

# **AGENDA OF THE WATER COMMISSION**

**MONDAY, MAY 11, 2020, 8:30 AM**

**Virtual Zoom Meeting**

**A. Zoom Meeting Information.**

- I. This item contains a document which provides call in information and instructions for the Zoom Meeting

**B. Roll Call.**

**C. Approval of the Agenda.**

**D. Approval of Minutes.**

- I. Approval of commission meeting minutes of 3/9/2020 and 3/19/2020

**E. Regular Business.**

- I. Financial Report

**F. Informational.**

- I. General Manager & Covid-19 Update

**G. Adjournment.**

- 1) **ACCESSIBILITY:** Any person wishing to attend who requires special accommodation because of a disability, should contact the City Safety Manager at 920-448-3125 at least 48 hours before the scheduled meeting time so that arrangements can be made.
- 2) **QUORUM:** Please take notice that a majority or quorum of the Common Council may attend this Water Commission meeting and will constitute a meeting of the Common Council for purposes of discussion and information gathering relative to this agenda.
- 3) **REPRESENTATION:** The party requesting the communication, or their representative, should be present at this meeting.

# Virtual Meeting Instructions

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## Water Commission for 5-11-2020

### Zoom Meeting Information

Nancy Quirk is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting

<https://zoom.us/j/96416001913?pwd=TCtNTndaZC9OQzB3NExTNzRlMDIxUT09>

Meeting ID: 964 1600 1913

Password: 354743

One tap mobile

+19292056099,,96416001913#,,1#,354743# US (New York)

+13017158592,,96416001913#,,1#,354743# US (Germantown)

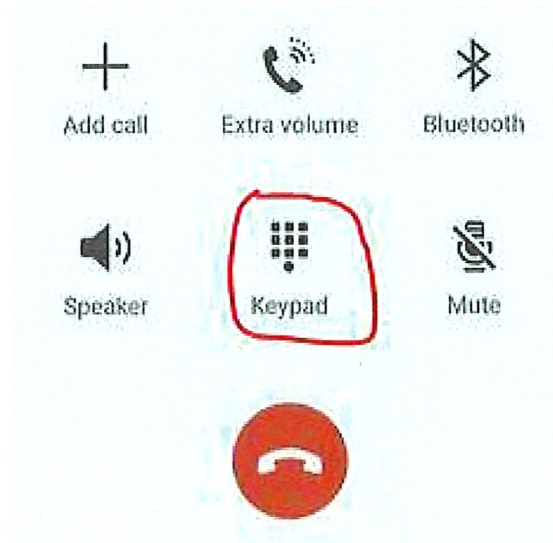
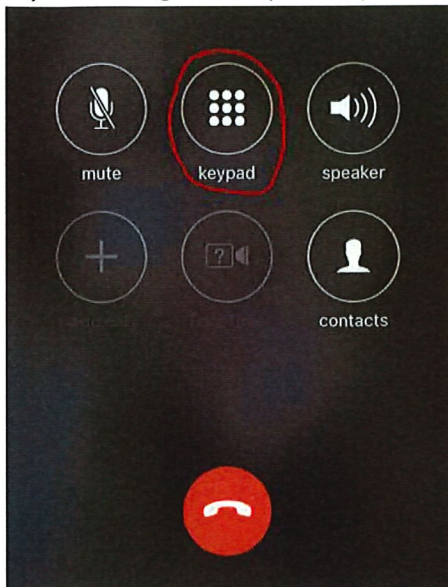
## Additional Information

1. Wisconsin Open Meetings Law still applies
  - a. Persons interested in speaking to an item must give their name and address
  - b. Committee/Commission/Board members will still follow *Roberts Rules of Order*
2. All zoom meetings will have a password in the instructions. Please enter when prompted.
3. Please log into the Zoom meeting 10 minutes before the meeting starts to ensure proper technology is working.
  - a. If you are a Board Member, please log into [CivicClerk](#) with a computer, laptop, or tablet device.
4. Once you are in the meeting please mute yourselves.
  - a. You may unmute yourself when you are called upon to speak.
5. Waiting room
  - a. When you call in, all callers/participants will be placed in a “waiting room.”
  - b. Persons on the agenda will be admitted to the meeting, and then once the item is concluded, the host will permanently mute you from the meeting (you can still hear the meeting).
6. Using Zoom with a tablet or computer
  - a. Tablet—you will be asked to sign in. Download the app either with the Apple Store or the Play Store
  - b. Computer—you will be asked to sign in. You may download the app or click on the link to open Zoom in your browser.
7. Registering
  - a. The host may ask you to register for the meeting. A registration link will be sent to you along with the invite. You’ll receive another email confirming that you’re registered for the meeting.
  - b. If you’re using a phone, your registration will still be tied to an email.
8. Raising your hand
  - a. Committee members—you can either use CivicClerk and request to speak or you can “raise your hand” in the zoom meeting (you’d need to use a computer or tablet) to let the host know you’d like to speak. You can also un-mute yourselves and start speaking.
  - b. Persons on the agenda—you can “raise your hand” but you’d need to use a computer. You will be allowed to speak, per Wisconsin Open Meetings Rules, once the committee has “opened the floor for interested parties to speak.” Once the committee is finished with your agenda item, the host will mute you permanently, unless the committee opens the floor again.
9. What devices should I use?
  - a. Smart phone (please see more detailed instructions on page 3)
  - b. Land line
  - c. Tablet—well in advance of the meeting, please download the Zoom Meeting app before you join a meeting by using either the Apple Store or the Play Store. You will be asked to input your name, thus identifying you for the meeting. You’ll also be asked to verify your email.
  - d. Computer—well in advance of the meeting, please download the Zoom Meeting app, but you can also click on a link to open the Zoom Meeting in your browser. You will be asked to input your name, thus identifying you for the meeting.
  - e. For tablet and computer users--if you download the app you will be asked to verify your email.
10. Zoom etiquette
  - a. Muting yourselves when you’re not talking will prevent your background noise from interfering with others’ ability to listen to and participate in the meeting.
  - b. If you’re using a telephone, please identify yourself with your phone number and name before you speak. Zoom meeting hosts can see only your telephone number and will ask you to identify yourselves.
11. Closed session
  - a. Persons in the Zoom meeting will be put into a waiting room while the committee meets in Closed Session. Participants will be admitted back into the Zoom meeting once the committee reconvenes in Open Session.
  - b. Persons watching live on YouTube will see a gray screen with the City logo during closed session.
12. Persons interested in listening to the meeting can go to [www.youtube.com/CityofGreenBay](https://www.youtube.com/CityofGreenBay)

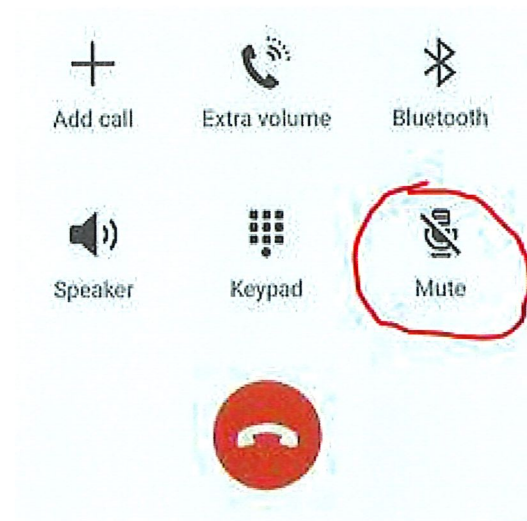
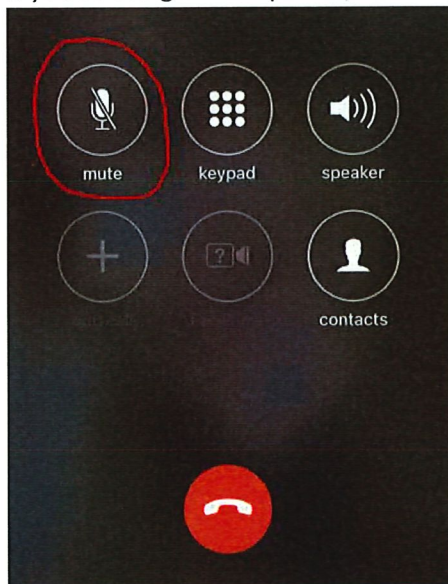


## Calling into the Zoom meeting using a smartphone

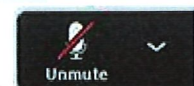
1. Dial the phone number listed at the beginning of this document.
2. When prompted, enter the Meeting ID number followed by #
  - a. If you're using a smartphone, you can access the keypad by clicking "Keypad" on your screen



3. Once you are in the meeting, notify the meeting host that you are in and state your name.
4. If you do not need to talk, please make sure your phone is on **Mute**
  - a. If you're using a smartphone, look at your screen and click the Mute button



- b. If you're using a computer, you should see a Mute button in the Zoom application







Report to the  
Water Utility Commission  
of the City of Green Bay

**MEETING DATE**

May 11, 2020

**PREPARED BY**

**AGENDA ITEM # D.1**

Approval of commission meeting minutes of 3/9/2020 and 3/19/2020

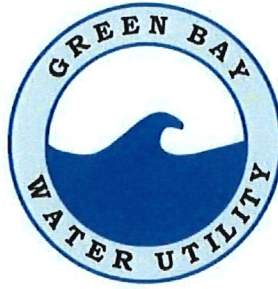
**BACKGROUND**

**RECOMMENDATION**

**FISCAL IMPACT**

**ATTACHMENTS**

1. Water Commission Minutes 3.9.20
2. Water Commission Minutes 3.19.20



# **MINUTES OF THE WATER COMMISSION**

**MONDAY, MARCH 9, 2020, 8:30 AM  
GREEN BAY WATER UTILITY  
631 S Adams St**

## **A. ROLL CALL.**

Commissioners Present: John Heugel, Kathryn Hasselblad-Pascale, Doug Martin, Joe Moore, Jamie Wall; Excused: James Blumreich  
Other: Utility Staff, Attorney William Vande Castle, Absent Alderwoman Lefebvre

## **B. APPROVAL OF THE AGENDA.**

Motion by Hasselblad-Pascale, second by Martin, to approve Agenda as establish. Passed unanimously.

## **C. APPROVAL OF MINUTES.**

I. Approval of Commission Meeting Minutes of February 10, 2020.

Motion by Wall, second by Moore to approve February 10, 2020 Meeting Minutes as presented. Passed unanimously.

## **D. REGULAR BUSINESS.**

I. Introduction of New Employee

Jessica Cortes, HR Coordinator, was introduced to and welcomed by Commission.

2. Approve updates to the Employee Handbook: Chapter 9, Section 6 – Outside Employment

Updates to Employee Handbook: Chapter 9, Section 6 - Outside Employment was presented. Following review and discussion, motion by Hasselblad-Pascale, second by Wall to approve this update. Passed unanimously.

3. Approve vehicles to purchase for Green Bay Water Utility

Vehicle quotes for a 2021 class 8 tandem chassis and a 2020 3/4 ton cargo van were presented. Motion by Moore, second by Hasselblad-Pascale to accept recommended bidders. Passed unanimously.

4. Financial Report

Business Manager Rogers reviewed financial reports. Financials are within expectations. No substantive issue of concern was identified. Motion by Moore, second by Wall to receive financials and place on file. Passed unanimously.

## **E. INFORMATIONAL.**

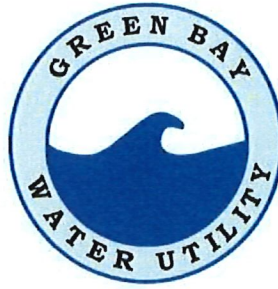
I. General Manager's Update

General Manager Quirk Reported: We are providing Active Threat training sessions with the Police Department at the utility on March 24th & 25th. We have replaced 48 lead services in the month of February. We are scouring our 2 36" transmission lines starting next Monday. To protect the John Street station from flooding we put barriers and sandbags around it. Nancy participated in an Executive Committee Call of the WUC (Water Utility Council) on Water Issues. Designs are being prepared for our water main replacements. Motion by Moore, second by Martin to receive and place on file. Passed unanimously.

## **F. ADJOURNMENT.**

Motion by Moore, second by Hasselblad-Pascale to adjourn. Passed unanimously.





# **MINUTES OF THE WATER COMMISSION**

**THURSDAY, MARCH 19, 2020, 3:00 PM**

**Virtual Meeting**

**Dial in +1 (786) 535-3211**

## **A. ROLL CALL.**

I. John Heugel, Kathryn Hasselblad-Pascale, Doug Martin, Joe Moore, Jamie Wall, James Blumreich, Kathy Lefebvre

Present: John Heugel, Kathryn Hasselblad-Pascale, Doug Martin, Joe Moore, Jamie Wall, James Blumreich

Absent: Kathy Lefebvre

## **B. APPROVAL OF THE AGENDA.**

Motion by Hasselblad-Pascale, second by Moore, to approve Agenda as established. Passed unanimously.

## **C. REGULAR BUSINESS.**

I. Approve COVID-19 Emergency Paid Sick Leave for Green Bay Water Utility.

***COVID-19 Emergency Paid Sick Leave for Green Bay Water Utility was presented. Following review and discussion, motion by Wall, second by Hasselblad-Pascale to approve. Passed unanimously.***

2. Discussion and action on Commissioner request that Commission delegate certain functions to General Manager and or Commission President or President's designee due to COVID-19 national, state, and city emergency.

Motion by Heugel, second by Wall, that Commission adopted Green Bay Water Utility COVID-19 Pandemic Emergency Operation Order Delegating Authority Effective March 19, 2020. Passed unanimously.

#### **D. ADJOURNMENT.**

Motion by Heugel, second by Hasselblad-Pascale to adjourn. Passed unanimously.



