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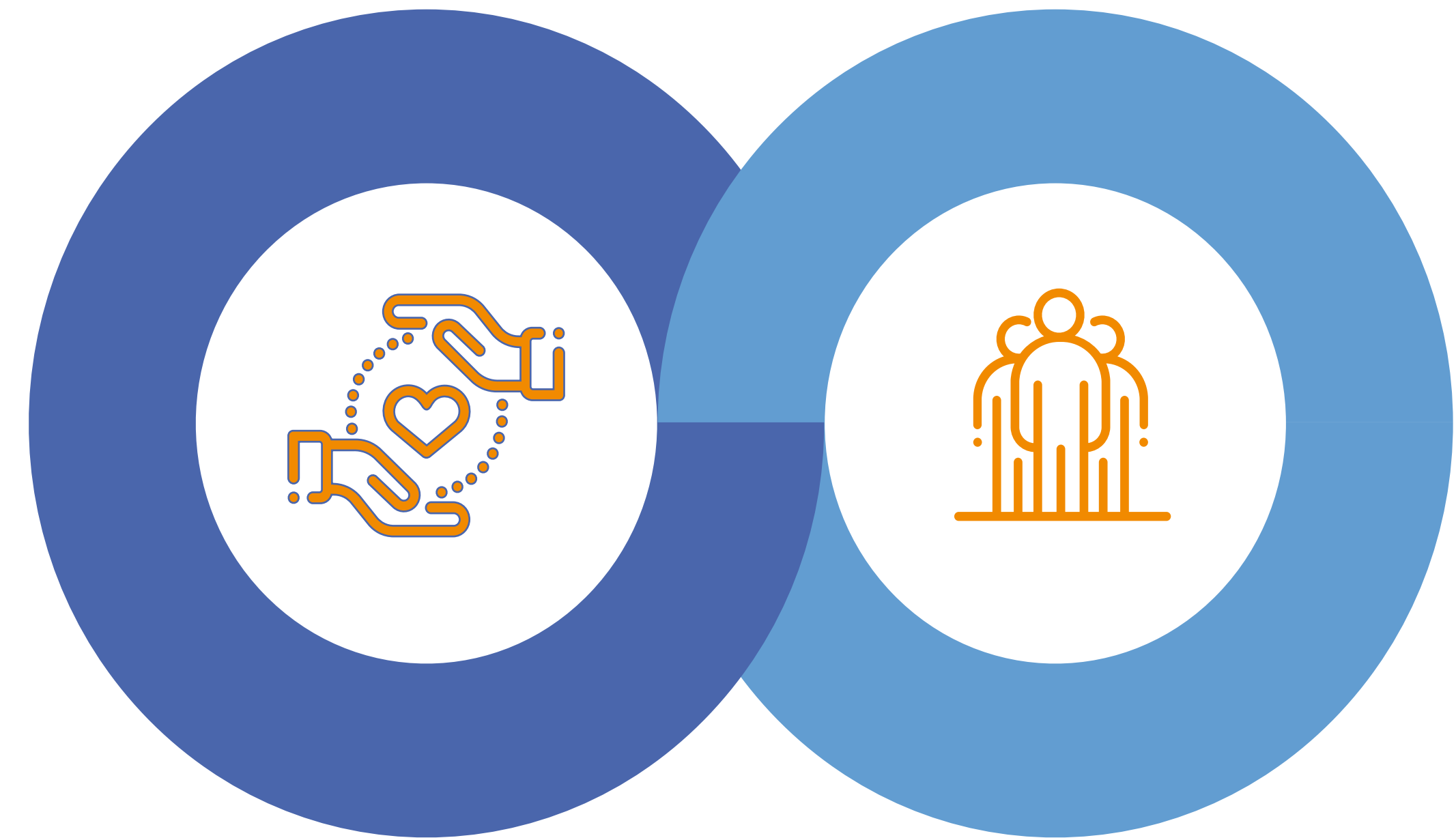
COVID-19 Response



TOPIC: Work Scheduling/Communication

How has your organization addressed social distancing while maintaining critical infrastructure via staffing, service and repairs?

What procedures/precautions have been implemented to protect those reporting to work as usual?



