.45%	3
Counting on the province to assist when essential suppliers not available	1.82%	1
TOTAL		55

# Q5: OnWARN (Water / Wastewater Agency Response Network) can be helpful in preparing for and managing through natural or human-caused emergencies like Covid-19:



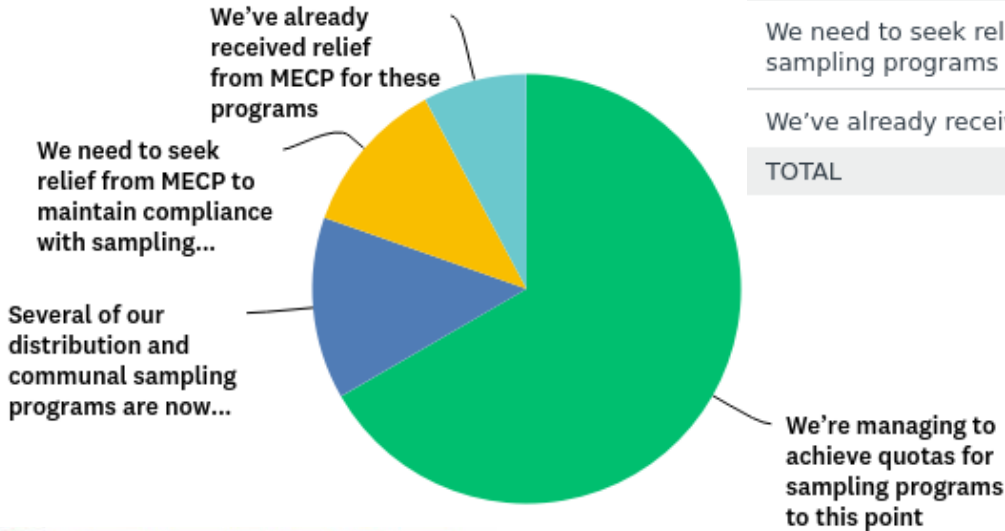
ANSWER CHOICES	RESPONSES	
Our municipality / utility is an active member of OnWARN	34.55%	19
We're not really very familiar with the OnWARN program	29.09%	16
We've heard about OnWARN but haven't had time to join yet	20.00%	11
We've known about OnWarn but decided not to join	14.55%	8
Our municipality / utility has had experience using OnWARN for assistance	1.82%	1
<b>TOTAL</b>		<b>55</b>

## Q6: Has your municipality/utility temporarily changed or suspended any work activities because of COVID-19?



ANSWER CHOICES	RESPONSES
Prioritized work & temporarily eliminated a number of non-essential activities	71.15% 37
We've made some modest tweaks to our work activities	21.15% 11
We haven't changed any work activities as yet	3.85% 2
We're looking for more guidance on this topic before acting	3.85% 2
TOTAL	52

## Q7: Is the COVID-19 based closure of public buildings, restaurants, and distancing requirements affecting your communal and household sampling and testing programs?