Report to the  
Water Utility Commission  
of the City of Green Bay

**MEETING DATE**

May 11, 2020

**PREPARED BY**

**AGENDA ITEM # E.1**

Financial Report

**BACKGROUND**

**RECOMMENDATION**

**FISCAL IMPACT**

**ATTACHMENTS**

1. January 2020 Financial Statements
2. March 2020 Financial Statements
3. February 2020 Financial Statements

# GREEN BAY WATER UTILITY

## CASH POSITION

January 31, 2020

|                                                        | <u>12/31/2019</u>        | <u>1/31/2020</u>         |
|--------------------------------------------------------|--------------------------|--------------------------|
| UNRESTRICTED CURRENT ASSETS                            |                          |                          |
| Cash & Investments - Operation & Maintenance           |                          |                          |
| Local Govt. Investment Pool                            | 103,329                  | 103,470                  |
| Associated Bank Checking                               | 5,419,243                | 5,241,740                |
| Working Cash Funds - Petty Cash                        | 1,700                    | 1,700                    |
| Total Cash & Investments - Operation & Maintenance     | <u>5,524,272</u>         | <u>5,346,910</u>         |
| Assoc Bank Checking - Private Lead Service Replacement | <u>69,887</u>            | <u>69,927</u>            |
| RESTRICTED CURRENT ASSETS                              |                          |                          |
| Cash & Investments - Bond Redemption                   |                          |                          |
| Certificates of Deposit - Bond Redemption              | 890,000                  | 1,335,000                |
| Associated Bank Money Market Account                   | 43,921                   | 43,924                   |
| Total Cash & Investments - Bond Redemption             | <u>933,921</u>           | <u>1,378,924</u>         |
| RESTRICTED LONG-TERM ASSETS                            |                          |                          |
| Cash & Investments - Debt Reserve                      |                          |                          |
| Associated Trust Money Market                          | 33,020                   | 49,765                   |
| Associated Trust Certificates of Deposit               | 721,617                  | 721,617                  |
| Associated Trust Municipal Bonds                       | 5,273,457                | 5,273,457                |
| Total Cash & Investments - Debt Reserve                | <u>6,028,095</u>         | <u>6,044,839</u>         |
| <br>TOTAL CASH POSITION                                | <br><u>\$ 12,556,174</u> | <br><u>\$ 12,840,600</u> |



# GREEN BAY WATER UTILITY

## BALANCE SHEET

January 31, 2020

|                                     | AS OF<br><u>12/31/2019</u> | AS OF<br><u>1/31/2020</u> |
|-------------------------------------|----------------------------|---------------------------|
| <u>ASSETS</u>                       |                            |                           |
| Current Assets                      |                            |                           |
| O & M Cash & Investments            | \$ 5,524,272               | \$ 5,346,910              |
| Lead Service Replacement Cash       | 69,887                     | 69,927                    |
| Lead Service Replacement Receivable | 40                         | 76                        |
| Interest Receivable                 | 1,295                      | 2,649                     |
| Accounts Receivable                 | 4,601,736                  | 5,485,896                 |
| Inventories                         | 498,043                    | 456,533                   |
| Prepayments                         | 28,681                     | 28,081                    |
| Total Current Assets                | <u>10,723,954</u>          | <u>11,390,072</u>         |
| Property, Plant & Equipment         |                            |                           |
| Original Cost                       | 232,799,188                | 232,804,886               |
| Less: Accumulated Depreciation      | <u>(89,325,787)</u>        | <u>(89,727,191)</u>       |
| Net Plant                           | 143,473,401                | 143,077,695               |
| Construction in Progress            | 105,153                    | 273,757                   |
| Total Plant & Equipment             | <u>143,578,554</u>         | <u>143,351,452</u>        |
| Restricted Assets                   |                            |                           |
| Debt Reserve Fund                   | 6,028,095                  | 6,044,839                 |
| Bond Redemption Fund                | 933,921                    | 1,378,924                 |
| Accrued Interest                    | 48,671                     | 41,221                    |
| Total Restricted Assets             | <u>7,010,687</u>           | <u>7,464,984</u>          |
| Other Assets                        |                            |                           |
| Unamortized Ashwaubenon Booster     | 1,511,713                  | 1,500,758                 |
| Unamortized Wrightstown Loan/Grant  | 506,400                    | 503,763                   |
| Unamortized Loss on Refunding       | 619,002                    | 602,972                   |
| Net Pension Asset                   | -                          | -                         |
| Deferred Outflows-Pension           | 2,471,155                  | 2,471,155                 |
| Total Other Assets                  | <u>5,108,270</u>           | <u>5,078,647</u>          |
| TOTAL ASSETS                        | <u>\$ 166,421,464</u>      | <u>\$ 167,285,156</u>     |

**GREEN BAY WATER UTILITY****BALANCE SHEET**

January 31, 2020

Page 2

|                                              | AS OF<br><u>12/31/2019</u> | AS OF<br><u>1/31/2020</u> |
|----------------------------------------------|----------------------------|---------------------------|
| <u>LIABILITIES &amp; FUND EQUITY</u>         |                            |                           |
| Current Liabilities                          |                            |                           |
| Accounts Payable                             | \$ 506,804                 | \$ 447,099                |
| Sewer Billings Payable                       | 2,886,733                  | 3,005,226                 |
| Storm Water Billings Payable                 | 1,157,390                  | 1,237,582                 |
| Lead Service Replacement Grant               | 30,571                     | 30,571                    |
| Accrued Vacation & Sick Leave Pay            | 439,369                    | 439,369                   |
| Accrued Taxes                                | 33,613                     | 33,613                    |
| Total Current Liabilities                    | <u>5,054,480</u>           | <u>5,193,460</u>          |
| Other Liabilities                            |                            |                           |
| Net Pension Liability                        | 910,735                    | 910,735                   |
| Deferred Outflows-Pension                    | 1,262,931                  | 1,262,931                 |
| Total Other Liabilities                      | <u>2,173,666</u>           | <u>2,173,666</u>          |
| Payable from Restricted Assets               |                            |                           |
| Current Portion of Long-Term Debt            | 3,705,000                  | 3,705,000                 |
| Accrued Interest                             | 450,683                    | 573,410                   |
| Total Restricted Payables                    | <u>4,155,683</u>           | <u>4,278,410</u>          |
| Long-Term Debt - Net of Premiums & Discounts | <u>44,452,491</u>          | <u>44,431,280</u>         |
| TOTAL LIABILITIES                            | <u>55,836,319</u>          | <u>56,076,816</u>         |
| <u>FUND EQUITY</u>                           |                            |                           |
| Contributed Capital                          |                            |                           |
| City of Green Bay                            | <u>736,907</u>             | <u>736,907</u>            |
| Earned Surplus                               |                            |                           |
| Restricted                                   | 2,855,004                  | 3,186,575                 |
| Unrestricted                                 | 106,993,235                | 107,284,859               |
| Total Earned Surplus                         | <u>109,848,239</u>         | <u>110,471,434</u>        |
| TOTAL FUND EQUITY                            | <u>110,585,145</u>         | <u>111,208,340</u>        |
| TOTAL LIABILITIES & FUND EQUITY              | <u>\$ 166,421,464</u>      | <u>\$ 167,285,156</u>     |

**GREEN BAY WATER UTILITY**  
**INCOME SUMMARY**  
January 31, 2020

|                                 | <u>2020<br/>BUDGET</u> | <u>BUDGET<br/>THRU JANUARY</u> | <u>ACTUAL<br/>AS OF<br/>1/31/2020</u> | <u>TOTAL BUDGET<br/>REMAINING VARIANCE</u> |
|---------------------------------|------------------------|--------------------------------|---------------------------------------|--------------------------------------------|
| TOTAL OPERATING REVENUES        | \$ 23,647,750          | \$ 1,970,646                   | \$ 1,935,873                          | \$ (21,711,877)                            |
| OPERATING EXPENSES              |                        |                                |                                       |                                            |
| Pumping                         | 2,970,879              | 247,573                        | 29,033                                | 2,941,846                                  |
| Water Treatment                 | 1,964,040              | 163,670                        | 91,883                                | 1,872,157                                  |
| Transmission & Distribution     | 3,096,765              | 258,064                        | 112,261                               | 2,984,504                                  |
| Customer Accounts               | 892,781                | 74,398                         | 190,151                               | 702,630                                    |
| Administrative & General        | 11,170,080             | 930,840                        | 798,864                               | 10,371,216                                 |
| Total Operating Expenses        | <u>20,094,545</u>      | <u>1,674,545</u>               | <u>1,222,191</u>                      | <u>18,872,354</u>                          |
| Operating Profit (Loss)         | 3,553,205              | 296,100                        | 713,682                               | (2,839,523)                                |
| Interest & Miscellaneous Income | 1,486,011              | 123,834                        | 27,060                                | (1,458,951)                                |
| Interest Expense                | <u>1,467,721</u>       | <u>122,310</u>                 | <u>117,547</u>                        | <u>1,350,174</u>                           |
| NET INCOME (LOSS)               | <u>\$ 3,571,495</u>    | <u>\$ 297,625</u>              | <u>\$ 623,195</u>                     | <u>\$ (2,948,300)</u>                      |

**GREEN BAY WATER UTILITY**  
**INCOME & EXPENSE COMPARISON**  
**BUDGET TO ACTUAL**  
January 31, 2020

|                                                       | BUDGET<br>THRU JANUARY | ACTUAL<br>AS OF<br>1/31/2020 | DOLLAR<br>VARIANCE | PERCENT<br>VARIANCE |
|-------------------------------------------------------|------------------------|------------------------------|--------------------|---------------------|
| <b>OPERATING REVENUES</b>                             |                        |                              |                    |                     |
| Residential & Apartment                               | \$ 605,938             | \$ 646,588                   | \$ 40,651          | 6.7%                |
| Commercial & Restaurant                               | 321,563                | 335,694                      | 14,131             | 4.4%                |
| Industrial                                            | 458,063                | 389,223                      | (68,840)           | -15.0%              |
| Municipal                                             | 37,188                 | 26,667                       | (10,520)           | -28.3%              |
| Sales to General Customers                            | 1,422,750              | 1,398,172                    | (24,578)           | -1.7%               |
| Sales for Resale - Ashwaubenon                        | 259,000                | 228,131                      | (30,869)           | -11.9%              |
| Sales for Resale - Scott                              | 7,000                  | 6,431                        | (569)              | -8.1%               |
| Sales For Resale - Hobart                             | 25,813                 | 21,402                       | (4,411)            | -17.1%              |
| Sales for Resale - Wrightstown                        | 14,000                 | 43,686                       | 29,686             | 212.0%              |
| Public Fire Protection                                | 115,500                | 127,007                      | 11,507             | 10.0%               |
| Private Fire Protection                               | 12,000                 | -                            | (12,000)           | -100.0%             |
| Sewer & Stormwater Portion of Expenses                | 102,917                | 106,250                      | 3,333              | 3.2%                |
| Penalties                                             | 11,667                 | 4,794                        | (6,873)            | -58.9%              |
| <b>TOTAL OPERATING REVENUES</b>                       | <b>1,970,646</b>       | <b>1,935,873</b>             | <b>(34,773)</b>    | <b>-1.8%</b>        |
| <b>OPERATING EXPENSES</b>                             |                        |                              |                    |                     |
| <u><b>PUMPING EXPENSE</b></u>                         |                        |                              |                    |                     |
| Purchased Water (602)                                 | 342                    | -                            | 342                | 100.0%              |
| Maint of Intakes (613)                                | 1,250                  | -                            | 1,250              | 100.0%              |
| Maint of Supply Mains (616)                           | 136,880                | -                            | 136,880            | 100.0%              |
| Pumping Operation Supervision (620)                   | 2,632                  | 4,223                        | (1,591)            | -60.5%              |
| Power Purchased for Pumping (623)                     | 63,070                 | 963                          | 62,107             | 98.5%               |
| Pumping Labor & Expense (624)                         | 7,111                  | 4,213                        | 2,898              | 40.8%               |
| Miscellaneous Pumping Expense (626)                   | 5,879                  | 1,649                        | 4,230              | 71.9%               |
| Pumping Maintenance Supervision (630)                 | 7,164                  | 3,641                        | 3,522              | 49.2%               |
| Maintenance of Pumping Structures (631)               | 9,371                  | 5,897                        | 3,474              | 37.1%               |
| Maintenance of Power Prod Equip (632)                 | 725                    | -                            | 725                | 100.0%              |
| Maintenance of Pumping Equipment (633)                | 13,151                 | 8,447                        | 4,705              | 35.8%               |
| <b>TOTAL PUMPING EXPENSE</b>                          | <b>247,573</b>         | <b>29,033</b>                | <b>218,540</b>     | <b>88.3%</b>        |
| <u><b>WATER TREATMENT EXPENSE</b></u>                 |                        |                              |                    |                     |
| Treatment Operations Supervision (640)                | 6,396                  | 5,004                        | 1,392              | 21.8%               |
| Chemicals (641)                                       | 25,225                 | 21,451                       | 3,774              | 15.0%               |
| Treatment Operations (642)                            | 52,651                 | 35,606                       | 17,045             | 32.4%               |
| Miscellaneous Water Treatment (643)                   | 9,756                  | 11,956                       | (2,201)            | -22.6%              |
| Treatment Maintenance Supervision (650)               | 2,132                  | 1,668                        | 464                | 21.8%               |
| Maint of Treatment Structures (651)                   | 3,913                  | 3,255                        | 658                | 16.8%               |
| Maint of Treatment Equipment (652)                    | 63,597                 | 12,943                       | 50,654             | 79.6%               |
| <b>TOTAL WATER TREATMENT EXPENSE</b>                  | <b>163,670</b>         | <b>91,883</b>                | <b>71,787</b>      | <b>43.9%</b>        |
| <u><b>TRANSMISSION &amp; DISTRIBUTION EXPENSE</b></u> |                        |                              |                    |                     |
| Stores Expense (163)                                  | -                      | 3,886                        | (3,886)            | XXX                 |
| Unallocated Vehicle & Equip Expense (184)             | -                      | (67,423)                     | 67,423             | XXX                 |
| Distribution Operation Supervision (660)              | 16,967                 | 16,050                       | 916                | 5.4%                |
| Transmission & Distribution Line Expense (662)        | 31,528                 | 11,790                       | 19,737             | 62.6%               |
| Meter Expense (663)                                   | 13,084                 | 11,417                       | 1,667              | 12.7%               |
| Customer Installation Expense (664)                   | 7,858                  | 5,652                        | 2,205              | 28.1%               |
| Miscellaneous Distribution Expense (665)              | 20,252                 | 15,466                       | 4,786              | 23.6%               |
| Maintenance of Reservoirs & Standpipes (672)          | 2,069                  | 265                          | 1,804              | 87.2%               |
| Maintenance of Mains (673)                            | 113,494                | 73,984                       | 39,510             | 34.8%               |
| Maintenance of Services (675)                         | 29,816                 | 23,688                       | 6,127              | 20.6%               |
| Maintenance of Meters (676)                           | 7,573                  | 9,524                        | (1,951)            | -25.8%              |
| Maintenance of Hydrants (677)                         | 15,424                 | 7,961                        | 7,464              | 48.4%               |
| <b>TOTAL TRANSMISSION &amp; DISTRIBUTION EXPENSE</b>  | <b>258,064</b>         | <b>112,261</b>               | <b>145,803</b>     | <b>56.5%</b>        |
| <u><b>CUSTOMER ACCOUNTS EXPENSE</b></u>               |                        |                              |                    |                     |
| Meter Reading Expense (902)                           | 2,546                  | 4,309                        | (1,763)            | -69.3%              |
| Customer Records & Collection Expense (903)           | 70,936                 | 185,842                      | (114,906)          | -162.0%             |
| Uncollectible Accounts (904)                          | 333                    | -                            | 333                | 100.0%              |
| Conservation/Educational Expense (906)                | 583                    | -                            | 583                | 100.0%              |
| <b>TOTAL CUSTOMER ACCOUNTS EXPENSE</b>                | <b>74,398</b>          | <b>190,151</b>               | <b>(115,752)</b>   | <b>-155.6%</b>      |

