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:**  
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Ph. Normal Working Hours 317-789-4200 or 888-937-4992  
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Jaimie Foreman - COVID-19 Operational Issues  
Phone 317-379-3115  
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**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](https://www.in.gov/idem/cleanwater/2331.htm)

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