



WASHINGTON WATER SERVICE

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Martin A. Kropelnicki
President & CEO

June 11, 2020

Mark Johnson
Secretary
Washington Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

Dear Mr. Johnson:

As a follow-up to our letter sent in March, I would like to take this opportunity to provide you with an update on the steps Washington Water Service (Washington Water) is taking to support employees, customers, and communities during the continuing COVID-19 crisis. In short, we are going to great lengths to keep our customers and workforce healthy.

With more sections of the economy reopening, while we simultaneously face the prospect of increased transmission of COVID-19, we thought it may be helpful to provide a real-world example of how the State's reopening guidance has been implemented to support both our employees and customers.

To this end, I have enclosed a copy of a brief presentation for our employees on the steps we were implementing to maintain a healthy workplace. Given the unprecedented public health emergency we continue to face, please feel free to share these materials with others, as you see fit.

Our coronavirus response efforts were overseen by Gerald Simon, our Chief Safety and Emergency Preparedness Officer. Gerald is the former Fire Chief of the cities of Oakland, Fort Lauderdale, and Santa Clara, as well as an instructor at the California Specialized Training Institute. Gerald leads our Joint Incident Command System (JICS) and Emergency Operations Center (EOC) training exercises. Gerald was supported by a robust team of employees, as well as two medical doctors, including one infectious disease expert from Stanford University, we retained to support our response efforts.

Customer Protections & Assistance

We are proud to report that COVID-19 has not stopped us from serving the nearly 2 million people who rely on us for safe, reliable drinking water service every day. We have also taken a number of steps to assist and protect our customers during the emergency. For example, we

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were among the first water suppliers to voluntarily suspend water service shutoffs for non-payment and we have expanded our interest- and penalty-free payment options for customers. Additionally, the Company will be providing grants to customers who were hit especially hard by the economic fallout from the public health emergency. These Company-funded grants will not affect our customers' rates.

Reintegration of Employees to the Workplace

Our employees take pride in their mission as essential workers. We are providing personal protective equipment, modifying work sites and practices to allow for social distancing, and following evolving recommendations of the Centers for Disease Control and Prevention (CDC), as well as state and local health officials.

For some of our employees, the nature of their jobs allowed them to work remotely since mid-March. We are now working to slowly reintegrate these employees into the workplace. To ensure the continued health and safety of our employees, we are applying the most conservative health measures available to returning workers. For example, prior to each shift, employees have their temperatures taken and go through a brief symptom screening before they enter our facilities. We are also requiring employees to wear facial coverings unless they are alone in an office or other enclosed space.

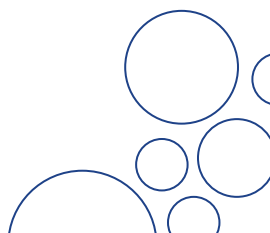
We remain focused on providing a safe, uninterrupted water supply to customers, keeping employees safe, and helping our communities through these unprecedented times. We will continue to monitor the situation closely and provide updates as appropriate.

If you or your staff have any questions about our COVID-19 response efforts or if there is anything we can do to assist you, please do not hesitate to call upon us.

Sincerely,

Martin A. Kropelnicki
President & CEO

Cc: Chair David Danner, Washington Utilities and Transportation Commission
Commissioner Ann Rendahl, Washington Utilities and Transportation Commission
Commissioner Jay Balasbas, Washington Utilities and Transportation Commission





Even though we're 6 feet apart, we're all in this together.

COVID-19 Phase Two & Return to Work Integration Plan

Presented by California Water Service Group Safety Department

Employees are expected to comply with the Worksite Integration Plan in effect at all California Water Service Group sites (which will encompass the items set forth in the subsequent slides)



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COVID-19 History & Timeline

December 31, 2019

World Health Organization (WHO) informed about several cases of pneumonia in Wuhan City, Hubei Province of China with no known cause

January 7, 2020

New type of coronavirus identified and initially named 2019-nCoV

January 21, 2020

First reported case of novel coronavirus reported in United States (Washington)

January 23, 2020

CEO and Safety Chief discuss coronavirus awareness training and next steps

January 27, 2020

Informational email sent by CEO outlining measures put in place in response to 2019-nCoV

January 27, 2020 – February 7, 2020

2019 coronavirus awareness training delivered to all employees

January 30, 2020

First case of person-to-person transmission reported in United States (Chicago, IL)