**GREEN BAY WATER UTILITY  
INCOME & EXPENSE COMPARISON  
BUDGET TO ACTUAL**

January 31, 2020

|                                                        | BUDGET<br>THRU JANUARY | ACTUAL<br>AS OF<br>1/31/2020 | DOLLAR<br>VARIANCE    | PERCENT<br>VARIANCE |
|--------------------------------------------------------|------------------------|------------------------------|-----------------------|---------------------|
| <b><u>ADMINISTRATIVE &amp; GENERAL EXPENSE</u></b>     |                        |                              |                       |                     |
| Depreciation Expense (403 & 426)                       | \$ 449,286             | \$ 379,676                   | \$69,610              | 15.5%               |
| Amortization of Non-Utility Plant (405)                | 10,954                 | 10,954                       | (0)                   | 0.0%                |
| Taxes (408)                                            | 228,227                | 229,028                      | (802)                 | -0.4%               |
| Administrative & General Salaries (920)                | 58,432                 | 50,967                       | 7,465                 | 12.8%               |
| Office Supplies & Expense (921)                        | 7,250                  | 1,752                        | 5,498                 | 75.8%               |
| Outside Services Employed (923)                        | 38,994                 | 9,803                        | 29,191                | 74.9%               |
| Property Insurance (924)                               | 5,133                  | -                            | 5,133                 | 100.0%              |
| Injuries & Damages (925)                               | 4,667                  | -                            | 4,667                 | 100.0%              |
| Employee Pension & Benefits (926)                      | 106,976                | 96,343                       | 10,633                | 9.9%                |
| Regulatory Commission Expense (928)                    | 833                    | -                            | 833                   | 100.0%              |
| Miscellaneous General Expense (930)                    | 7,972                  | 14,717                       | (6,745)               | -84.6%              |
| Maintenance of General Plant (932)                     | 12,116                 | 5,623                        | 6,492                 | 53.6%               |
| <b>TOTAL ADMINISTRATIVE &amp; GENERAL EXPENSE</b>      | <b>930,840</b>         | <b>798,864</b>               | <b>131,976</b>        | <b>14.2%</b>        |
| <br><b>TOTAL OPERATING EXPENSES</b>                    | <br><b>1,674,545</b>   | <br><b>1,222,191</b>         | <br><b>452,354</b>    | <br><b>27.0%</b>    |
| <br><b>OPERATING PROFIT</b>                            | <br><b>296,100</b>     | <br><b>713,682</b>           | <br><b>417,582</b>    | <br><b>141.0%</b>   |
| <br><b><u>MISCELLANEOUS INCOME &amp; (EXPENSE)</u></b> |                        |                              |                       |                     |
| Interest Income-Operating Accounts (419)               | 7,083                  | 8,859                        | 1,776                 | 25.1%               |
| Interest Income-Debt Accounts (419)                    | 20,583                 | 16,431                       | (4,153)               | -20.2%              |
| Misc Income/Contributed Capital (421)                  | 60,417                 | -                            | (60,417)              | -100.0%             |
| Other Income (415, 416, 471, 472, 474)                 | 35,751                 | 1,770                        | (33,981)              | -95.0%              |
| <b>TOTAL MISC INCOME &amp; (EXPENSE)</b>               | <b>123,834</b>         | <b>27,060</b>                | <b>(96,774)</b>       | <b>-78.1%</b>       |
| <br><b>INTEREST EXPENSE (427, 428, 429)</b>            | <br><b>122,310</b>     | <br><b>117,547</b>           | <br><b>4,763</b>      | <br><b>3.9%</b>     |
| <br><b>NET INCOME (LOSS)</b>                           | <br><b>\$ 297,625</b>  | <br><b>\$ 623,195</b>        | <br><b>\$ 325,570</b> | <br><b>109.4%</b>   |



# GREEN BAY WATER UTILITY

## CASH POSITION

March 31, 2020

|                                                            | <u>12/31/2019</u>        | <u>3/31/2020</u>         |
|------------------------------------------------------------|--------------------------|--------------------------|
| UNRESTRICTED CURRENT ASSETS                                |                          |                          |
| Cash & Investments - Operation & Maintenance               |                          |                          |
| Local Govt. Investment Pool                                | 103,329                  | 103,702                  |
| Associated Bank Checking                                   | 5,419,243                | 4,868,042                |
| Working Cash Funds - Petty Cash                            | 1,700                    | 1,700                    |
| Total Cash & Investments - Operation & Maintenance         | <u>5,524,272</u>         | <u>4,973,444</u>         |
| <br>Assoc Bank Checking - Private Lead Service Replacement | <br><u>69,887</u>        | <br><u>69,927</u>        |
| RESTRICTED CURRENT ASSETS                                  |                          |                          |
| Cash & Investments - Bond Redemption                       |                          |                          |
| Certificates of Deposit - Bond Redemption                  | 890,000                  | 2,225,000                |
| Associated Bank Money Market Account                       | 43,921                   | 43,928                   |
| Total Cash & Investments - Bond Redemption                 | <u>933,921</u>           | <u>2,268,928</u>         |
| RESTRICTED LONG-TERM ASSETS                                |                          |                          |
| Cash & Investments - Debt Reserve                          |                          |                          |
| Associated Trust Money Market                              | 33,020                   | 589,609                  |
| Associated Trust Certificates of Deposit                   | 721,617                  | 721,617                  |
| Associated Trust Municipal Bonds                           | 5,273,457                | 4,752,941                |
| Total Cash & Investments - Debt Reserve                    | <u>6,028,095</u>         | <u>6,064,167</u>         |
| <br>TOTAL CASH POSITION                                    | <br><u>\$ 12,556,174</u> | <br><u>\$ 13,376,466</u> |

# GREEN BAY WATER UTILITY

## BALANCE SHEET

March 31, 2020

|                                     | AS OF<br><u>12/31/2019</u> | AS OF<br><u>3/31/2020</u> |
|-------------------------------------|----------------------------|---------------------------|
| <u>ASSETS</u>                       |                            |                           |
| Current Assets                      |                            |                           |
| O & M Cash & Investments            | \$ 5,524,272               | \$ 4,973,444              |
| Lead Service Replacement Cash       | 69,887                     | 69,927                    |
| Lead Service Replacement Receivable | 40                         | 415                       |
| Interest Receivable                 | 1,295                      | 7,026                     |
| Accounts Receivable                 | 4,601,736                  | 4,906,086                 |
| Inventories                         | 498,043                    | 545,335                   |
| Prepayments                         | 28,681                     | 1,876,280                 |
| Total Current Assets                | <u>10,723,954</u>          | <u>12,378,513</u>         |
| Property, Plant & Equipment         |                            |                           |
| Original Cost                       | 232,799,188                | 233,117,699               |
| Less: Accumulated Depreciation      | <u>(89,325,787)</u>        | <u>(90,545,810)</u>       |
| Net Plant                           | 143,473,401                | 142,571,889               |
| Construction in Progress            | 105,153                    | 575,486                   |
| Total Plant & Equipment             | <u>143,578,554</u>         | <u>143,147,375</u>        |
| Restricted Assets                   |                            |                           |
| Debt Reserve Fund                   | 6,028,095                  | 6,064,167                 |
| Bond Redemption Fund                | 933,921                    | 2,268,928                 |
| Accrued Interest                    | 48,671                     | 61,346                    |
| Total Restricted Assets             | <u>7,010,687</u>           | <u>8,394,442</u>          |
| Other Assets                        |                            |                           |
| Unamortized Ashwaubenon Booster     | 1,511,713                  | 1,478,849                 |
| Unamortized Wrightstown Loan/Grant  | 506,400                    | 498,488                   |
| Unamortized Loss on Refunding       | 619,002                    | 570,910                   |
| Net Pension Asset                   | -                          | -                         |
| Deferred Outflows-Pension           | 2,471,155                  | 2,471,155                 |
| Total Other Assets                  | <u>5,108,270</u>           | <u>5,019,402</u>          |
| TOTAL ASSETS                        | <u>\$ 166,421,464</u>      | <u>\$ 168,939,731</u>     |

**GREEN BAY WATER UTILITY****BALANCE SHEET**

March 31, 2020

Page 2

|                                              | AS OF<br><u>12/31/2019</u> | AS OF<br><u>3/31/2020</u> |
|----------------------------------------------|----------------------------|---------------------------|
| <u>LIABILITIES &amp; FUND EQUITY</u>         |                            |                           |
| Current Liabilities                          |                            |                           |
| Accounts Payable                             | \$ 506,804                 | \$ 56,298                 |
| Sewer Billings Payable                       | 2,886,733                  | 3,666,992                 |
| Storm Water Billings Payable                 | 1,157,390                  | 1,483,640                 |
| Lead Service Replacement Grant               | 30,571                     | 30,571                    |
| Accrued Vacation & Sick Leave Pay            | 439,369                    | 439,369                   |
| Accrued Taxes                                | 33,613                     | 33,613                    |
| Total Current Liabilities                    | <u>5,054,480</u>           | <u>5,710,483</u>          |
| Other Liabilities                            |                            |                           |
| Net Pension Liability                        | 910,735                    | 910,735                   |
| Deferred Outflows-Pension                    | 1,262,931                  | 1,262,931                 |
| Total Other Liabilities                      | <u>2,173,666</u>           | <u>2,173,666</u>          |
| Payable from Restricted Assets               |                            |                           |
| Current Portion of Long-Term Debt            | 3,705,000                  | 3,705,000                 |
| Accrued Interest                             | 450,683                    | 818,863                   |
| Total Restricted Payables                    | <u>4,155,683</u>           | <u>4,523,863</u>          |
| Long-Term Debt - Net of Premiums & Discounts | <u>44,452,491</u>          | <u>44,388,860</u>         |
| TOTAL LIABILITIES                            | <u>55,836,319</u>          | <u>56,796,872</u>         |
| <u>FUND EQUITY</u>                           |                            |                           |
| Contributed Capital                          |                            |                           |
| City of Green Bay                            | <u>736,907</u>             | <u>736,907</u>            |
| Earned Surplus                               |                            |                           |
| Restricted                                   | 2,855,004                  | 3,870,579                 |
| Unrestricted                                 | 106,993,235                | 107,535,374               |
| Total Earned Surplus                         | <u>109,848,239</u>         | <u>111,405,953</u>        |
| TOTAL FUND EQUITY                            | <u>110,585,145</u>         | <u>112,142,859</u>        |
| TOTAL LIABILITIES & FUND EQUITY              | <u>\$ 166,421,464</u>      | <u>\$ 168,939,731</u>     |

**GREEN BAY WATER UTILITY**  
**INCOME SUMMARY**  
 March 31, 2020

|                                 | <u>2020<br/>BUDGET</u> | <u>BUDGET<br/>THRU MARCH</u> | <u>ACTUAL<br/>AS OF<br/>3/31/2020</u> | <u>TOTAL BUDGET<br/>REMAINING VARIANCE</u> |
|---------------------------------|------------------------|------------------------------|---------------------------------------|--------------------------------------------|
| TOTAL OPERATING REVENUES        | \$ 23,647,750          | \$ 5,911,938                 | \$ 5,451,749                          | \$ (18,196,001)                            |
| OPERATING EXPENSES              |                        |                              |                                       |                                            |
| Pumping                         | 2,970,879              | 742,720                      | 223,274                               | 2,747,605                                  |
| Water Treatment                 | 1,964,040              | 491,010                      | 291,229                               | 1,672,811                                  |
| Transmission & Distribution     | 3,096,765              | 774,191                      | 372,753                               | 2,724,012                                  |
| Customer Accounts               | 892,781                | 223,195                      | 300,359                               | 592,422                                    |
| Administrative & General        | 11,170,080             | 2,792,520                    | 2,481,324                             | 8,688,756                                  |
| Total Operating Expenses        | <u>20,094,545</u>      | <u>5,023,636</u>             | <u>3,668,939</u>                      | <u>16,425,606</u>                          |
| Operating Profit (Loss)         | 3,553,205              | 888,301                      | 1,782,810                             | (1,770,395)                                |
| Interest & Miscellaneous Income | 1,486,011              | 371,503                      | 127,546                               | (1,358,465)                                |
| Interest Expense                | <u>1,467,721</u>       | <u>366,930</u>               | <u>352,642</u>                        | <u>1,115,079</u>                           |
| NET INCOME (LOSS)               | <u>\$ 3,571,495</u>    | <u>\$ 892,874</u>            | <u>\$ 1,557,714</u>                   | <u>\$ (2,013,781)</u>                      |

