

Pandemic Tips and Suggestions

Updated: March 24, 2020

- **TAKE A STEP BACK (literally and figuratively)**
- **DO NOT PANIC: Take a step back, relax, & think**

- Review & update your ERPs to include backup supply chains, i.e. fuel, chemicals, etc.
- Ensure secondary operations are in place: backup operators, etc.
 - Contact the Alliance if you are willing to be placed on a list to help neighboring communities
 - Contact the Alliance if you need help filling in for sick operators
- Evaluate and defer work orders: possibly suspend if not critical or if it requires entering into customer home or business.
- As of 3/19/2020 Governor Holcomb issued an [Executive Order](#) prohibiting the discontinuation of water and wastewater services to any customer in the state.
 - Governor Holcomb recommends suspending late fees, and disconnect fees during the state of emergency.
- Consider proper PPE if emergency requires entering home or business. (Ask local health officials and/or medical professionals)
- Consider dispatching personnel from home and not require reporting to office or work areas.
- Consider mutual aid agreements (i.e.MAA on www.inwarn.org)
- Encourage or require payments online, via mobile, through drop box or drive up but not in person transactions. (Consider closing offices to the public.)
- Be sensitive regarding asking about illness in person or over phone.
- Be more conscious of your surroundings and people around you.
- Be mindful of separation distances when dealing in person. Asking others to take a step back during transactions is acceptable.

- Use judgement as to whether individual looks or acts sick when engaging with them.
- Use sanitizer liberally. (Consider making your own sanitizers if you can't purchase them. Check our Facebook page.)
- Periodic disinfection of offices, i.e. door handles, counter tops, etc
- Contact your IDEM inspector when crisis hits your utility.

IMPORTANT CONTACT INFO:

Alliance of Indiana Rural Water: Sherri Winters - COVID-19 & CYBERSECURITY QUESTIONS
 Ph. Normal Working Hours 317-789-4200 or 888-937-4992
 Ph. 24 Hours 317-408-4284
 Email swinters@inh2o.org

INWARN: Jaimie Foreman - COVID-19 Operational Issues
 Phone 317-379-3115
 Email jforeman@carmel.in.gov

IDEM: DW Branch desk 317-234-7430 (normal working hours)*
 Use the link below to contact your inspector after normal working hours and Travis Goodwin for cybersecurity!
<https://www.in.gov/idem/cleanwater/2331.htm>

IDEM: Wastewater Jason House - COVID-19 Operational Issues
 Phone 317-233-0470
 Email jhouse@idem.in.gov