February 11, 2020

WHO officially changes name of disease to COVID-19



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COVID-19 History & Timeline

February 26, 2020

First instance of community spread reported by CDC (California)

February 29, 2020

CDC announces first COVID-19 related death in United States (Washington)

March 3, 2020

Cal Water begins weekly all-employee coronavirus updates

March 5, 2020

EOC activated at CSS to begin pandemic response

March 11, 2020

WHO officially declares COVID-19 outbreak a pandemic

March 12, 2020

Cal Water closes all customer service centers in all service areas

March 12, 2020 – March 30, 2020

P4A advocates deliver safety trainings at 16 of 22 districts before social distancing put into place

March 16, 2020

CEO announces 15 days of paid leave available to employees impacted by COVID-19



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COVID-19 Statistics

*(*as of May 21, 2020)*

World Statistics

- Total number of cases: 5,167,129
- Total number of deaths: 332,907
- Current number of active cases: 2,767,646
- Number of people who have recovered: 2,066,576

U.S. Statistics

- Total number of cases: 1,615,114
- Total number of deaths: 96,093
- Current number of active cases: 1,138,330
- Number of people who have recovered: 380,691



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Community Response

In response to COVID-19, several counties and states began to implement **Shelter in Place** restrictions in effort to **slow down transmission** and **reduce mortality rates**

World Health Organization (WHO) recommended slow, steady, lifting of lockdowns to stimulate economies and allow a level of normalcy to return to our daily lives

Cal OSHA (**May 7, 2020**) and CDC (**May 19, 2020**) issued guidance documents recommending measures on **hygiene**, **daily practices**, **physical distancing** and **temperature and symptom checks** in our workplaces to prevent the spread and/or a new outbreak of COVID-19 in communities



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Essential Service Considerations

- Remember, coronavirus is still present in many areas and highly likely to return in fall and winter, lasting as long as **spring of 2021**, when vaccine becomes available
- Employees are encouraged to utilize **See Something, Say Something** if they witness unsafe practices that might compromise employee health and safety
- We are **critical infrastructure** under DHS, are all **essential workers**, and have **duty to provide reliable, clean drinking water** for our customers
- As fire season approaches, we also need to be ready to support firefighter needs and ensure they have a reliable water supply

Critical infrastructure workers have both security in and responsibility to return to work as implemented prior to coronavirus



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Essential Service Considerations

- Reminder: we serve **17 counties in California**, **3 in New Mexico**, **3 in Hawaii**, and **8 in Washington**
- Counties and states making independent decisions regarding opening businesses and using face coverings, and may choose to relax social distancing guidelines
- As we move forward toward reintegration, remember we are **One Team** of **1,200 people in 4 states**; not practical to have different standards for different districts in different counties
- On May 7, 2020 Cal OSHA published industry guidelines to follow relative to COVID-protection policies

Until further notice, all California Water Service Group affiliates shall implement the protocols in this presentation for all facilities.



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Company Response Plan

- California Water Service Group is implementing precautionary measures to ensure we remain in compliance and maintain a healthy workplace
- Following slides outline information regarding what to expect and how you can help fellow colleagues and customers remain virus-free
- It is crucial we all follow protective measures put in place, as we work through this unique transition utilizing *California Water Service Group One Team* approach



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Face Coverings



When face masks should be used:

Anytime employees are on company property (*even when social distancing is being practiced*)

Exception:

When employee is alone in a private office or conference room (*masks should be readily available should someone enter the room*)

If using a cloth facemask, be sure to wash after use.



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Face Coverings (Cont.)

Masks should be replaced if any of the following occurs:

- Ties/straps are damaged or stretched out
- Mask doesn't adequately cover your nose and mouth
- Mask will not stay on face
- There are tears or holes in the fabric
- You wore your mask while you had coronavirus symptoms

Where you can get a face mask:

- *Employees in CSS should contact their supervisor*
- *Employees in districts should contact their District Manager*



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Approved Masks & Face Coverings



N95/KN95
Respirator



Disposable
Protective Mask



Gaiter Face
Mask



Face Covering
(bandanas, scarves, cloth masks)



Even when wearing a mask, employees should stay 6 feet apart (unless construction work does not allow it)



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Hand Hygiene Update

When to wash/disinfect your hands:

- Before, during, and after shifts
- Before and after working with shared office items, tools, or high-touch surfaces

Additional key times to clean hands include:

- After blowing your nose, coughing, or sneezing
- After using the restroom
- Before eating or preparing food





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If Required to Interface With Customers



- Contact customers before visits to confirm premises is infection-free
- Have customers and employees use face masks and practice social distancing as much as possible
- Don't shake hands or engage in unnecessary physical contact
- Do not touch your face with unwashed hands or with gloves
- Sneeze and cough into a cloth, tissue, or your elbow



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California Water Service Group Protocols

The following will be implemented at each site:

- Temperature and symptom screenings for all personnel entering the workplace
- Non-employees entering facility should be restricted to essential personnel and must complete temperature and symptom screening before entering

Employees and screeners must both wear appropriate PPE





All information obtained through this screening process will be treated as confidential and with due regard for the privacy rights of individuals being screened.

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COVID-19 Symptom Screening

Fever of 100°F or more

Cough

Sore throat

Shortness of breath



Repeated shaking with chills

Loss of taste or smell

Muscle pain

Headache

Chills



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California Water Service Group Protocols



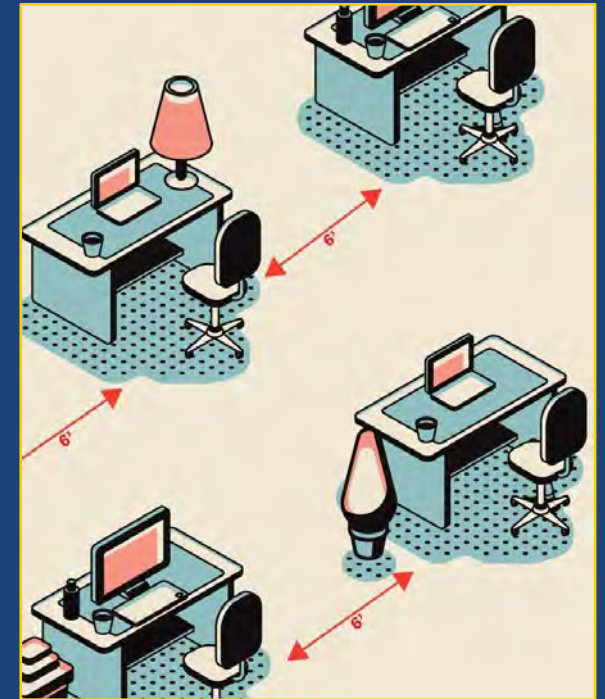
- Establish directional hallways and passageways for foot traffic
- Designate separate routes for entry and exit into office spaces
- Limit number of individuals riding in an elevator to maintain social distancing
 - *CSS – Only one person at a time due to size of the elevator*
- Perform thorough cleaning on high-traffic areas such as break rooms, lunch areas, and areas of ingress and egress
- Stagger start and stop work times, as well as daily meal and rest breaks, assuring compliance with applicable wage/hour laws
- Disinfect touchable surfaces between shifts or users
- Provide shaded outdoor break areas that allow social distancing
- Mark all common areas in accordance with social distancing



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California Water Service Group Protocols

- Require employees to clean and disinfect personal work areas often; supply necessary cleaning products
- Ensure that sanitary facilities stay operational and stocked
- Reorganize office spaces, cubicles, break rooms, lunch rooms, conference rooms and check-in stations to ensure workspaces allow for six feet between employees
- Utilize work practices to limit number of employees at the office at one time
- Avoid sharing phones, office supplies, and work tools
- Discourage congregating during breaks, close or restrict common areas, and remove extraneous chairs and tables
- Utilize Zoom for meetings when possible





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California Water Service Group Protocols

These protocols are required by Cal OSHA & CDC and will remain in effect for all California Water Service Group facilities until further notice.



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Four Pillars for Safety During COVID-19



Utilizing
appropriate PPE



Conducting
temperature &
symptom screenings



Staying home if
you're sick



Remembering:
See Something,
Say Something

At California Water Service Group, our employees are our most important asset. It's vital that we work together to protect and keep each other safe. By implementing these measures, we are doing everything in our power to reduce the spread of the coronavirus and ensure that we continue to have a safe workplace.



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If you have any questions or need additional guidance, please contact the California Water Service Group Safety Department.

Thank You