**GREEN BAY WATER UTILITY**  
**INCOME & EXPENSE COMPARISON**  
**BUDGET TO ACTUAL**  
**March 31, 2020**

|                                                      | BUDGET<br>THRU MARCH | ACTUAL<br>AS OF<br>3/31/2020 | DOLLAR<br>VARIANCE | PERCENT<br>VARIANCE |
|------------------------------------------------------|----------------------|------------------------------|--------------------|---------------------|
| <b>OPERATING REVENUES</b>                            |                      |                              |                    |                     |
| Residential & Apartment                              | \$ 1,817,813         | \$ 1,868,186                 | \$ 50,374          | 2.8%                |
| Commercial & Restaurant                              | 964,688              | 859,426                      | (105,262)          | -10.9%              |
| Industrial                                           | 1,374,188            | 1,088,913                    | (285,274)          | -20.8%              |
| Municipal                                            | 111,563              | 90,487                       | (21,075)           | -18.9%              |
| Sales to General Customers                           | 4,268,250            | 3,907,012                    | (361,238)          | -8.5%               |
| Sales for Resale - Ashwaubenon                       | 777,000              | 686,109                      | (90,891)           | -11.7%              |
| Sales for Resale - Scott                             | 21,000               | 19,631                       | (1,369)            | -6.5%               |
| Sales For Resale - Hobart                            | 77,438               | 66,068                       | (11,369)           | -14.7%              |
| Sales for Resale - Wrightstown                       | 42,000               | 43,686                       | 1,686              | 4.0%                |
| Public Fire Protection                               | 346,500              | 361,422                      | 14,922             | 4.3%                |
| Private Fire Protection                              | 36,000               | 35,761                       | (239)              | -0.7%               |
| Sewer & Stormwater Portion of Expenses               | 308,750              | 318,750                      | 10,000             | 3.2%                |
| Penalties                                            | 35,000               | 13,309                       | (21,691)           | -62.0%              |
| <b>TOTAL OPERATING REVENUES</b>                      | <b>5,911,938</b>     | <b>5,451,749</b>             | <b>(460,188)</b>   | <b>-7.8%</b>        |
| <b>OPERATING EXPENSES</b>                            |                      |                              |                    |                     |
| <b>PUMPING EXPENSE</b>                               |                      |                              |                    |                     |
| Purchased Water (602)                                | 1,025                | -                            | 1,025              | 100.0%              |
| Maint of Intakes (613)                               | 3,750                | -                            | 3,750              | 100.0%              |
| Maint of Supply Mains (616)                          | 410,639              | 420                          | 410,219            | 99.9%               |
| Pumping Operation Supervision (620)                  | 7,895                | 7,651                        | 244                | 3.1%                |
| Power Purchased for Pumping (623)                    | 189,210              | 113,968                      | 75,242             | 39.8%               |
| Pumping Labor & Expense (624)                        | 21,334               | 14,838                       | 6,496              | 30.4%               |
| Miscellaneous Pumping Expense (626)                  | 17,636               | 16,043                       | 1,593              | 9.0%                |
| Pumping Maintenance Supervision (630)                | 21,491               | 18,290                       | 3,200              | 14.9%               |
| Maintenance of Pumping Structures (631)              | 28,112               | 31,160                       | (3,048)            | -10.8%              |
| Maintenance of Power Prod Equip (632)                | 2,175                | -                            | 2,175              | 100.0%              |
| Maintenance of Pumping Equipment (633)               | 39,454               | 20,904                       | 18,550             | 47.0%               |
| <b>TOTAL PUMPING EXPENSE</b>                         | <b>742,720</b>       | <b>223,274</b>               | <b>519,446</b>     | <b>69.9%</b>        |
| <b>WATER TREATMENT EXPENSE</b>                       |                      |                              |                    |                     |
| Treatment Operations Supervision (640)               | 19,188               | 17,354                       | 1,834              | 9.6%                |
| Chemicals (641)                                      | 75,675               | 61,537                       | 14,138             | 18.7%               |
| Treatment Operations (642)                           | 157,952              | 123,346                      | 34,606             | 21.9%               |
| Miscellaneous Water Treatment (643)                  | 29,268               | 32,618                       | (3,351)            | -11.4%              |
| Treatment Maintenance Supervision (650)              | 6,396                | 5,931                        | 465                | 7.3%                |
| Maint of Treatment Structures (651)                  | 11,740               | 9,570                        | 2,169              | 18.5%               |
| Maint of Treatment Equipment (652)                   | 190,792              | 40,872                       | 149,920            | 78.6%               |
| <b>TOTAL WATER TREATMENT EXPENSE</b>                 | <b>491,010</b>       | <b>291,229</b>               | <b>199,781</b>     | <b>40.7%</b>        |
| <b>TRANSMISSION &amp; DISTRIBUTION EXPENSE</b>       |                      |                              |                    |                     |
| Stores Expense (163)                                 | -                    | 12,541                       | (12,541)           | XXX                 |
| Unallocated Vehicle & Equip Expense (184)            | -                    | (133,308)                    | 133,308            | XXX                 |
| Distribution Operation Supervision (660)             | 50,900               | 49,007                       | 1,893              | 3.7%                |
| Transmission & Distribution Line Expense (662)       | 94,583               | 48,176                       | 46,407             | 49.1%               |
| Meter Expense (663)                                  | 39,253               | 31,772                       | 7,481              | 19.1%               |
| Customer Installation Expense (664)                  | 23,573               | 19,212                       | 4,361              | 18.5%               |
| Miscellaneous Distribution Expense (665)             | 60,757               | 52,836                       | 7,920              | 13.0%               |
| Maintenance of Reservoirs & Standpipes (672)         | 6,206                | 3,894                        | 2,312              | 37.2%               |
| Maintenance of Mains (673)                           | 340,482              | 179,525                      | 160,958            | 47.3%               |
| Maintenance of Services (675)                        | 89,448               | 64,660                       | 24,788             | 27.7%               |
| Maintenance of Meters (676)                          | 22,718               | 27,893                       | (5,175)            | -22.8%              |
| Maintenance of Hydrants (677)                        | 46,273               | 16,544                       | 29,729             | 64.2%               |
| <b>TOTAL TRANSMISSION &amp; DISTRIBUTION EXPENSE</b> | <b>774,191</b>       | <b>372,753</b>               | <b>401,438</b>     | <b>51.9%</b>        |
| <b>CUSTOMER ACCOUNTS EXPENSE</b>                     |                      |                              |                    |                     |
| Meter Reading Expense (902)                          | 7,637                | 16,190                       | (8,553)            | -112.0%             |
| Customer Records & Collection Expense (903)          | 212,808              | 282,531                      | (69,722)           | -32.8%              |
| Uncollectible Accounts (904)                         | 1,000                | 1,327                        | (327)              | -32.7%              |
| Conservation/Educational Expense (906)               | 1,750                | 311                          | 1,439              | 82.2%               |
| <b>TOTAL CUSTOMER ACCOUNTS EXPENSE</b>               | <b>223,195</b>       | <b>300,359</b>               | <b>(77,163)</b>    | <b>-34.6%</b>       |

**GREEN BAY WATER UTILITY**  
**INCOME & EXPENSE COMPARISON**  
**BUDGET TO ACTUAL**  
**March 31, 2020**

|                                                    | BUDGET<br>THRU MARCH | ACTUAL<br>AS OF<br>3/31/2020 | DOLLAR<br>VARIANCE | PERCENT<br>VARIANCE |
|----------------------------------------------------|----------------------|------------------------------|--------------------|---------------------|
| <b><u>ADMINISTRATIVE &amp; GENERAL EXPENSE</u></b> |                      |                              |                    |                     |
| Depreciation Expense (403 & 426)                   | \$ 1,347,859         | \$ 1,139,028                 | \$208,831          | 15.5%               |
| Amortization of Non-Utility Plant (405)            | 32,863               | 32,863                       | (0)                | 0.0%                |
| Taxes (408)                                        | 684,680              | 683,345                      | 1,334              | 0.2%                |
| Administrative & General Salaries (920)            | 175,297              | 160,102                      | 15,195             | 8.7%                |
| Office Supplies & Expense (921)                    | 21,750               | 19,504                       | 2,246              | 10.3%               |
| Outside Services Employed (923)                    | 116,983              | 49,437                       | 67,545             | 57.7%               |
| Property Insurance (924)                           | 15,400               | 59,167                       | (43,767)           | -284.2%             |
| Injuries & Damages (925)                           | 14,000               | -                            | 14,000             | 100.0%              |
| Employee Pension & Benefits (926)                  | 320,928              | 293,196                      | 27,732             | 8.6%                |
| Regulatory Commission Expense (928)                | 2,500                | 1,621                        | 879                | 35.2%               |
| Miscellaneous General Expense (930)                | 23,915               | 21,536                       | 2,379              | 9.9%                |
| Maintenance of General Plant (932)                 | 36,347               | 21,524                       | 14,823             | 40.8%               |
| <b>TOTAL ADMINISTRATIVE &amp; GENERAL EXPENSE</b>  | <b>2,792,520</b>     | <b>2,481,324</b>             | <b>311,196</b>     | <b>11.1%</b>        |
| <b>TOTAL OPERATING EXPENSES</b>                    | <b>5,023,636</b>     | <b>3,668,939</b>             | <b>1,354,698</b>   | <b>27.0%</b>        |
| <b>OPERATING PROFIT</b>                            | <b>888,301</b>       | <b>1,782,810</b>             | <b>894,509</b>     | <b>100.7%</b>       |
| <b><u>MISCELLANEOUS INCOME &amp; (EXPENSE)</u></b> |                      |                              |                    |                     |
| Interest Income-Operating Accounts (419)           | 21,250               | 24,281                       | 3,031              | 14.3%               |
| Interest Income-Debt Accounts (419)                | 61,750               | 60,265                       | (1,485)            | -2.4%               |
| Misc Income/Contributed Capital (421)              | 181,250              | -                            | (181,250)          | -100.0%             |
| Other Income (415, 416, 471, 472, 474)             | 107,253              | 43,000                       | (64,253)           | -59.9%              |
| <b>TOTAL MISC INCOME &amp; (EXPENSE)</b>           | <b>371,503</b>       | <b>127,546</b>               | <b>(243,957)</b>   | <b>-65.7%</b>       |
| <b>INTEREST EXPENSE (427, 428, 429)</b>            | <b>366,930</b>       | <b>352,642</b>               | <b>14,288</b>      | <b>3.9%</b>         |
| <b>NET INCOME (LOSS)</b>                           | <b>\$ 892,874</b>    | <b>\$ 1,557,714</b>          | <b>\$ 664,841</b>  | <b>74.5%</b>        |



# GREEN BAY WATER UTILITY

## CASH POSITION

February 29, 2020

|                                                        | 12/31/2019           | 2/29/2020            |
|--------------------------------------------------------|----------------------|----------------------|
| <b>UNRESTRICTED CURRENT ASSETS</b>                     |                      |                      |
| Cash & Investments - Operation & Maintenance           |                      |                      |
| Local Govt. Investment Pool                            | 103,329              | 103,602              |
| Associated Bank Checking                               | 5,419,243            | 4,084,957            |
| Working Cash Funds - Petty Cash                        | 1,700                | 1,700                |
| Total Cash & Investments - Operation & Maintenance     | 5,524,272            | 4,190,260            |
| Assoc Bank Checking - Private Lead Service Replacement | 69,887               | 69,927               |
| <b>RESTRICTED CURRENT ASSETS</b>                       |                      |                      |
| Cash & Investments - Bond Redemption                   |                      |                      |
| Certificates of Deposit - Bond Redemption              | 890,000              | 1,780,000            |
| Associated Bank Money Market Account                   | 43,921               | 43,927               |
| Total Cash & Investments - Bond Redemption             | 933,921              | 1,823,927            |
| <b>RESTRICTED LONG-TERM ASSETS</b>                     |                      |                      |
| Cash & Investments - Debt Reserve                      |                      |                      |
| Associated Trust Money Market                          | 33,020               | 61,222               |
| Associated Trust Certificates of Deposit               | 721,617              | 721,617              |
| Associated Trust Municipal Bonds                       | 5,273,457            | 5,268,457            |
| Total Cash & Investments - Debt Reserve                | 6,028,095            | 6,051,296            |
| <b>TOTAL CASH POSITION</b>                             | <b>\$ 12,556,174</b> | <b>\$ 12,135,409</b> |

# GREEN BAY WATER UTILITY

## BALANCE SHEET

February 29, 2020

|                                     | AS OF<br>12/31/2019   | AS OF<br>2/29/2020    |
|-------------------------------------|-----------------------|-----------------------|
| <u>ASSETS</u>                       |                       |                       |
| Current Assets                      |                       |                       |
| O & M Cash & Investments            | \$ 5,524,272          | \$ 4,190,260          |
| Lead Service Replacement Cash       | 69,887                | 69,927                |
| Lead Service Replacement Receivable | 40                    | 366                   |
| Interest Receivable                 | 1,295                 | 4,605                 |
| Accounts Receivable                 | 4,601,736             | 5,080,717             |
| Inventories                         | 498,043               | 446,836               |
| Prepayments                         | 28,681                | 2,087,834             |
| Total Current Assets                | <u>10,723,954</u>     | <u>11,880,545</u>     |
| Property, Plant & Equipment         |                       |                       |
| Original Cost                       | 232,799,188           | 232,939,221           |
| Less: Accumulated Depreciation      | <u>(89,325,787)</u>   | <u>(90,128,457)</u>   |
| Net Plant                           | 143,473,401           | 142,810,764           |
| Construction in Progress            | 105,153               | 451,134               |
| Total Plant & Equipment             | <u>143,578,554</u>    | <u>143,261,898</u>    |
| Restricted Assets                   |                       |                       |
| Debt Reserve Fund                   | 6,028,095             | 6,051,296             |
| Bond Redemption Fund                | 933,921               | 1,823,927             |
| Accrued Interest                    | 48,671                | 50,449                |
| Total Restricted Assets             | <u>7,010,687</u>      | <u>7,925,671</u>      |
| Other Assets                        |                       |                       |
| Unamortized Ashwaubenon Booster     | 1,511,713             | 1,489,804             |
| Unamortized Wrightstown Loan/Grant  | 506,400               | 501,125               |
| Unamortized Loss on Refunding       | 619,002               | 586,941               |
| Net Pension Asset                   | -                     | -                     |
| Deferred Outflows-Pension           | <u>2,471,155</u>      | <u>2,471,155</u>      |
| Total Other Assets                  | <u>5,108,270</u>      | <u>5,049,025</u>      |
| TOTAL ASSETS                        | <u>\$ 166,421,464</u> | <u>\$ 168,117,140</u> |

**GREEN BAY WATER UTILITY****BALANCE SHEET**

February 29, 2020

Page 2

|                                              | AS OF<br><u>12/31/2019</u> | AS OF<br><u>2/29/2020</u> |
|----------------------------------------------|----------------------------|---------------------------|
| <u>LIABILITIES &amp; FUND EQUITY</u>         |                            |                           |
| Current Liabilities                          |                            |                           |
| Accounts Payable                             | \$ 506,804                 | \$ 122,751                |
| Sewer Billings Payable                       | 2,886,733                  | 3,391,541                 |
| Storm Water Billings Payable                 | 1,157,390                  | 1,449,902                 |
| Lead Service Replacement Grant               | 30,571                     | 30,571                    |
| Accrued Vacation & Sick Leave Pay            | 439,369                    | 439,369                   |
| Accrued Taxes                                | 33,613                     | 33,613                    |
| Total Current Liabilities                    | <u>5,054,480</u>           | <u>5,467,746</u>          |
| Other Liabilities                            |                            |                           |
| Net Pension Liability                        | 910,735                    | 910,735                   |
| Deferred Outflows-Pension                    | 1,262,931                  | 1,262,931                 |
| Total Other Liabilities                      | <u>2,173,666</u>           | <u>2,173,666</u>          |
| Payable from Restricted Assets               |                            |                           |
| Current Portion of Long-Term Debt            | 3,705,000                  | 3,705,000                 |
| Accrued Interest                             | 450,683                    | 696,136                   |
| Total Restricted Payables                    | <u>4,155,683</u>           | <u>4,401,136</u>          |
| Long-Term Debt - Net of Premiums & Discounts | <u>44,452,491</u>          | <u>44,410,070</u>         |
| TOTAL LIABILITIES                            | <u>55,836,319</u>          | <u>56,452,618</u>         |
| <u>FUND EQUITY</u>                           |                            |                           |
| Contributed Capital                          |                            |                           |
| City of Green Bay                            | <u>736,907</u>             | <u>736,907</u>            |
| Earned Surplus                               |                            |                           |
| Restricted                                   | 2,855,004                  | 3,524,535                 |
| Unrestricted                                 | 106,993,235                | 107,403,080               |
| Total Earned Surplus                         | <u>109,848,239</u>         | <u>110,927,615</u>        |
| TOTAL FUND EQUITY                            | <u>110,585,145</u>         | <u>111,664,522</u>        |
| TOTAL LIABILITIES & FUND EQUITY              | <u>\$ 166,421,464</u>      | <u>\$ 168,117,140</u>     |

