



1

# Utility Leadership Considerations in Resuming “Normal” Operations

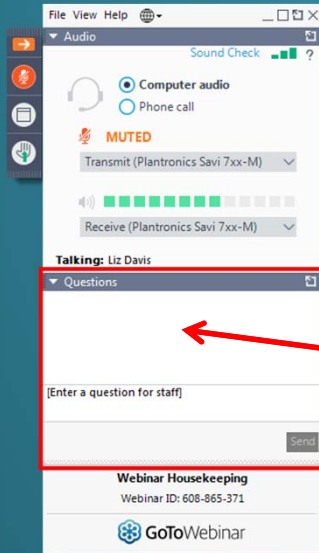
Thursday June 11, 2020

1:00 – 2:30 PM ET



2

## How to Participate Today



- **Audio Modes**
  - Listen using Mic & Speakers
  - Or, select "Use Telephone" and dial the conference (please remember long distance phone charges apply).
- **Submit your questions using the Questions pane.**
- **A recording will be available for replay shortly after this webcast.**

3

## Today's Panel



**Michael Martin**  
Milwaukee Metropolitan  
Sewerage District  
(Moderator)



**Todd Swingle**  
Toho Water  
Authority



**Lisa Wilson-Davis**  
City of Boca-Raton



**Bruce Husselbee**  
Hampton Roads  
Sanitation District

4

# UTILITY COVID-19 RESPONSE



bringing you life's most precious resource



5

## About us



Osceola  
County

**110,000+**

connections  
and growing



**300+**

workforce



**13**

water plants producing

**37.5**

million gallons daily

**8**

wastewater  
plants reclaiming

**27**

million gallons daily

- Gravity mains - 939 miles
- Force mains - 330 miles
- Manholes - 23,632
- Lift stations - 427
- Valves - 2,163



Five-member board responsible  
for approving operating  
policies and a

**\$124 million**

operating budget



bringing you life's most precious resource



6

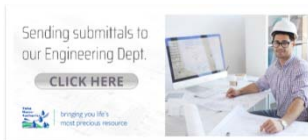
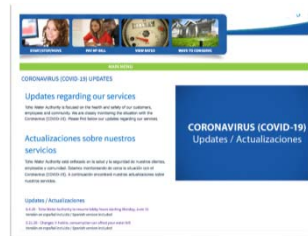
# Communication highlights