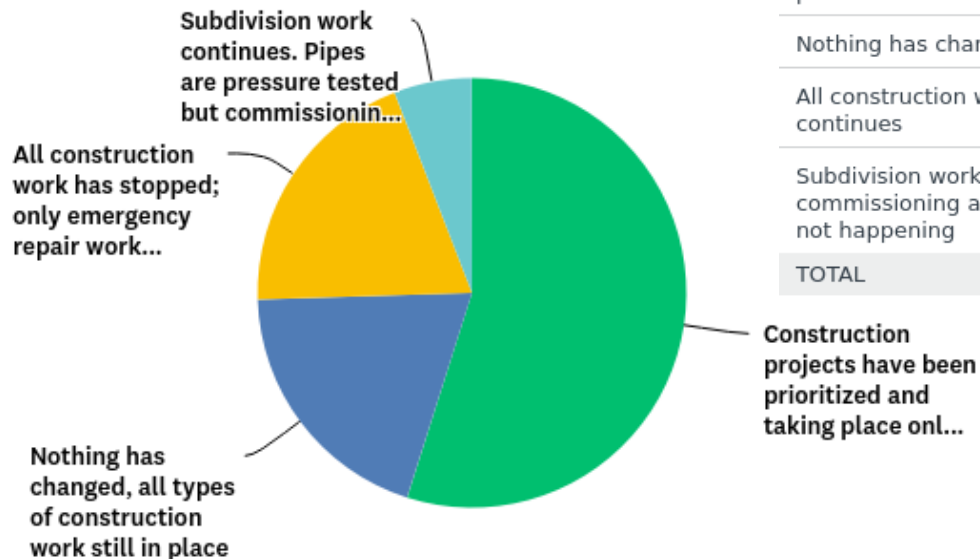


ANSWER CHOICES	RESPONSES
We're managing to achieve quotas for sampling programs to this point	66.67% 34
Several of our distribution and communal sampling programs are now unworkable	13.73% 7
We need to seek relief from MECP to maintain compliance with sampling programs	11.76% 6
We've already received relief from MECP for these programs	7.84% 4
TOTAL	51

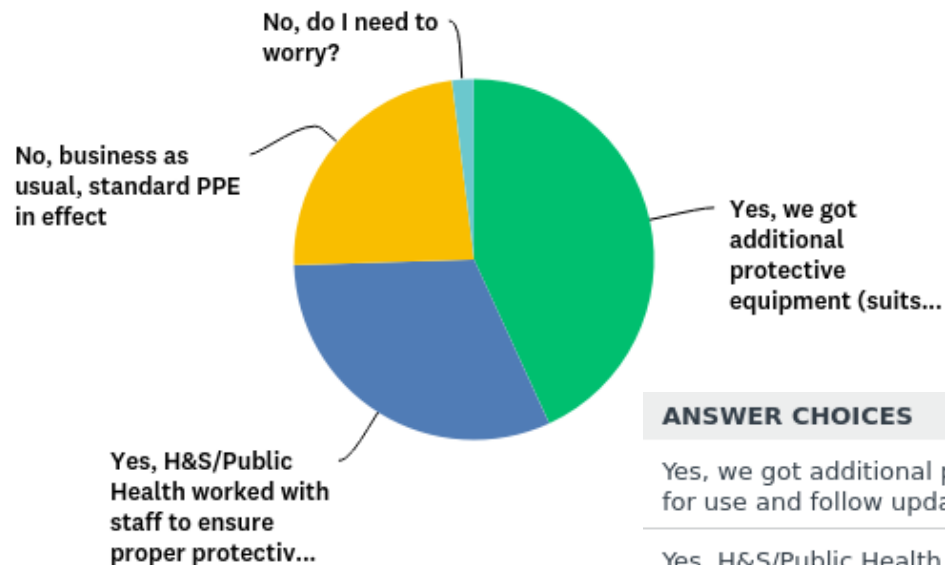


## Q8: In light of essential work being defined by the province, what type of construction activities are still ongoing in your region/city/township?

ANSWER CHOICES	RESPONSES
Construction projects have been prioritized and taking place only if the risk of stopping work is presumed greater than continuing (proper protective measures in place)	54.90% 28
Nothing has changed, all types of construction work still in place	19.61% 10
All construction work has stopped; only emergency repair work continues	19.61% 10
Subdivision work continues. Pipes are pressure tested but commissioning and connection to our water and wastewater system is not happening	5.88% 3
<b>TOTAL</b>	<b>51</b>