**GREEN BAY WATER UTILITY**  
**INCOME SUMMARY**  
February 29, 2020

|                                 | <u>2020<br/>BUDGET</u> | <u>BUDGET<br/>THRU FEBRUARY</u> | <u>ACTUAL<br/>AS OF<br/>2/29/2020</u> | <u>TOTAL BUDGET<br/>REMAINING VARIANCE</u> |
|---------------------------------|------------------------|---------------------------------|---------------------------------------|--------------------------------------------|
| TOTAL OPERATING REVENUES        | \$ 23,647,750          | \$ 3,941,292                    | \$ 3,650,319                          | \$ (19,997,431)                            |
| OPERATING EXPENSES              |                        |                                 |                                       |                                            |
| Pumping                         | 2,970,879              | 495,147                         | 126,635                               | 2,844,244                                  |
| Water Treatment                 | 1,964,040              | 327,340                         | 184,953                               | 1,779,087                                  |
| Transmission & Distribution     | 3,096,765              | 516,128                         | 229,774                               | 2,866,991                                  |
| Customer Accounts               | 892,781                | 148,797                         | 242,183                               | 650,598                                    |
| Administrative & General        | 11,170,080             | 1,861,680                       | 1,609,286                             | 9,560,794                                  |
| Total Operating Expenses        | <u>20,094,545</u>      | <u>3,349,091</u>                | <u>2,392,830</u>                      | <u>17,701,715</u>                          |
| Operating Profit (Loss)         | 3,553,205              | 592,201                         | 1,257,489                             | (2,295,716)                                |
| Interest & Miscellaneous Income | 1,486,011              | 247,669                         | 56,983                                | (1,429,028)                                |
| Interest Expense                | <u>1,467,721</u>       | <u>244,620</u>                  | <u>235,095</u>                        | <u>1,232,626</u>                           |
| NET INCOME (LOSS)               | <u>\$ 3,571,495</u>    | <u>\$ 595,249</u>               | <u>\$ 1,079,377</u>                   | <u>\$ (2,492,118)</u>                      |

**GREEN BAY WATER UTILITY**  
**INCOME & EXPENSE COMPARISON**  
**BUDGET TO ACTUAL**  
**February 29, 2020**

|                                                       | BUDGET<br>THRU FEBRUARY | ACTUAL<br>AS OF<br>2/29/2020 | DOLLAR<br>VARIANCE | PERCENT<br>VARIANCE |
|-------------------------------------------------------|-------------------------|------------------------------|--------------------|---------------------|
| <b>OPERATING REVENUES</b>                             |                         |                              |                    |                     |
| Residential & Apartment                               | \$ 1,211,875            | \$ 1,198,436                 | \$ (13,439)        | -1.1%               |
| Commercial & Restaurant                               | 643,125                 | 621,191                      | (21,934)           | -3.4%               |
| Industrial                                            | 916,125                 | 745,078                      | (171,047)          | -18.7%              |
| Municipal                                             | 74,375                  | 59,401                       | (14,974)           | -20.1%              |
| Sales to General Customers                            | 2,845,500               | 2,624,106                    | (221,394)          | -7.8%               |
| Sales for Resale - Ashwaubenon                        | 518,000                 | 464,384                      | (53,616)           | -10.4%              |
| Sales for Resale - Scott                              | 14,000                  | 13,066                       | (934)              | -6.7%               |
| Sales For Resale - Hobart                             | 51,625                  | 44,218                       | (7,407)            | -14.3%              |
| Sales for Resale - Wrightstown                        | 28,000                  | 43,686                       | 15,686             | 56.0%               |
| Public Fire Protection                                | 231,000                 | 238,169                      | 7,169              | 3.1%                |
| Private Fire Protection                               | 24,000                  | -                            | (24,000)           | -100.0%             |
| Sewer & Stormwater Portion of Expenses                | 205,833                 | 212,500                      | 6,667              | 3.2%                |
| Penalties                                             | 23,333                  | 10,189                       | (13,145)           | -56.3%              |
| <b>TOTAL OPERATING REVENUES</b>                       | <b>3,941,292</b>        | <b>3,650,319</b>             | <b>(290,973)</b>   | <b>-7.4%</b>        |
| <b>OPERATING EXPENSES</b>                             |                         |                              |                    |                     |
| <u><b>PUMPING EXPENSE</b></u>                         |                         |                              |                    |                     |
| Purchased Water (602)                                 | 683                     | -                            | 683                | 100.0%              |
| Maint of Intakes (613)                                | 2,500                   | -                            | 2,500              | 100.0%              |
| Maint of Supply Mains (616)                           | 273,759                 | 48                           | 273,711            | 100.0%              |
| Pumping Operation Supervision (620)                   | 5,264                   | 6,263                        | (1,000)            | -19.0%              |
| Power Purchased for Pumping (623)                     | 126,140                 | 56,687                       | 69,453             | 55.1%               |
| Pumping Labor & Expense (624)                         | 14,223                  | 10,377                       | 3,845              | 27.0%               |
| Miscellaneous Pumping Expense (626)                   | 11,757                  | 5,477                        | 6,281              | 53.4%               |
| Pumping Maintenance Supervision (630)                 | 14,327                  | 11,291                       | 3,036              | 21.2%               |
| Maintenance of Pumping Structures (631)               | 18,741                  | 22,994                       | (4,253)            | -22.7%              |
| Maintenance of Power Prod Equip (632)                 | 1,450                   | -                            | 1,450              | 100.0%              |
| Maintenance of Pumping Equipment (633)                | 26,303                  | 13,498                       | 12,805             | 48.7%               |
| <b>TOTAL PUMPING EXPENSE</b>                          | <b>495,147</b>          | <b>126,635</b>               | <b>368,511</b>     | <b>74.4%</b>        |
| <u><b>WATER TREATMENT EXPENSE</b></u>                 |                         |                              |                    |                     |
| Treatment Operations Supervision (640)                | 12,792                  | 10,793                       | 1,999              | 15.6%               |
| Chemicals (641)                                       | 50,450                  | 31,829                       | 18,621             | 36.9%               |
| Treatment Operations (642)                            | 105,302                 | 80,824                       | 24,478             | 23.2%               |
| Miscellaneous Water Treatment (643)                   | 19,512                  | 22,976                       | (3,464)            | -17.8%              |
| Treatment Maintenance Supervision (650)               | 4,264                   | 3,744                        | 520                | 12.2%               |
| Maint of Treatment Structures (651)                   | 7,826                   | 6,524                        | 1,303              | 16.6%               |
| Maint of Treatment Equipment (652)                    | 127,195                 | 28,264                       | 98,931             | 77.8%               |
| <b>TOTAL WATER TREATMENT EXPENSE</b>                  | <b>327,340</b>          | <b>184,953</b>               | <b>142,387</b>     | <b>43.5%</b>        |
| <u><b>TRANSMISSION &amp; DISTRIBUTION EXPENSE</b></u> |                         |                              |                    |                     |
| Stores Expense (163)                                  | -                       | 9,328                        | (9,328)            | XXX                 |
| Unallocated Vehicle & Equip Expense (184)             | -                       | (111,258)                    | 111,258            | XXX                 |
| Distribution Operation Supervision (660)              | 33,933                  | 32,159                       | 1,774              | 5.2%                |
| Transmission & Distribution Line Expense (662)        | 63,055                  | 33,695                       | 29,360             | 46.6%               |
| Meter Expense (663)                                   | 26,169                  | 21,303                       | 4,865              | 18.6%               |
| Customer Installation Expense (664)                   | 15,715                  | 13,449                       | 2,267              | 14.4%               |
| Miscellaneous Distribution Expense (665)              | 40,504                  | 33,757                       | 6,747              | 16.7%               |
| Maintenance of Reservoirs & Standpipes (672)          | 4,137                   | 1,218                        | 2,919              | 70.6%               |
| Maintenance of Mains (673)                            | 226,988                 | 124,863                      | 102,126            | 45.0%               |
| Maintenance of Services (675)                         | 59,632                  | 40,907                       | 18,725             | 31.4%               |
| Maintenance of Meters (676)                           | 15,145                  | 18,523                       | (3,377)            | -22.3%              |
| Maintenance of Hydrants (677)                         | 30,849                  | 11,831                       | 19,018             | 61.6%               |
| <b>TOTAL TRANSMISSION &amp; DISTRIBUTION EXPENSE</b>  | <b>516,128</b>          | <b>229,774</b>               | <b>286,354</b>     | <b>55.5%</b>        |
| <u><b>CUSTOMER ACCOUNTS EXPENSE</b></u>               |                         |                              |                    |                     |
| Meter Reading Expense (902)                           | 5,091                   | 7,057                        | (1,965)            | -38.6%              |
| Customer Records & Collection Expense (903)           | 141,872                 | 234,337                      | (92,464)           | -65.2%              |
| Uncollectible Accounts (904)                          | 667                     | 691                          | (24)               | -3.6%               |
| Conservation/Educational Expense (906)                | 1,167                   | 99                           | 1,068              | 91.5%               |
| <b>TOTAL CUSTOMER ACCOUNTS EXPENSE</b>                | <b>148,797</b>          | <b>242,183</b>               | <b>(93,386)</b>    | <b>-62.8%</b>       |

**GREEN BAY WATER UTILITY**  
**INCOME & EXPENSE COMPARISON**  
**BUDGET TO ACTUAL**  
**February 29, 2020**

|                                                        | BUDGET<br>THRU FEBRUARY | ACTUAL<br>AS OF<br>2/29/2020 | DOLLAR<br>VARIANCE    | PERCENT<br>VARIANCE |
|--------------------------------------------------------|-------------------------|------------------------------|-----------------------|---------------------|
| <b><u>ADMINISTRATIVE &amp; GENERAL EXPENSE</u></b>     |                         |                              |                       |                     |
| Depreciation Expense (403 & 426)                       | \$ 898,572              | \$ 759,352                   | \$ 139,220            | 15.5%               |
| Amortization of Non-Utility Plant (405)                | 21,909                  | 21,909                       | (0)                   | 0.0%                |
| Taxes (408)                                            | 456,453                 | 455,757                      | 696                   | 0.2%                |
| Administrative & General Salaries (920)                | 116,865                 | 104,664                      | 12,201                | 10.4%               |
| Office Supplies & Expense (921)                        | 14,500                  | 8,495                        | 6,005                 | 41.4%               |
| Outside Services Employed (923)                        | 77,988                  | 20,080                       | 57,908                | 74.3%               |
| Property Insurance (924)                               | 10,267                  | 7,018                        | 3,249                 | 31.6%               |
| Injuries & Damages (925)                               | 9,333                   | -                            | 9,333                 | 100.0%              |
| Employee Pension & Benefits (926)                      | 213,952                 | 199,810                      | 14,142                | 6.6%                |
| Regulatory Commission Expense (928)                    | 1,667                   | 780                          | 887                   | 53.2%               |
| Miscellaneous General Expense (930)                    | 15,943                  | 18,210                       | (2,267)               | -14.2%              |
| Maintenance of General Plant (932)                     | 24,231                  | 13,210                       | 11,021                | 45.5%               |
| <b>TOTAL ADMINISTRATIVE &amp; GENERAL EXPENSE</b>      | <b>1,861,680</b>        | <b>1,609,286</b>             | <b>252,394</b>        | <b>13.6%</b>        |
| <br><b>TOTAL OPERATING EXPENSES</b>                    | <br><b>3,349,091</b>    | <br><b>2,392,830</b>         | <br><b>956,261</b>    | <br><b>28.6%</b>    |
| <br><b>OPERATING PROFIT</b>                            | <br><b>592,201</b>      | <br><b>1,257,489</b>         | <br><b>665,288</b>    | <br><b>112.3%</b>   |
| <br><b><u>MISCELLANEOUS INCOME &amp; (EXPENSE)</u></b> |                         |                              |                       |                     |
| Interest Income-Operating Accounts (419)               | 14,167                  | 17,382                       | 3,215                 | 22.7%               |
| Interest Income-Debt Accounts (419)                    | 41,167                  | 34,074                       | (7,093)               | -17.2%              |
| Misc Income/Contributed Capital (421)                  | 120,833                 | -                            | (120,833)             | -100.0%             |
| Other Income (415, 416, 471, 472, 474)                 | 71,502                  | 5,527                        | (65,975)              | -92.3%              |
| <b>TOTAL MISC INCOME &amp; (EXPENSE)</b>               | <b>247,669</b>          | <b>56,983</b>                | <b>(190,686)</b>      | <b>-77.0%</b>       |
| <br><b>INTEREST EXPENSE (427, 428, 429)</b>            | <br><b>244,620</b>      | <br><b>235,095</b>           | <br><b>9,525</b>      | <br><b>3.9%</b>     |
| <br><b>NET INCOME (LOSS)</b>                           | <br><b>\$ 595,249</b>   | <br><b>\$ 1,079,377</b>      | <br><b>\$ 484,128</b> | <br><b>81.3%</b>    |



Report to the  
Water Utility Commission  
of the City of Green Bay

**MEETING DATE**

May 11, 2020

**PREPARED BY**

**AGENDA ITEM # F.1**

General Manager & Covid-19 Update

**BACKGROUND**

**RECOMMENDATION**

**FISCAL IMPACT**

**ATTACHMENTS**

1. Continuity of Operations Plan COVID-19 May 7 2020
2. COVID-19 Update May 11 2020

# **Continuity of Operations Plan COVID-19**



***\*\*\* Current as of May 7, 2020 \*\*\****



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## **I. INTRODUCTION**

This Continuity of Operations Plan: COVID-19 has been developed specifically for the COVID-19 situation currently taking place. It is a supplement to the Continuity of Operations section of the Green Bay Water Utility Emergency Response Plan. It was developed by using the FEMA Pandemic Influenza Continuity of Operations Template, [text from the template is shown in blue](#). The template can be found here: [FEMA Pandemic Influenza Continuity of Operations Annex Template](#)

Emergency Declaration history and other important dates:

March 11, 2020: the World Health Organization declared COVID-19 is a pandemic

March 12, 2020: The State of Wisconsin declared a Public Health Emergency

March 13, 2020: a National Emergency was declared by President Trump

March 14, 2020: Brown County activated the EOC (Emergency Operations Center)

March 18, 2020: Brown County Emergency Management announced 1<sup>st</sup> COVID in Brown County

March 23, 2020: The State of Wisconsin ordered the closure of all non-essential businesses

March 25, 2020: The State of Wisconsin issued a “Safer-at-Home” order in effect for 30 days

April 10, 2020: Wisconsin DHS added critical infrastructure employees to “Tier 1/Category A” for priority COVID-19 testing from a health care provider

April 26, 2020: Due to high number of employee positive COVID-19 tests, JBS temporarily closes

May 4, 2020: Brown County Health opens testing site at Resch Center for all county residents & people who work in Brown County

May 4, 2020: City notifies Department Heads of 3 confirmed cases within City Hall Maintenance staff

**\*\*\* Until the pandemic is over, this document will be treated as a ‘living document’ and will be continuously updated as the COVID-19 situation changes\*\*\***

## **II. PURPOSE**

The purpose of this plan is to address the steps the Utility is taking to minimize the impact of COVID-19 (coronavirus) on our employees and the community. The wellbeing of our employees and the community is important to us and this policy outlines the precautions the Utility are implementing. Since the COVID-19 situation is ever evolving, the Utility will continue to monitor this matter by receiving information from public health agencies to stay up to date with the best strategies and precautions to implement for the wellbeing of our employees and the community.