TOPIC: Financial Impacts

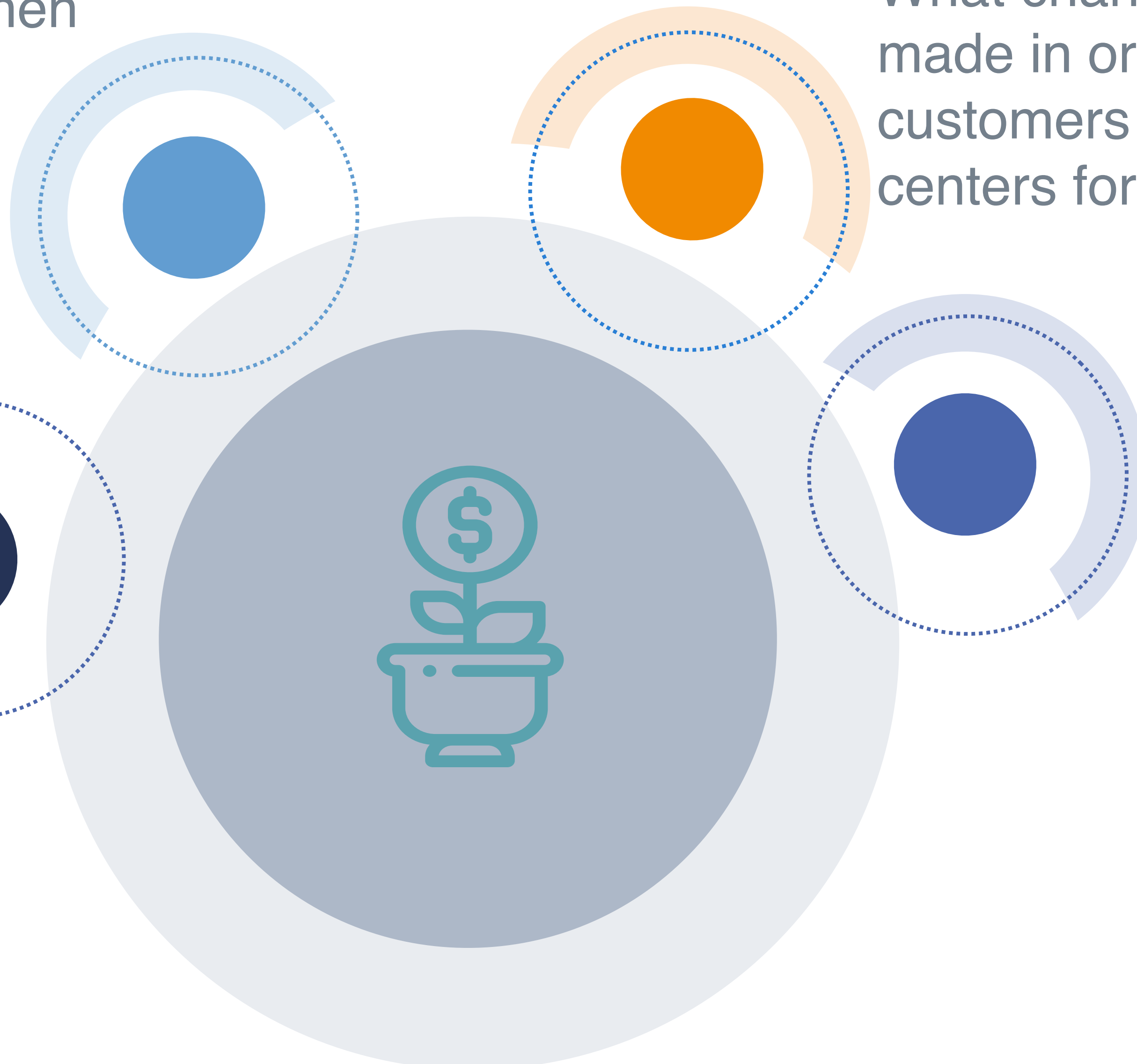
What did you consider and then implement to provide immediate financial relief to customers

Who are unable to pay?

What long-term impacts do you anticipate?

What changes, if any, have you made in order to accommodate customers that use service centers for bill pay?

How have changes in revenue streams, such as sales taxes and rate payers, impacted your organization?



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TOPIC: Long-Term Approaches



Can you provide some examples of how long-term planning and emergency response procedures have changed in lieu of COVID-19?



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TOPIC: Lessons Learned

Discuss two significant lessons learned from this event that will aid in future planning and preparedness.



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