## INTERNAL



bringing you life's most precious resource

## EXTERNAL



## SOCIAL



7

# Customer value



bringing you life's most precious resource



8

# Our approach

## ADAPT



## COMMUNICATE



## CARE



bringing you life's most precious resource



9



bringing you life's most precious resource

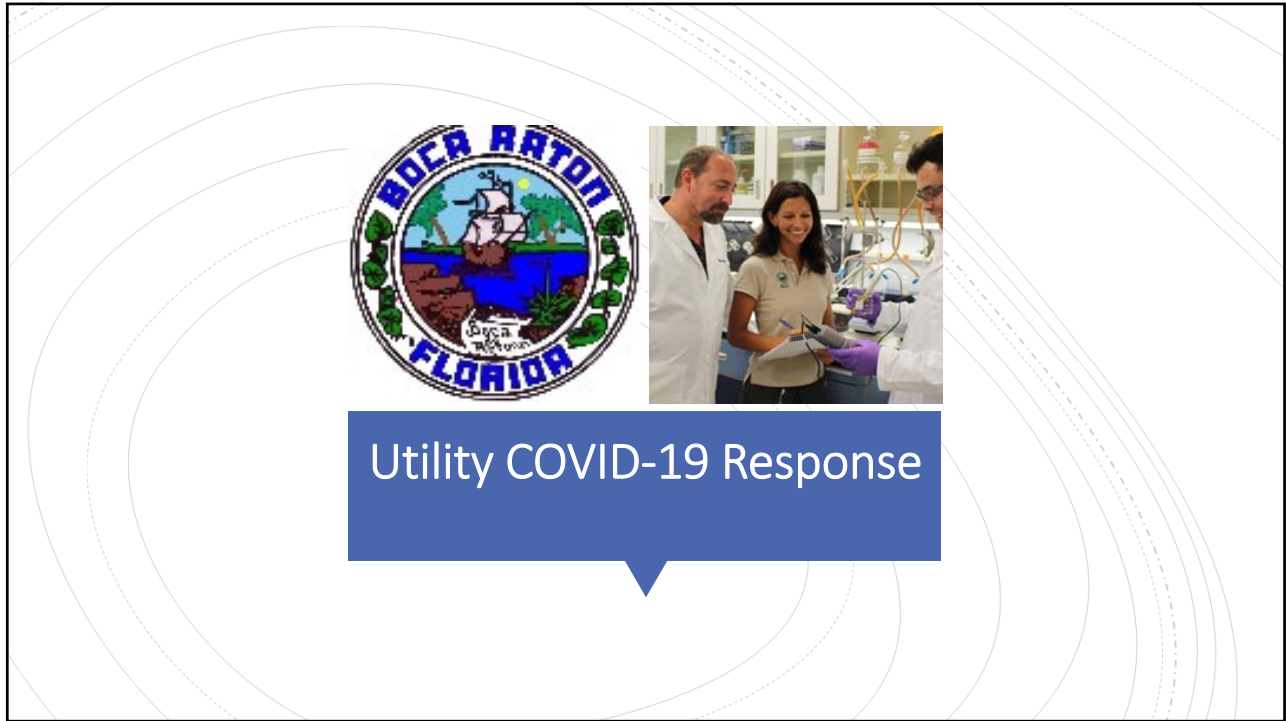
### Contact Information

Todd Swingle, P.E.  
Toho Water Authority, Executive Director  
FWEA Utility Council, Board Member  
WEF Utility Management Committee Chair  
tswingle@tohowater.com

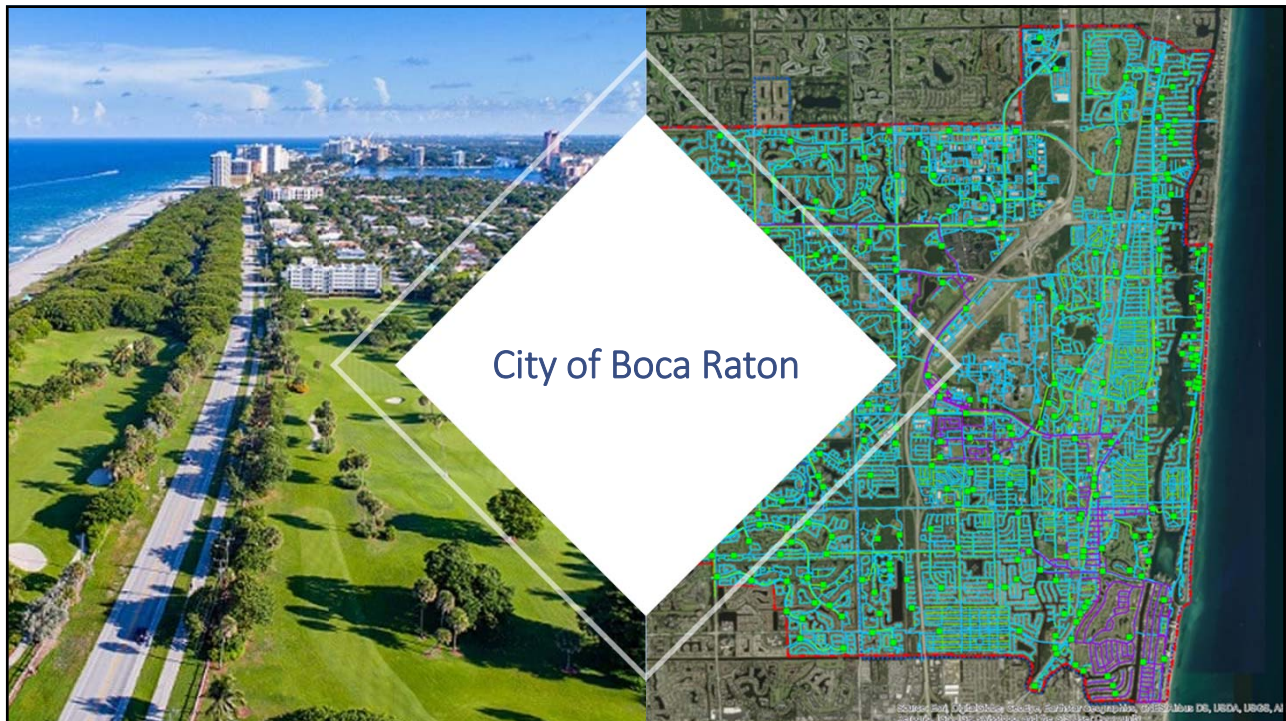


10





11




12

# Utility Services

*Population Served – 130,000  
37,000 Connections*

- 179 Team members**
  - Includes funding of 15 Customer Service positions
- Four Treatment Plants**
  - Lime Softening (30 MGD)
  - Membrane Softening (40 MGD)
  - Wastewater Treatment (17.5 MGD)
  - Reclaimed Water Treatment (17.5 MGD)
- Distribution and Collection Systems**
  - 700 miles of water distribution
    - 52 wells (source is Biscayne Aquifer)
  - 506 miles of sewer collections
    - 242 lift stations
    - 112 miles of force mains
  - 43 miles of reclaimed water distribution
- Notables**
  - Designated 100% Reuse Facility
  - Biosolids Pelletization Facility (Joint venture with SWA and other utilities)
  - Membrane Concentrate Blending
  - iSIP – Innovative Sustainable Infrastructure Program