This plan provides guidance and serves as the plan for maintaining critical functions and services of the Utility during the COVID-19 pandemic. This plan stresses that critical functions can be maintained during the COVID-19 pandemic through mitigation strategies, such as social distancing and increased hygiene of employees and their families, and similar approaches. The COVID-19 pandemic may not, in itself, require a traditional continuity response, such as partial or full relocation of the organization’s critical functions, although this response may be concurrently necessary due to other circumstances.

## **III. CONCEPT OF OPERATIONS**

The Green Bay Water Utility (Utility) will monitor the severity of the COVID-19 pandemic and establish continuity activation triggers to address the unique nature of the pandemic threat. The COVID-19 Continuity Plan will be implemented as needed to support the continued performance of critical functions so the Utility can continue our mission without interruption of service to customers.

Continuity activation triggers will be provided by any of or a combination of the following:

- |                                                               |                      |
|---------------------------------------------------------------|----------------------|
| a) Federal Government and/or Center for Disease Control (CDC) | b) State Government  |
| c) County Government                                          | d) City of Green Bay |



#### **IV. CONTINUITY PLANNING**

All Utility personnel are to be informed of protective actions and/or modifications related to this plan. Messaging and risk communications during an emerging infectious disease or pandemic will be conducted by the General Manager. **Please see B. Risk Communications on Page 8 of this annex.**

#### **V. PANDEMIC PLANNING ASSUMPTIONS**

The Assumptions sections below address the overarching planning assumptions that were used in developing the Continuity of Operations Plan: COVID-19 Annex. Some of the information below was taken directly from the Center for Disease Control (CDC) website on 3-13-2020. Here is a link to their website: [CDC Website for situational updates](#)

- A novel coronavirus is a new coronavirus that has not been previously identified. The virus causing coronavirus disease 2019 (COVID-19), is not the same as the coronaviruses that commonly circulate among humans and cause mild illness, like the common cold.
- There is no specific antiviral treatment recommended for COVID-19. People with COVID-19 should receive supportive care to help relieve symptoms. For severe cases, treatment should include care to support vital organ functions. Susceptibility to the COVID-19 virus will be universal.
- Early information out of China, where COVID-19 first started, shows that some people are at higher risk of getting very sick from this illness including older adults, and people who have serious chronic medical conditions like heart disease, diabetes, and lung disease.
- The COVID-19 virus is spreading person-to-person
- The COVID-19 virus seems to be spreading easily and sustainably in the community ("community spread"). Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected.
- At this time, it is not known whether the spread of COVID-19 will decrease when weather becomes warmer. There is much more to learn about the transmissibility, severity, and other features associated with COVID-19 and investigations are ongoing.
- The clinical picture with regard to COVID-19 is not fully known. Reported illnesses have ranged from very mild (including some with no reported symptoms) to severe, including illness resulting in death. While information so far suggests that most COVID-19 illness is mild, a report out of China suggests serious illness occurs in 16% of cases.
- Depending on how severe the outbreak is, public health officials may recommend community actions to reduce people's risk of being exposed to COVID-19. These actions can slow the spread and reduce the impact of disease.
- The Utility will review its continuity communications programs to ensure they are fully capable of supporting the COVID-19 pandemic, and give full consideration to supporting social distancing operations, including telework and other virtual office options
- Utility-controlled buildings will be accessible, but right of entry may be limited
- During an event, the Utility may make its alternate facilities available for staff to implement social distancing protocols
- Critical functions, operations, and support requirements will continue to be people-dependent. However, human interactions may be remote or virtual, resulting in the employment of appropriate teleworking and other approved social distancing protocols
- Travel restrictions, such as limitations on mass transit, implemented at the Federal, State, tribal, territorial, and local levels may affect the ability of some staff to report to work
- Additional funding will be budgeted for future acquisition of additional equipment required for a possible surge in teleworking capabilities

## **VI. PANDEMIC RESPONSE**

### **A. PANDEMIC COORDINATORS AND PANDEMIC RESPONSE TEAMS:**

The Project Specialist has been designated as the Utility Pandemic Coordinator and will oversee a Pandemic Response Team (PRT). The PRT will consist of a member from each Utility department. The PRT will anticipate the impacts of a pandemic on the Utility and assist with developing strategies to manage the effects of a COVID-19 outbreak.

The Pandemic Response Team (PRT) is comprised of the following:

- |                            |                                            |
|----------------------------|--------------------------------------------|
| 1. General Manager         | 8. Distribution Manager                    |
| 2. Operations Manager      | 9. Supply Maintenance Manager              |
| 3. Water Quality Manager   | 10. Engineering Services Supervisor        |
| 4. Business Manager        | 11. Office Supervisor                      |
| 5. IT Director             | 12. Metering & Customer Service Supervisor |
| 6. Communications Director | 13. Distribution Supervisor                |
| 7. HR Coordinator          |                                            |

### **B. COMMUNICATION & PREPARATION:**

The Utility will continue to develop COVID-19 risk communications procedures for communicating with all internal and external stakeholders as the pandemic unfolds.

Communication and preparation during **emerging** COVID-19 pandemic to address the following:

- 1) Communications Director and General Manager to prepare to provide communication with all employees. Methods to consider are daily emails and/or videos to keep employees informed
- 2) Contact the Brown County Health Department and notify them of the importance of the health of our employees. Be sure to mention potential for testing of our Filter Plant operators
- 3) Develop an staffing plans for each department to provide mitigation, prevention, protection, and control measures in the event that a COVID-19 pandemic is declared:
  - Based on local threat level- plan for telecommuting for as many employees as possible
  - For employees not telecommuting, consider flexible work day- limit amount of employees working at same time, move employees to different workstations to promote social distancing
  - Assure adequate supplies remain on-hand (Emergency Goods & Services list- see Appendix)
  - Purchase as much PPE as possible- cloth masks, N95 masks, vinyl gloves, and hand sanitizer
- 4) IT Director must plan now for telecommuting:
  - From each manager and supervisor: Get a list of employees who will telecommute
  - Prepare enough equipment and secure enough NetMotion licenses to adequately supply those employees
  - Set up the equipment and licenses. Test all to assure they work
  - Make written instructions for employees to use to set up stations at home
- 5) Communicate with suppliers to top off supplies (Emergency Goods & Services list- see Appendix)
- 6) Pre-plan for potential FEMA reimbursement-set up account numbers & prep timesheets
- 7) Identify appropriate mitigation and protective measures for the COVID-19 pandemic:
  - Additional daily facility cleaning/disinfection measures- all surfaces, keyboards, etc. Cleaning contractor does the high-use areas and communicated to cleaning contractor by Supply Maintenance manager; employees do personal workstations
  - Social distancing- modifying the frequency and type of face-to-face employee encounters
  - For those critical functions that employees must conduct onsite, we must notify these employees that they are expected to work onsite during a pandemic



- Plan to stock up on supplies (Emergency Goods & Services lists, see the attached Appendix)
  - Pre-plan for potential telecommuting/ability to work from home. IT Director must plan ahead to have ample computer equipment, licenses, software, etc. prepared and ready for use
  - Consider and pre-plan for potential of requiring critical employees work from home. Intent being to replace other critical employees who may become ill and to promote social distancing
  - Review upcoming vacation requests with critical staff- discuss possibility of cancelling the request, possibility of self-quarantine upon return, etc.
- 8) Prepare to change work schedules and assignments based on threat likelihood. Consider going to a 14-day on/off schedule rotation, see pages 7-17 potential staffing plans
- **Customer Service**- Prepare to postpone/cancel appointments
  - **Supply Maintenance**- Prepare for manager report to/from Lake Station to maintain SCADA access. The rest of staff report to Cass Well and use Utility vehicles to get to/from home. Use CityWorks to obtain daily assignments
  - **Distribution**- Prepare for avoidance of the office area to help with social distancing. Roll call to be held at staggered times/locations to promote social distancing. Use CityWorks to find daily assignments. Report to/from home with personal vehicles or Utility vehicles as assigned
  - **Filtration**- Prepare & plan for possible sequestration
  - **Office Staff**- Prepare to close office lobby to customers and possibly the drive through as well. Prepare to have staff telecommute & begin as soon as possible
  - **Engineering Staff**- Prepare to telecommute. Prepare to avoid jobsites unless it is necessary

Communication and preparation **during** the COVID-19 pandemic to address the following:

- 1) Daily conference calls to be held each morning. Managers and supervisors to give an employee status and workload status for their department. The Project Specialist will complete an Employee Status report form and keep minutes during the call. A copy of the completed Employee Status report form and minutes should be emailed to be managers and supervisors
- 2) Contact GBMFD and ask who the contact person for ICS purposes is. Our contact name is Assistant Fire Chief Ryan Gibbons, his number is (920) 615-6896, his email is [ryangi@greenbaywi.gov](mailto:ryangi@greenbaywi.gov)
- 3) Begin accounting practices for FEMA reimbursement
- 4) Purchase PPE as needed- cloth masks, N95 masks, vinyl gloves, and hand sanitizer. If unable to order, contact Asst. Fire Chief Ryan Gibbons or email request to [browncountylogistics@gmail.com](mailto:browncountylogistics@gmail.com)
- 5) Implement the developed staffing plans (see pages 7-17) for each department to provide mitigation, prevention, protection, and control measures during the COVID-19 pandemic. Begin following work schedules and assignments determined for each department
- 6) Change of work assignments based on threat likelihood
  - Customer Service- postpone/cancel appointments
  - Pumping- Avoid office. Report to/from home with Utility vehicles, use CityWorks for daily assignments
  - Distribution- Avoid office. Report to/from home with personal vehicles or Utility vehicles as assigned, use CityWorks for daily assignments. Roll call to be held at staggered times/locations to promote social distancing
  - Filtration Plant- Prepare and plan for potential sequestration
  - Office Staff- Consider closing office lobby to customers and possibly the drive through
  - Avoid work-related travel, conferences, meetings, etc.
- 7) Check the Equal Employment Opportunity Committee (EEOC) website for employment law information regarding changes made due to COVID-19: [EEOC Covid-19 Rehabilitation Act](#)



- 8) Technical Committee meetings- Hold meetings with wholesale customers to keep them aware of COVID-19-related changes we may have made. Discuss changes they have also made
- 9) SPLASH Collaboration meetings- Hold occasional roundtable meetings with SPLASH Collaboration group to briefly discuss how each utility is handling the COVID-19 pandemic. This may lead to improvements for us to make, or to help other utilities with their processes and decision making
- 10) Press Releases: Due to the State's Safer at Home declaration, we need to warn public that temporarily closed businesses should flush their water pipes for the sake of water quality. Issue a press release regarding the dangers of stagnant water. Provide businesses with instructions on our webpage. Please see the Appendix for the Press Release sent out on April 20, 2020.

## **VII. ELEMENTS OF A VIABLE PANDEMIC INFLUENZA CONTINUITY CAPABILITY**

The Continuity of Operations Plan: COVID-19 Annex addresses the 10 traditional elements of continuity:

### **A. CRITICAL FUNCTIONS & STAFFING PLANS**

Given the expected duration and potential multiple waves of COVID-19 outbreaks, organizations must review the process involved in carrying out critical functions and services in order to develop plans that mitigate the effects of COVID-19 while simultaneously allowing the continuation of operations which support critical functions. The Utility has identified critical functions and services needed to sustain its mission and operations during a pandemic. Utility Critical Functions are provided here:

#### **Green Bay Water Utility (GBWU) Critical Functions**

**Administration** – The General Manager oversees all management and operations of the Water Utility on a daily basis, including legal and regulatory issues. Communications Director serves as the Utility PIO. HR Coordinator coordinates and assists with Human Resource-related activities. Operations Manager oversees Supply Maintenance, Distribution, and Engineering.

**Supply Maintenance** – The Supply Maintenance Manager and Pumping Mechanic Electricians are responsible for the operation and maintenance of all facilities and technologies that supply raw and finished water for the Water Utility. Facilities associated with this aspect include the raw water pump station, booster stations, all wells, pressure reducing valves and vaults, water towers, underground reservoirs, SCADA, and all Water Utility buildings. Coverage is 24/7/365.

**Filtration** – The filter plant is a critical function of GBWU and as such must remain in operation at all times. The possibility exists that sequestration of filter plant staff may be needed. GBWU will consider recommendations from Federal, State and local agencies in making this decision. However, it is possible that the health status of filter plant employees will drive the decision making process.

