



Coronavirus/COVID-19 Readiness: Sustaining Operations

Water operators are essential personnel and should be prepared to address potential impacts to supply due to personnel interruptions tied to COVID-19. Water systems play a vital role in public health and Alliance of Indiana Rural Water, Indiana Water and Wastewater Agency Response Network (INWARN) and Indiana Department of Environmental Management (IDEM) are here to help systems put measures in place that ensure seamless operations during the Coronavirus/COVID-19 pandemic.

Critical Operations Preparedness

- Identify essential employees required to maintain continuous operation and designate an emergency backup for these employees in the case they cannot report to work.
- Strategize implementation of an ancillary workforce (e.g. neighboring water systems, contractors, employees in other job titles/descriptions, retirees) to operate utilities on emergency basis.
- Stay stocked on chemical supplies and order products ahead of schedule to avoid delays from understaffed chemical suppliers.
- Generate back-up supplier contact list for essential chemical and operation needs.
- Update/create detailed written instructions for crucial operations (i.e. shutdown, water quality sampling, public notification).
- Review/update emergency response plan and contacts. Identify key customers—hospitals or care facilities—with special needs.
- Discuss cyber security precautions when using remote access. Back-up critical files frequently as a preventative measure to restore data. (See page 2)
- Consider emergency food and overnight necessities at 24-hr facilities for personnel working long shifts.
- Encourage personnel to stay home when they are sick. Provide work-from-home or sick leave options. Discuss backup or alternative shift rotations for personnel that need to stay home to care for themselves and/or loved ones.
- If possible, make a plan with your family and any groups that you lead in case you have school/work closures.
- Limit meetings, gatherings and travel. Encourage personnel to postpone all non-essential travel.

- Surface water systems are required to have an operator on duty during all times of operation. If your staff is not able to report to work and you will not be fully staffed you must submit your plan for coverage/operation of your plant to IDEM for review and approval.

Public water systems are expected to continue to monitor water quality and provide sample results to regulators during the COVID-19 pandemic. Determine if some operational testing, not required monitoring, can be eliminated during this time.

There may be systems that due to an outbreak of COVID-19, require operational assistance. The Alliance of Indiana Rural Water (AIRW) will make every attempt to provide or help locate qualified operators during this time. The Indiana Water and Wastewater Agency Response Network (INWARN), in cooperation with AIRW, is also keeping abreast of the situation and can elicit responses through their network for critical needs in operation. You do not need to be a member of this network and we encourage you to participate with this effort. Maintain contact with Indiana Department of Environmental Management Drinking Water staff for more information and assistance.

IMPORTANT CONTACT INFO:

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| 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)* <i>Use the link below to contact your inspector after normal working hours and Travis Goodwin for cybersecurity!</i> 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 |

Be assured that any of these contacts can and will work to assist you and your utility with solutions to your immediate needs.