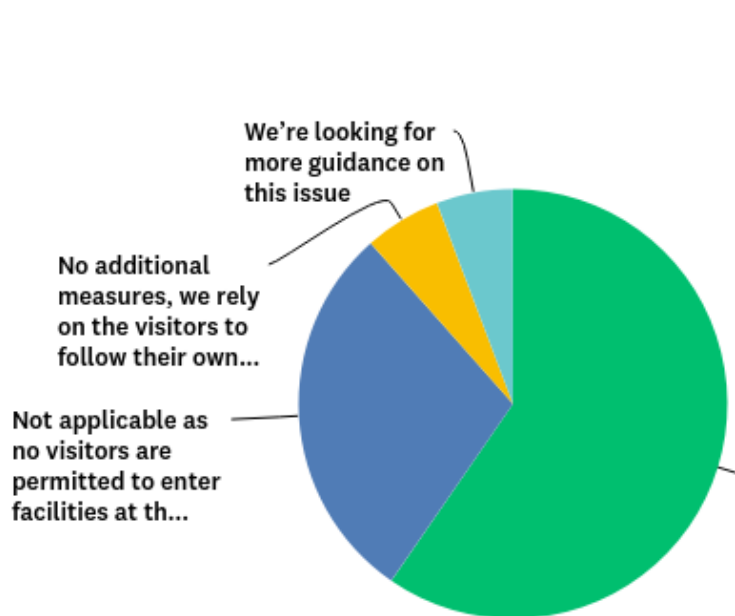


## Q9: Has your organization equipped front line wastewater staff with additional direction on PPE measures?



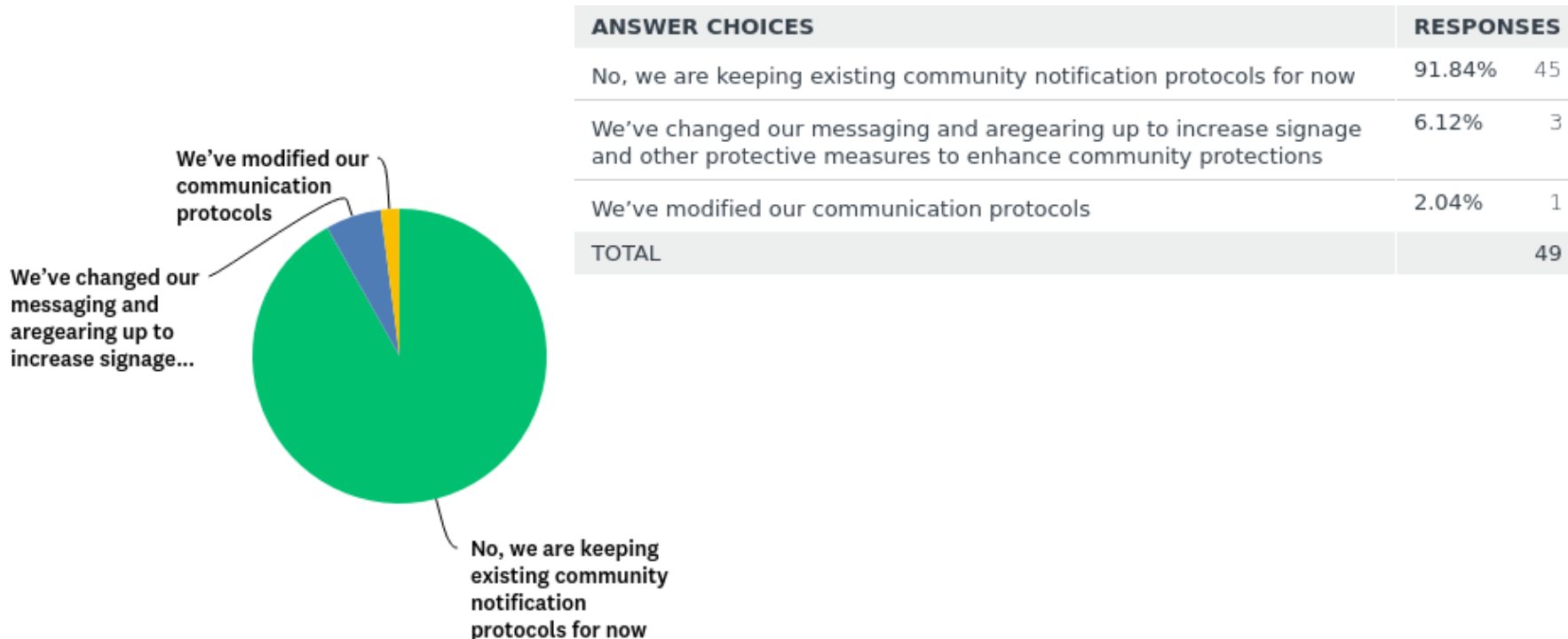
ANSWER CHOICES	RESPONSES	
Yes, we got additional protective equipment (suits, facial shields etc.) for use and follow updated safety procedures	43.14%	22
Yes, H&S/Public Health worked with staff to ensure proper protective gear is available and staff trained on its use	31.37%	16
No, business as usual, standard PPE in effect	23.53%	12
No, do I need to worry?	1.96%	1
<b>TOTAL</b>		<b>51</b>