Water Quality Manager, Filter Plant Operators, & Filter Plant Technicians operate and are responsible for the operation of the filtration plant and the processes that produce potable water. Employees monitor and adjust control panels, gauges, chlorinators, filters, and other equipment; sampling of water, perform lab tests, and record results; add chemicals and adjust water treatments to meet quality standards; clean, repair, calibrate, & maintain pumps, screens, valves, meters, other equipment and systems; and physical plant; remove from service, clean, and replace filter media and screens; calibrate and repair testing equipment; order supplies, chemicals, and maintenance parts and equipment; may instruct and supervise other workers in operating and maintaining plant and equipment; prepare and maintain records related to work activities, inventory, and monitoring and testing; prepare and submit reports about testing and maintenance; and may be assigned to perform other skilled and semiskilled maintenance activities

Minimum staffing at the filter plant is: (2) Operators and (1) Tech. Coverage is required 24/7/365.

**Engineering** – Engineering Services Supervisor, Project Specialist, Distribution Engineering Technician, GIS Specialist, and Engineering Services Technician provide technical lead, troubleshooting, coordination, planning, and other to assist and operate all Utility functions. Coverage is during normal business hours and beyond, as needed.



**Distribution** – Distribution Manager, Distribution Supervisor, Distribution Technician, Crew Leaders, Maintenance Operators, Maintenance, Locators, and Equipment Maintenance (mechanics) oversee, manage, lead, and perform the operations, maintenance, and delivery of potable water to the customer via the distribution system via the transmission piping and distribution piping. Also responsible for the appurtenances within the distribution system, fire hydrants, valves, service lines, air release valves, blow-off valves, flushing devices, anodes, and other. Coverage is 24/7/365.

**Business Operations** – Business Manager oversees all management and operations of the billing, metering and customer service department, accounting, and IT department.

**Metering and Customer Service** – Metering and Customer Service Supervisor, oversees manages, leads operations of department. Oversees data collecting units and ensures meter readings are obtained. Responsible for investigating customer issues such as water quality, low pressure, leaking meters, etc.

**Business Office** – Office Supervisor, Accountant, Accounts Payable clerk, and select office staff. Responsible for payroll, accounts payable, and ordering of office supplies. Responsible for answering main phone line calls. Responsible for billing, payment collection and customer service for the Utility and for contracted municipal billing customers- Ashwaubenon, Wrightstown and De Pere. Coverage is during normal business hours.

**Information Technology** – Responsible for installation and setup of new personal computers, peripherals (printers, plotters, speakers, etc.), and network equipment (servers, hubs, routers, wiring, etc.). Responsible for installation and maintenance of the GIS and Windows servers as well as the related network and computer equipment. Repair and upgrade existing equipment including personal computers, peripherals, network equipment, and related wiring, board and disk upgrades, and memory changes. Respond to and resolve problem calls from Utility computer users. Perform problem determination, coordination of service calls with vendors and transportation of equipment. Install and configure operating systems and application software. Perform testing on personal computers, software, peripherals and network equipment, advise on remedies and implement as authorized. Assist with spec preparations for personal computers, peripherals and network equipment. Advise Utility managers in areas of new technologies.

### **Business Continuation Strategy**

In the event that required staffing is not available to complete the functions listed above, the Water Utility has provided internal cross training to address a plan for continuation of each critical function.

Below is a list of critical positions and minimum number of employees required during an emergency:

| <b>Business Operations (7)</b>       | <b>Engineering (2 of the below)</b> | <b>Administration (1)</b>   |
|--------------------------------------|-------------------------------------|-----------------------------|
| (1) Accountant                       | Engineering Services Supervisor     | (1) General Manager         |
| (1) IT Director                      | Project Specialist                  | (1) Operations Manager      |
| (1) Metering/Customer Service Sprv.  | Distribution Engineering Tech       | (1) Business Manager        |
| (1) Front Office Supervisor          | GIS Specialist                      |                             |
| (1) Accounts Payable Clerk           | Engineering Technician              |                             |
| (3) Office Staff                     |                                     |                             |
| (1) Metering/Customer Service Staff  |                                     |                             |
| <b>Distribution (6 of the below)</b> | <b>Supply Maintenance (2)</b>       | <b>Filtration (3)</b>       |
| (2) Distribution Operators           | (1) Supply Maintenance Manager      | (2) Filter Plant Operators  |
| (2) Distribution Laborers            | (1) Pumping Mechanic Electrician    | (1) Filter Plant Technician |
| (1) Manager                          |                                     |                             |
| (1) After-Hours Responder            |                                     |                             |

### **BUSINESS OFFICE- COVID-19 STAFFING PLAN**

The business office is a critical function of the Green Bay Water Utility and as such must be in operation at all times. The business office will implement a multi stage approach for staffing during the COVID-19 pandemic.

#### **STAGE 1: Activated prior to announcement of community spread of COVID-19 in Brown County**

- Business office staff will work normally scheduled shifts and will implement recommendations from CDC, Federal government, State government and local government (City of Green Bay, Brown County Health Dept., etc...)
  - Examples of these recommendations include: social distancing, frequent washing of hands, disinfection of high touch areas, not gathering in groups, etc.
- Business office staff will stagger breaks/lunch to avoid group gatherings
- As much as practical social distancing should be used for deliveries such as UPS, FEDEX, etc.
- When not working, staff will practice recommendations such as social distancing, as noted above.

#### **STAGE 2: Activated by announcement of community spread of COVID-19 in Brown County. This announcement would most likely come from Brown County Health Department.**

- The intent of Stage 2 is to limit contact between all staff as much as practical
- During this stage business office staff will continue to work 8 hour shifts
- Seasonal employee will not report to work until the threat has subsided
- A Billing Technician will telecommute until the threat has subsided
- The Accountant will telecommute until the threat has subsided
- Business Manager and the Office Supervisor will rotate between reporting to the office and telecommuting with only 1 in the office at a time
- Business office staff will have work station locations adjusted to improve social distancing. They will use the Executive Assistant workstation and the Distribution Technician workstation
- 2 staff will be off, with pay, each week on a rotating basis to ensure safety and health along with providing proper coverage of critical duties. This will reduce business staff reporting to office by 4
- A Utility vehicle will be reserved for Business Office staff use only. Identify 1 employee per rotational shift to run errands. Wipe/Disinfect interior after use
- Remaining business office staff work a rotation with 2 employees off for 1 week

#### **STAGE 3: Activated by announcement of Utility Employee confirmed with COVID-19. This announcement would most likely come from Brown County Health Department and notification from employee's doctor.**

- The Business Manager and/or General Manager will determine if we need to close sections of the office or the entire office until the Utility's cleaning contractor, Pro One Janitorial, has completed a thorough 'covid cleaning'. The Utility has discussed with Pro One Janitorial what our expectations are for a 'covid cleaning' and additional cleaning fees have been agreed upon for this service. Notify Tom Landwehr so he can coordinate the 'covid cleaning' with Pro One Janitorial
- The Business Manager and/or General Manager will identify any/all vehicles, equipment, and tools that may require a 'covid cleaning' and falls outside of the scope of work for Pro One Janitorial. For these cleaning services, contact Mark with PuroClean at (920) 965-8339. We have discussed with PuroClean what our expectations are for a 'covid cleaning' and cleaning fees have been agreed upon for this service

- If necessary, the Utility vehicle used for running office errands may also need to be disinfected.
- This link provides cleaning and disinfecting guidance [CDC Facility cleaning and disinfecting guidance](#)
- Follow our if an “Employee Tests Positive for Covid-19” and “Employee is Exposed to Covid-19” procedures and practices
- Staff not exposed will rotate in to take over critical areas. Depending on extent of exposure, number of staff working in office may decrease
- Seasonal employee would return
- Metering and Cross Connection Specialist would assist in phone coverage, payment processing, etc.
- Distribution Services Technician would assist in billing
- Depending on time of month, municipal billing customers bill processing may be delayed
- GBWU billing may be delayed
- Phone calls may have to wait in que longer before answered

### **METERING/CUSTOMER SERVICE- COVID-19 STAFFING PLAN**

The Metering/Customer Service section is a critical function of the Green Bay Water Utility and as such must be in operation at all times. The Metering/Customer Service section will implement a multi stage approach for staffing during the COVID-19 pandemic.

#### **STAGE 1: Activated prior to announcement of community spread of COVID-19 in Brown County**

- Metering/Customer Service staff will work normally scheduled shifts and will implement recommendations from CDC, Federal government, State government and local government (City of Green Bay, Brown County Health Dept., etc.)
  - Examples of these recommendations include: social distancing, frequent washing of hands, disinfection of high touch areas, not gathering in groups, etc.
- Metering/Customer Service staff will stagger breaks/lunch to avoid group gatherings
- As much as practical social distancing will be used for deliveries such as UPS, FEDEX, auto parts, etc.
- When not working staff will practice recommendations such as social distancing, as noted above
- Cross Connection Control Specialist will start to telecommute when community spread announcement is nearing
- Discuss potential work assignments with the Distribution Department for Metering/Customer Service staff to be prepared in case in-building work such as cross connection, meter change-outs, etc. are cancelled

#### **STAGE 2: Activated by announcement of community spread of COVID-19 in Brown County. This announcement would most likely come from Brown County Health Department.**

- The intent of Stage 2 is to limit contact between all staff as much as practical
- During this stage Metering/Customer Service staff will continue to work 8 hour shifts
- Cross Connection Control Specialist will continue to telecommute when community spread announcement is nearing
- Metering/Customer Service Supervisor and Metering/Customer Service staff report to Metering/Customer Service room daily, unless assigned to assist Distribution staff
- In-building work such as cross connection, meter change-outs, etc. are cancelled. Begin assisting Distribution Department
- Metering/Customer Service staff will be broken into 2 teams with all positions maintaining coverage



- Team 1 consists of 2 Customer Service Technicians. Team 2 consists of 2 Customer Service Technicians and 1 Customer Service Specialist- Plumbing
- Metering/Customer Service teams work 14 days on (Team 1) and 14 days off, with pay (Team 2).
- After the first 14 day shift, Team 2 will rotate in & begin working. Team 1 will start its 14 day off schedule.
- The Metering/Customer Service Supervisor and Metering & Cross Connection Control Specialist (telecommuting) will not be off during either of the 14 day cycles and will perform normal duties
- Implement rule of one Metering/Customer Service employee per Utility vehicle. Wipe/Disinfect interior after use

**STAGE 3: Activated by announcement of Utility Employee confirmed with COVID-19. This announcement would most likely come from Brown County Health Department and notification from employee's doctor.**

- The Business Manager and/or General Manager will determine if we need to close sections of the office or the entire office until the Utility's cleaning contractor, Pro One Janitorial, has completed a thorough 'covid cleaning'. The Utility has discussed with Pro One Janitorial what our expectations are for a 'covid cleaning' and additional cleaning fees have been agreed upon for this service. Notify Tom Landwehr so he can coordinate the 'covid cleaning' with Pro One Janitorial
- The Business Manager and/or General Manager will identify any/all vehicles, equipment, and tools that may require a 'covid cleaning' and falls outside of the scope of work for Pro One Janitorial. For these cleaning services, contact Mark with PuroClean at (920) 965-8339. We have discussed with PuroClean what our expectations are for a 'covid cleaning' and cleaning fees have been agreed upon for this service
- This link provides cleaning and disinfecting guidance [CDC Facility cleaning and disinfecting guidance](#)
- Follow our if an "Employee Tests Positive for Covid-19" and "Employee is Exposed to Covid-19" procedures and practices
- Staff not exposed will rotate in to take over critical areas. Depending on extent of exposure, number of staff working in office may decrease
- Metering/Customer Service Supervisor and Customer Service Specialist – Plumbing will rotate responding to emergencies
- Metering/Customer Service Supervisor will work from home as much as possible
- Staff will be part of Distribution rotation to assist where needed

### **ENGINEERING SERVICES- COVID-19 STAFFING PLAN**

The Engineering Services section is a critical function of the Green Bay Water Utility and as such must be in operation at all times. The Engineering Services section will implement a multi stage approach for staffing during the COVID-19 pandemic.

**STAGE 1: Activated prior to announcement of community spread of COVID-19 in Brown County**

- Engineering staff will work normally scheduled shifts and will implement recommendations from CDC, Federal government, State government and local government (City of Green Bay, Brown County Health Dept., etc...)
  - Examples of these recommendations include: social distancing, frequent washing of hands, disinfection of high touch areas, not gathering in groups, etc.
- Engineering staff will stagger breaks/lunch to avoid group gatherings
- As much as practical social distancing should be used for deliveries such as UPS, FEDEX, etc.

- When not working, staff will practice recommendations such as social distancing, as noted above

**STAGE 2: Activated by announcement of community spread of COVID-19 in Brown County. This announcement would most likely come from Brown County Health Department.**

- The intent of Stage 2 is to limit contact between all staff as much as practical
- During this stage Engineering staff will continue to work 8 hour shifts
- The Project Specialist, GIS Specialist, and Distribution Engineering Technician will telecommute until the threat has subsided
- The Engineering Services Technician and Engineering Services Supervisor will work from the office as minimally as possible and telecommute as much as possible, until the threat has subsided. This amount of time spent in the office or at job sites will fluctuate due to construction activity levels
- Implement rule of 1 Engineering Services employee per Utility vehicle. Disinfect interior after use

**STAGE 3: Activated by announcement of Utility Employee confirmed with COVID-19. This announcement would most likely come from Brown County Health Department and notification from employee's doctor.**

- The Operations Manager and/or General Manager will determine if we need to close sections of the office or the entire office until the Utility's cleaning contractor, Pro One Janitorial, has completed a thorough 'covid cleaning'. The Utility has discussed with Pro One Janitorial what our expectations are for a 'covid cleaning' and additional cleaning fees have been agreed upon for this service. Notify Tom Landwehr so he can coordinate the 'covid cleaning' with Pro One Janitorial
- The Operations Manager and/or General Manager will identify any/all vehicles, equipment, and tools that may require a 'covid cleaning' and falls outside of the scope of work for Pro One Janitorial. For these cleaning services, contact Mark with PuroClean at (920) 965-8339. We have discussed with PuroClean what our expectations are for a 'covid cleaning' and cleaning fees have been agreed upon for this service
- This link provides cleaning and disinfecting guidance [CDC Facility cleaning and disinfecting guidance](#)
- Follow our if an "Employee Tests Positive for Covid-19" and "Employee is Exposed to Covid-19" procedures and practices
- Remaining staff will assist others and/or take over critical needs or projects
- During this stage Engineering staff will continue to work 8 hour shifts
- The Project Specialist, GIS Specialist, and Distribution Engineering Technician will continue to telecommute until the threat has subsided
- The Engineering Services Technician and Engineering Services Supervisor will continue to work from the office as minimally as possible and telecommute as much as possible, until the threat has subsided. This amount of time spent in the office or at job sites will fluctuate due to construction activity levels
- Implement rule of 1 Engineering Services employee per Utility vehicle. Disinfect interior after use

### **DISTRIBUTION- COVID-19 STAFFING PLAN**

The Distribution section is a critical function of the Green Bay Water Utility and as such must be in operation at all times. The Distribution section will implement a multi stage approach for staffing during the COVID-19 pandemic.