13

## So how will we ....



- Maintain our level of service?
- Manage timekeeping?
- Address team member personal impacts?
- Manage projects?
- Compensate team members?
- Manage billing?
- Protect team members?
- Obtain chemicals/supplies?
- Provide "new" tools needed?
- Manage travel and training?
- Keep team members informed?

14

**UTILITY SERVICES**

**Department Regarding Boca Raton's Water and Wastewater Services**

The COVID-19 Pandemic is an urgent issue that is affecting everyone in our community, our nation and our world. As a result, the City has taken unprecedented actions to protect the health, safety and welfare of our residents. As a local government provider of public services, programs and facilities, we are continuing to monitor the COVID-19 information coming from the Centers for Disease Control and Prevention (CDC), the Florida Department of Health (FDOH) and the United States Environmental Protection Agency (USEPA). We want you to know the safety of your water and wastewater services is our priority.

The City has a strong track record of preparing for emergencies, including a potential pandemic.


**As a result, the Utility Services Department:**

- Has implemented proactive asset management programs, including infrastructure assessments and upgrades, that have established automation and redundancy in our systems.
- Continues to use filtration and disinfection to remove or kill viruses including COVID-19.
- Is continuously monitoring to ensure the water produced, as well as the water returned to the environment, is safe.
- Has implemented ongoing safety measures for our critical

## Relief Grant Program Now Accepting Applications


On May 27, 2020, the Boca Raton City Council authorized a \$500,000

**Preparing Your Building for Reopening - Water System Flushing**



Refreshing the water throughout the system is very important when a large building, complex or group of buildings (system) have not been used or have only had limited water usage for an extended period of time.

TONIGHT at 6PM.

Would you like to participate virtually? 

Learn how on our website.

View agendas and our Quick Start Guide.

[www.myboca.us/1843/Virtual-Meeting-Instructions](http://www.myboca.us/1843/Virtual-Meeting-Instructions)

**CITY OF BOCA RATON**

**VIRTUAL MEETINGS**

Wednesday, May 27  
6pm City Council Regular Meeting

Learn how YOU can participate virtually. **PARTICIPATE FROM WHEREVER YOU ARE**

# Getting the message out

15

## FSAWWA WUC and FWEA UC Weekly COVID-19 Calls

- Evolved from weekly legislative calls
- Included FlaWARN
  - Distribution of masks from EPA
- Developed standard agenda topics
  - Communications
  - Staffing
  - Disconnects/Billing/Rates
  - Lab
    - Sampling/Analysis
  - Supplies
    - Chemical
    - PPE
  - Equipment
  - CIP Projects
- Conducted survey of utilities
  - Billing
  - Customer Services/Meter Reading
  - Staffing
  - Hurricane Preparation

**Discussions and Coordination**

- Screening
- Emergency Orders
- Florida Water and Wastewater Utility Federal Assistance Request
- Letter to Florida Surgeon General Regarding Prioritized COVID-19 Testing for Essential Water and Wastewater Workers
- Impacts on Hurricane Preparation
- Water Restrictions
- Wastewater sampling for COVID-19 RNA
- Preparing Building Plumbing Systems for Re-opening
- Transitioning to full workforce




16



## Moving Forward

- **Team members**
  - “At Risk”
  - Screening
- **Workforce**
  - Hiring/Cuts
  - Unions
  - Hours/Shifts
- **Workspace**
  - Common areas
  - Telecommuting
- **Training and Travel**
  - Business
  - Personal
- **Vehicles**
- **Meetings**
  - Internal/External
- **Personal Contingency Plans**
- **COVID-19 + Team Members**
- **Construction Projects**
- **Natural Disasters**
  - Utility Response
  - Mutual Aid
- **Public Relations**
- **Managing Fiscal Impacts**
  - Staffing
  - Rates

17

**Contact Information**

Lisa M. Wilson-Davis  
 City of Boca Raton Utility Services  
 Operations & Regulatory Compliance Manager  
 FWEA Utility Council, Board Member  
 FSAWWA WUC Legislative Chair  
[lwilsondavis@myboca.us](mailto:lwilsondavis@myboca.us)