# Q10: What additional measures do you have in place to allow visitors (contractors) access to facilities to allow essential or emergency capital and maintenance projects to continue?

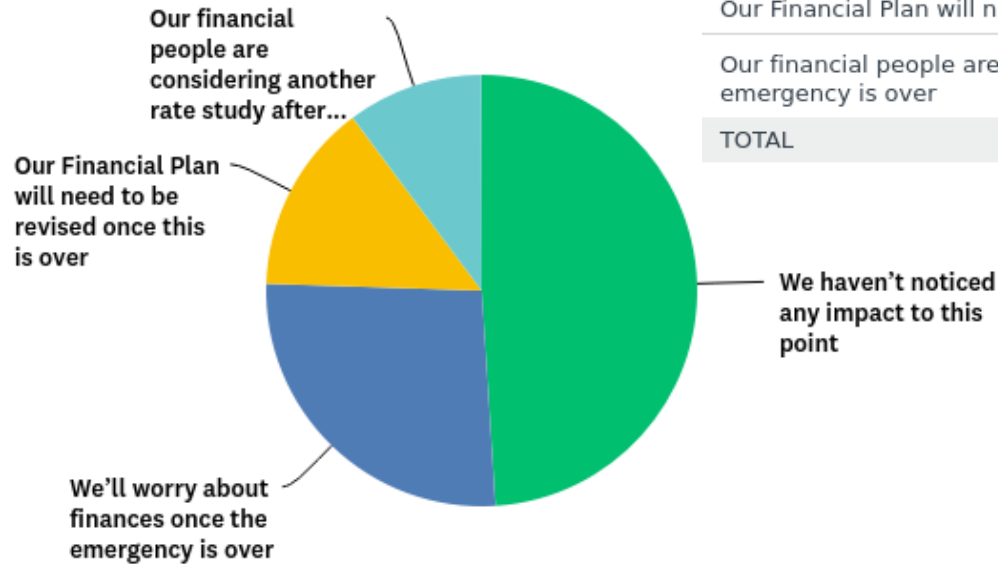


ANSWER CHOICES	RESPONSES	
Visitors are required to submit their COVID -19 Policies & sign a screening form (such as those based on the Ministry of Health Screening Checklist)	59.62%	31
Not applicable as no visitors are permitted to enter facilities at this time	28.85%	15
No additional measures, we rely on the visitors to follow their own corporate COVID-19 policies	5.77%	3
We're looking for more guidance on this issue	5.77%	3
<b>TOTAL</b>		<b>52</b>

# Q11: Has COVID-19 impacted your community notification protocols for wastewater spills and bypass events?



## Q12: The COVID-19 emergency and cost relief programs for ratepayers may impact our cash flow and revenues:



ANSWER CHOICES	RESPONSES
We haven't noticed any impact to this point	48.98% 24
We'll worry about finances once the emergency is over	26.53% 13
Our Financial Plan will need to be revised once this is over	14.29% 7
Our financial people are considering another rate study after the emergency is over	10.20% 5
TOTAL	49

# Q13: Will Covid-19 challenge your municipality/utility in complying with staff training criteria in 2020?



## ANSWER CHOICES

## RESPONSES

Looking for more distance and online courses to help some staff meet quotas needed for pending certificate/licence renewals but we're OK otherwise

68.00% 34

Shouldn't be much of an issue for our team

14.00% 7

Hoping for some form of MECP relief measures for this year

14.00% 7

Our water folks are OK but meeting wastewater staff training quotas will surely be a challenge

4.00% 2

TOTAL

50

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Thank you

