

Coronavirus Update

Board of Directors

June 23, 2020

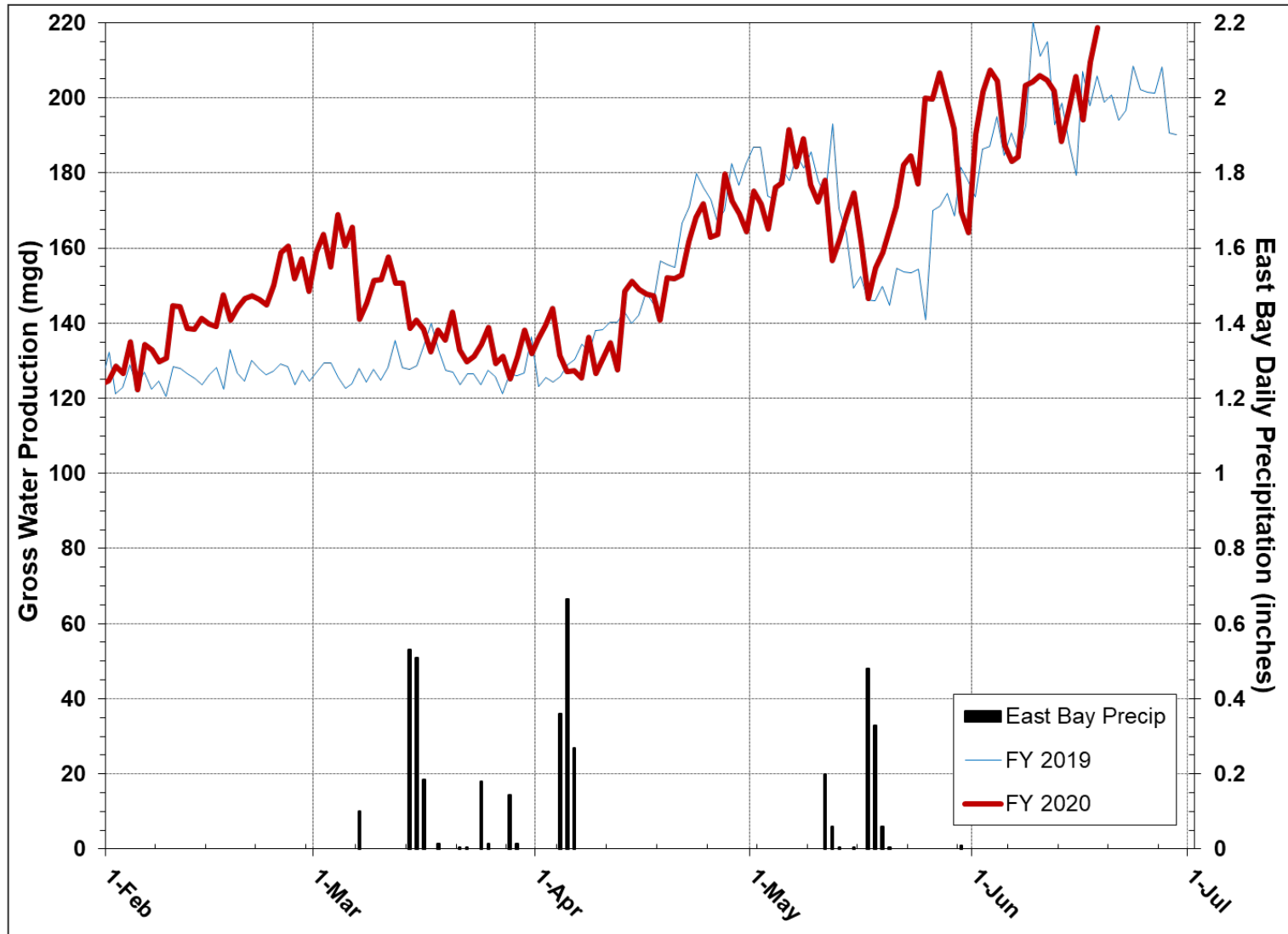
Customer Water Service



| Item | Count |
|---------------------------------------|--------|
| Customers needing service restoration | 10 |
| Payment plans/extensions granted | 5,436 |
| Late fees waived | 1,200 |
| 48-hour notices withheld | 26,614 |

- Late payment penalties
 - Since March 12, approximately \$415,000 in late payment penalties on 68,824 accounts
- 7,600 accounts with un-submitted payments
- CAP applications
 - 7,630 active CAP participants through June 15
 - 10% growth compared to early 2020

Water Demand



Protective Equipment Delivered from FEMA and Cal OES



- District receiving personal protective equipment from federal and state agencies
- To date, District received
 - 15,620 cloth masks, 10,000 surgical masks, 35,000 bottles of sanitizer, and sanitizer dispensing pumps
 - Face shields and thermometers requested



District's Reconstitution Plan



- Return to normal operations as shelter-in-place order is incrementally lifted
- Transition will take months to over a year
- Plans include latest safety guidelines
- Construction and maintenance reinitiated in mid-May
- Interior building cubicle modifications will be completed in July
- Parking plan developed

Examples of cubicle modifications



Plexiglass added to help counters



Plexiglass extensions added to existing cubicle clusters

Alameda County Order



- Updated June 5 (differs from Contra Costa County and other Bay Area counties)
- Addresses office workspace and field activities
 - Enhanced self check protocols and safety plans
 - Face coverings generally required anytime outside of home (statewide requirement now)
 - Construction project now defined as a crew of 20 or more (up from 5)
- When local county orders differ, District will follow more protective protocol

District Safety Guidelines



- Safety plans specific to each work site
- PPE and personal hygiene supplies
- Screening checklist
- Safety training
- Modifications to existing work practices
- Office space modifications
- Required signage at work sites
- Contact tracing and quarantining of employees when employee tests positive

Questions