18



## Utility COVID-19 Response June 11, 2020

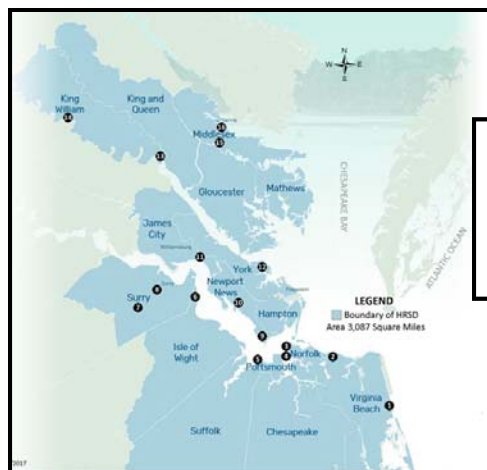


Bruce W. Husselbee, P.E.

19

## HRSD Information

HRSD provides service to 18 cities and counties of southeast Virginia, an area of over 3,087 square miles with a population of 1.7 million.



HRSD Service Area A Political Subdivision of the Commonwealth of Virginia	
Facilities include the following:	Serving the Cities of
1. Atlantic, Virginia Beach	Chesapeake, Hampton,
2. Chesapeake, Elizabeth, Va. Beach	Newport News, Norfolk,
3. Army Base, Norfolk	Providence, Portsmouth, Suffolk,
4. Virginia Initiative, Norfolk	Virginia Beach, Williamsburg and the
5. Nanamoud, Suffolk	Counties of Gloucester,
6. Lawnes Point, Smithfield	King William, KingWilliam County
7. County of Surry	Isle of Wight, James City,
8. Town of Surry	King and Queen, King William,
	Mathews, Middlesex, Surry* and York
	*Excluding the Town of Greenport
9. Boat Harbor, Newport News	
10. James River, Newport News	
11. Williamsburg, James City County	
12. York River, York County	
13. West Point, King William County	
14. King William, KingWilliam County	
15. Central Middlesex, Middlesex County	
16. Urbanna, Middlesex County	



20

## COVID-19 Impacts

### Customers:

- HRSD has delayed a planned rate increase for one year
- Number of customers falling behind on paying their utility bill has more than doubled from last year



21

SD

21

## COVID-19 Impacts

### Staff:

- Previous automation of all business processes
  - ERP (Time Sheets, E-Bidding, etc.)
  - Unifier (Project Management)
  - Infor (CMMS / Asset Management)
  - Skype/Zoom/MS Teams
- Telework, Telecommuting, Teleconferencing (1/3 of staff working from home)
- Weekly web-meeting with senior leadership, twice weekly e-mail updates from GM and lunch provided for telework staff who want to connect with colleagues
- No positive cases of COVID-19 to date



22

SD

22

## COVID-19 Impacts

### Consultants:

- Remote work (collaboration very common)
- Larger firms – Limited impacts
- Smaller firms – Some impacts



**NOTICE OF ESSENTIAL WATER AND WASTEWATER UTILITY AND SUPPORTING CONTRACTOR EMPLOYEE STATUS**

This Notice of Essential Water and Wastewater Utility or Supporting Contractor Employee Status identifies the bearer of this letter \_\_\_\_\_ accompanied by appropriate identification, as an employee performing essential job functions for continuity of the water and/or wastewater utility system including on-going design, construction and construction inspection services supporting provision of utility services necessary to protect public health. As such, it is necessary that the named employee be able to proceed to work, conduct any and all functions of his/her job in whatever setting required, and to return home after work.

This Notice is issued consistent with the U.S. Department of Homeland Security's (DHS) identification of the water and wastewater sector as one of 19 critical infrastructure areas providing a vital service to the nation as specified in DHS-Cybersecurity and Infrastructure Security Agency's Guidance on the Essential Critical Infrastructure Workforce: Ensuring Community and National Resilience in COVID-19 Response Version 2.0 (March 28, 2020). For more information, please refer to: <https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>

This notice is issued due to the restrictions on travel and congregation issued by federal, state and local governmental authorities pertaining to the COVID-19 virus, such as "shelter in place," "stay-at-home" and similar other orders, declarations, advisories, and regulations.

**VERIFICATION CONTACT:** \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Email: \_\_\_\_\_

Authorized and approved April 9, 2020.



Ted Hinkle, P.E.  
General Manager

PO Box 5882, Virginia Beach, VA 23221-0882 | 757-600-1000

Construction: Frederick R. Deibel, P.E., O&M: Michael P. Lynch, P.E., O&M: Michael S. Stone, Stephen J. Rodriguez • Utility Services: G. • Electrical: \_\_\_\_\_  
[www.hrsd.com](http://www.hrsd.com)



23

23

## COVID-19 Impacts

### Contractors:

- Adjusting to CDC Guidelines including:
  1. **No physical contact.**
  2. **Maintain 6' separation unless absolutely necessary to come in closer contact.**
  3. **Limit meetings of employees to 10 or less, maintaining 6' separation.**
  4. **Wash your hands often, and/or use hand sanitizer, especially after being in high traffic areas.**
  5. **Avoid touching your face, mouth, nose or eyes.**
  6. **Cover your mouth if you sneeze or cough with a tissue (or use the inside of your elbow).**
  7. **Use bottled water or water brought from home (no community coolers).**
  8. **Keep work surfaces, work areas, tools and vehicle interior surfaces clean and sanitized.**
  9. **Don't ride in the same vehicle with others.**
  10. **Do not come to work if you are sick. Stay home, call your doctor, and let your supervisor know immediately if you believe that you have symptoms consistent with COVID-19.**
- Force Majeure letters from some contractors – Supply Chain Concerns

24



24



---

## COVID-19 Impacts

---

Goal: Regional microbiological study that fully captures the rise and fall of COVID-19 cases

Objectives:

1. Describe the trends in SARS-CoV-2 occurrence
2. Assess the 'true' prevalence of COVID-19
3. Sample at multiple locations within the region



6



25

---

## COVID-19 Impacts

---

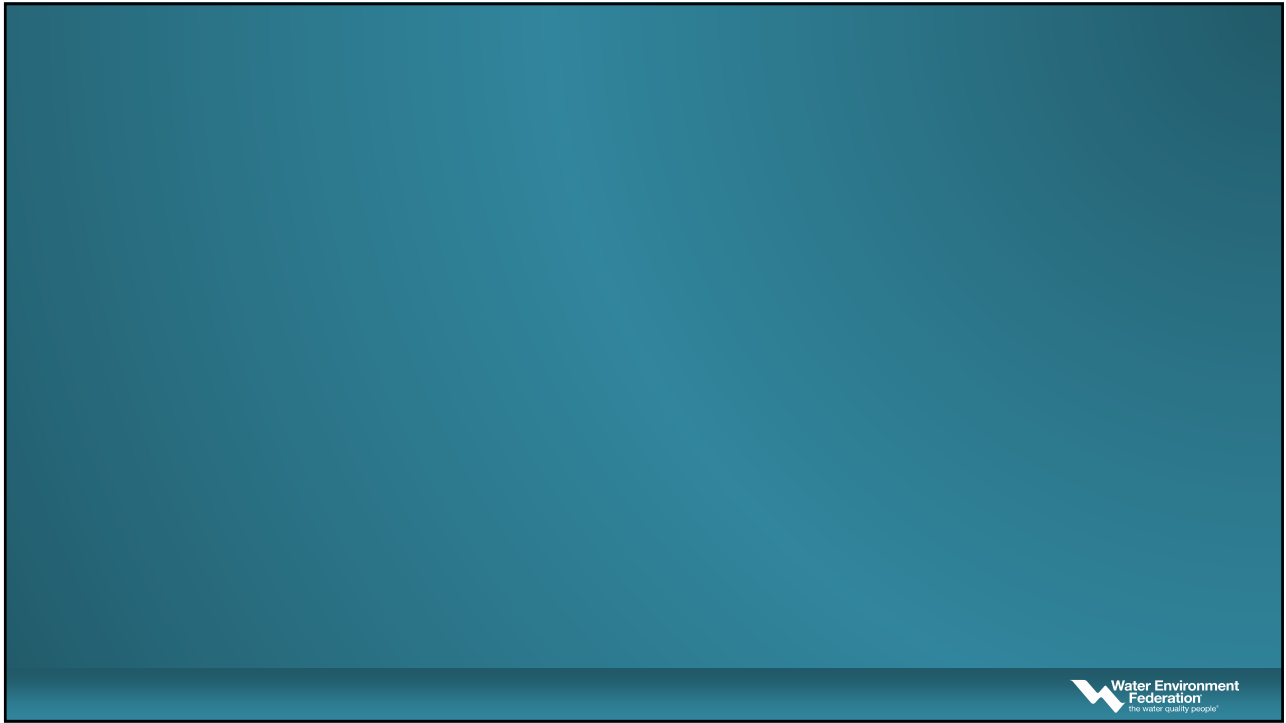
Other Issues:

- Contractors still aggressively bidding work
- Relaxed contractor work hours on a project due to limited traffic
- Real Estate acquisition becoming more challenging
- Some project delays are likely

26



26



27