**STAGE 1: Activated prior to announcement of community spread of COVID-19 in Brown County**

Distribution staff will work normally scheduled shifts and will implement recommendations from CDC, Federal government, State government and local government (City of Green Bay, Brown County Health Dept., etc.)



- Examples of these recommendations include: social distancing, frequent washing of hands, disinfection of high touch areas, not gathering in groups, etc.
- Distribution morning role call will stagger time & location between the lunch room & vehicle building to avoid group gatherings
- Distribution staff will stagger breaks/lunch to avoid group gatherings
- As much as practical social distancing will be used for deliveries such as UPS, FEDEX, auto parts, etc.
- When not working staff will practice recommendations such as social distancing, as noted above
- Distribution Technician and Distribution Supervisor will start to telecommute when community spread announcement is nearing

**STAGE 2: Activated by announcement of community spread of COVID-19 in Brown County. This announcement would most likely come from Brown County Health Department.**

- The intent of Stage 2 is to limit contact between all staff as much as practical
- During this stage distribution staff will continue to work 8 hour shifts
- Seasonal employee will not report to work until the threat has subsided
- Distribution Technician and Distribution Supervisor will continue to telecommute until the threat has subsided
- Distribution field staff to be broken into 2 teams with all positions maintaining coverage
- Distribution teams to work 14 days on (Team 1) and 14 days off, with pay (Team 2)
- After the first 14 day shift, Team 2 will rotate in and begin working. Team 1 will start its 14 day off schedule
- Implement rule of one Distribution employee per Utility vehicle. Wipe/Disinfect interior after use
- The Distribution Lead Locator will use a Utility vehicle to get to/from home
- The Distribution Lead Locator will take a Utility vehicle home during their 14 day off rotation in order to have access to a work laptop in the event that locate troubleshooting is needed
- The Distribution maintenance person assigned to inspect construction projects will take a Utility vehicle home during their 14 day off rotation and during their 'on' rotation in order to have access to a work laptop in the event that troubleshooting is needed

**STAGE 3: Activated by announcement of Utility Employee confirmed with COVID-19. This announcement would most likely come from Brown County Health Department and notification from employee's doctor.**

- The Operations Manager and/or General Manager will determine if we need to close sections of the office or the entire office, the warehouse, locker room, and/or the vehicle building until the Utility's cleaning contractor, Pro One Janitorial, has completed a thorough 'covid cleaning'. The Utility has discussed with Pro One Janitorial what our expectations are for a 'covid cleaning' and additional cleaning fees have been agreed upon for this service. Notify Tom Landwehr so he can coordinate the 'covid cleaning' with Pro One Janitorial
- The Operations Manager and/or Distribution Manager will identify any/all vehicles (cars, trucks, dump trucks, rubber-tire backhoes, etc.), equipment and tools that may require a 'covid cleaning'. For these cleaning services, the Operations Manager and/or Distribution Manager can contact Mark with PuroClean at (920) 965-8339. We have discussed with PuroClean what our expectations are for a 'covid cleaning' and cleaning fees have been agreed upon for this service
- This link provides cleaning and disinfecting guidance [CDC Facility cleaning and disinfecting guidance](#)



- Follow our if an “Employee Tests Positive for Covid-19” and “Employee is Exposed to Covid-19” procedures and practices
- Remaining field staff from current Team will assist others and/or take over critical duties
- Field staff from the other Team may be brought in to assist and/or take over critical duties if needed
- Projects and functions of the section would continue to be monitored and prioritized. As less staff became available only the most critical functions would be performed
- Metering would continue to assist in Distribution rotation as needed

### **SUPPLY MAINTENANCE- COVID-19 STAFFING PLAN**

The Supply Maintenance section is a critical function of the Green Bay Water Utility and as such must be in operation at all times. The Supply Maintenance section will implement a multi stage approach for staffing during the COVID-19 pandemic.

#### **STAGE 1: Activated prior to announcement of community spread of COVID-19 in Brown County**

- Supply Maintenance staff will work normally scheduled shifts and will implement recommendations from CDC, Federal government, State government and local government (City of Green Bay, Brown County Health Dept., etc.)
  - Examples of these recommendations include: social distancing, frequent washing of hands, disinfection of high touch areas, not gathering in groups, etc.
- Supply Maintenance staff will stagger breaks/lunch to avoid group gatherings
- As much as practical social distancing will be used for deliveries such as UPS, FEDEX, auto parts, etc.
- When not working staff will practice recommendations such as social distancing, as noted above

#### **STAGE 2: Activated by announcement of community spread of COVID-19 in Brown County. This announcement would most likely come from Brown County Health Department.**

- The intent of Stage 2 is to limit contact between all staff as much as practical
- During this stage Supply Maintenance staff will continue to work 8 hour shifts
- The Supply Maintenance Manager report to/from Lake Station to maintain SCADA access
- The rest of staff report to Cass Well and use Utility vehicles to get to/from home
- Supply Maintenance staff will be broken into 2 teams with all positions maintaining coverage
- The Supply Maintenance Manager will assist Team 1, completing the 2-person team. Team 2 will be staffed with 2 Supply Maintenance Mechanics/Electricians
- Supply Maintenance Mechanics/Electricians team members work 14 days on (Team 1) and 14 days off, with pay (Team 2)
- After the first 14 day shift, Team 2 will rotate in & work. Team 1 will start its 14 day off schedule
- The Supply Maintenance Manager will not be off during the 14 day cycle for Team 1 and will perform normal duties while Team 2 is working their 14 day shift

#### **STAGE 3: Activated by announcement of Utility Employee confirmed with COVID-19. This announcement would most likely come from Brown County Health Department and notification from employee's doctor.**

- The Operations Manager and/or Supply Maintenance Manager will determine if we need to close sections of the office until the Utility's cleaning contractor, Pro One Janitorial, has completed a thorough 'covid cleaning'. The Utility has discussed with Pro One Janitorial what our expectations are for a 'covid cleaning' and additional cleaning fees have been agreed upon for this service. Notify Tom Landwehr so he can coordinate the 'covid cleaning' with Pro One Janitorial

- The Operations Manager and/or Supply Maintenance Manager will identify any/all vehicles, satellite facilities, equipment, and tools that may require a 'covid cleaning'. For these cleaning services, the Operations Manager and/or Supply Maintenance Manager can contact Mark with PuroClean at (920) 965-8339. We have discussed with PuroClean what our expectations are for a 'covid cleaning' and cleaning fees have been agreed upon for this service
- This link provides cleaning and disinfecting guidance [CDC Facility cleaning and disinfecting guidance](#)
- Follow our if an "Employee Tests Positive for Covid-19" and "Employee is Exposed to Covid-19" procedures and practices.
- Remaining staff from current Team will take over critical duties.
- Staff from the other Team may be brought in to assist and/or take over critical duties if needed.
- Projects and functions of the section would continue to be monitored and prioritized. As less staff became available only the most critical functions would be performed
- Filter Plant Mechanic could assist if needed

### **FILTER PLANT COVID-19 STAFFING PLAN**

The filter plant is a critical function of the Green Bay Water Utility and as such must be in operation at all times. The filter plant will implement a multi-stage approach for staffing during the COVID-19 pandemic.

#### **STAGE 1: Activated prior to announcement of community spread of COVID-19 in Brown County**

- Filter plant staff will work normally scheduled shifts
- Filter plant staff will drive personnel vehicles to and from filter plant
- Water Quality Manager will start to work a modified schedule, working from home at times and working at the plant at times
- Filter plant staff will implement recommendations from CDC, Federal government, State government and local government (City of Green Bay, Brown County Health Dept., etc...)
  - Examples of these recommendations include: social distancing, frequent washing of hands, disinfection of high touch areas, not gathering in groups, etc.
  - Disinfection of high touch areas to be done at least once per shift
- Filter plant technicians and filter plant relief operator (when working maintenance) will actively practice social distancing during their work day. Projects/jobs that require multiple people will be put on hold unless they are critical to the function of the filter plant
- Filter plant staff will stagger breaks/lunch to avoid group gatherings
- As much as practical social distancing should be used for deliveries such as UPS, FEDEX, etc.
- As much as practical social distancing should be used for chemical deliveries
- Normal safety protocols will be followed. Example would be confined space entry
- When not working staff will practice recommendations such as social distancing, as noted above
  - The object is to keep filter plant staff as healthy as possible and avoid exposure to the virus

#### **STAGE 2: Activated by announcement of community spread of COVID-19 in Brown County. This announcement would most likely come from Brown County Health Department.**

- The intent of Stage 2 is to limit contact between filter plant staff as much as practical
- Filter plant staff will be broken into 2 teams each consisting of 3 people
  - Filter plant technician (Mark Tremel) and filter plant relief operator will be included in the make-up of the teams



- Filter plant teams will begin working 14 days on (Team 1) and 14 days off shifts (Team 2)
- After the first 14 day shift, Team 2 will rotate in & begin working. Team 1 will start its 14 day off schedule
- During this period filter plant staff will continue to work 8 hour shifts
  - In the event of staff becoming ill, 12 hour shifts for team members will be implemented
- Water Quality Manager to t as much as practical, limiting the amount of time at the filter plant
  - Water Quality Manager can fill in for team members on either team if needed
- It is recommended that all filter plant staff maintain a 2 day supply of goods at the filter plant
  - Items such as clothes, personal hygiene products, medications, food, etc.
- In addition to above items continue to follow Stage 1 recommendations
- It is the intent of GBWU to avoid, if possible, the sequestration of filter plant staff
  - The object is keep filter plant staff as healthy as possible and to avoid unnecessary exposure to the virus in the work place and at home

**STAGE 3: Activated when 2 filter plant staff have confirmed cases of COVID-19.**

- If any filter plant staff test positive for covid, the Water Quality Manager or General Manager will identify what facilities, equipment, and tools may require a 'covid cleaning'. Due to the uniqueness of the filter plant facility, these cleaning services will be performed by filter plant staff
- If the Water Quality Manager or General Manager determines outside assistance is needed from a cleaning contractor, they can contact Mark with PuroClean at (920) 965-8339. We have discussed with PuroClean what our expectations are for a 'covid cleaning' and cleaning fees have been agreed upon for this service
- This link provides cleaning and disinfecting guidance [CDC Facility cleaning and disinfecting guidance](#)
- At this time filter plant staff will need to be sequestered at the filter plant
- Minimal staffing is 2 operators and one filter plant tech
- If possible and to initially minimize disruptions to families the preferred filter employees would be Jim Johnson, John Lindstrom and Eric Svacina
  - If these employees are not available any combination of filter plant staff is acceptable
- At this time GBWU staff will make arrangements for long term sequestration of employees
  - See attached list for desired supplies and contact info
- It is the intent of GBWU to limit the length of sequestration to as short a period as possible
- The rotation of new staff into the filter plant will need to be done with consultation with the local medical community (local doctors, hospitals, etc.) and local health agencies
- If testing for COVID-19 is available locally and in a timely fashion filter plant staff will be tested before rotating into the plant

**STAGE 4: Activated when filter plant staff health returns to normal by verification through testing for COVID-19 or by certification from a doctor.**

- Testing for COVID-19 or doctor certification of filter plant staff health will be the key to the end of the sequestration stage
- Ideally GBWU would want all staff to be virus free; however it is possible that sequestration could end with only 1 confirmed case of COVID-19 at the filter plant
  - GBWU understands that this is a dynamic situation and that some decisions will need to be made with information that is available at the time

- If all filter plant staff are COVID-19 free we would move to STAGE 1 for a period of 7 days and then to normal operations if all staff remain COVID-19 free
- If 1 filter plant staff is COVID-19 positive consideration would be given to move back to Stage 2. Again making this decision with information that is available at the time
  - In this scenario moving from Stage 2 to Stage 1 to normal operations would be dependent on filter plant staff being free of the virus

#### **FILTER PLANT COVID-19 SEQUESTRATION SUPPLIES**

##### **Camper: (Example: 21 feet in length hard sided with slide out)**

- VanBoxtel RV
  - 920-497-5525
- Quietwoods RV
  - 920-836-2950 (Sturgeon Bay)
  - 920-743-7121 x 110 (Neenah)

##### **Propane for Camper: (100 lb Tank)**

- Ferrellgas (Green Bay)
  - 920-435-5334

##### **FOOD: (2 Week Supply for 3 people)**

- This list is meant as a guide. Quantities and varieties of food will most likely need to be determined at time of sequestration. We should not expect all items to be supplied.
- Canned Soup
- Canned Fruit & Vegetables
  - Fresh fruit & vegetables depending on availability are also an option
- Canned tuna & chicken (as examples)
- Coffee & Tea (single serve type. Keurig as example)
- Cereal
- Granola bars, Ritz crackers, etc..
- Peanut butter & Jelly
- Nuts, candy, cookies, etc..
- Frozen Pizza & other frozen type items (frozen dinner, vegetables, etc..)
- Pasta and pasta sauce
- Condiments such as ketchup, mustard, salt & pepper, etc..
- Fresh meat such as hamburger, chicken, etc. are also an option. Filter Plant has a 21 cubic foot fridge with freezer on top to store these types of items.
- Eggs, milk, butter, bread
- Sports Drinks, Juices
- Meals Ready to Eat (MRE's) supplied by National Guard or possibly Red Cross

##### **Personal Hygiene Products:**

- Bar soap
- Shampoo

- Toothpaste (tooth brushes??)
- Towels for shower use
- Sleeping bags (employee supplied if possible??)
- Each employee will need to supply any type of medication that they need.
- Each employee will need to supply personal clothing (washing of clothing will need to be determined)



## B. ORDERS OF SUCCESSION

Since COVID-19 may affect regions of the United States differently in terms of timing, severity, and duration, an organization should identified orders of succession that are at least three deep per position while considering dispersing successors to various geographically separated locations, as appropriate. The Utility Orders of Succession are provided here:

Dispersing successors to 'various geographically separated locations' is covered by the potential to require critical employees to stay home and/or work from home. The intent of doing this is to keep these employees healthy and ready to replace other critical employees who may become ill, or who may need to be replaced.

## C. DELEGATIONS OF AUTHORITY

At the height of a COVID-19 wave, absenteeism maybe significant. The Utility has established delegations of authority that are at least three deep to take into account the expected rate of absenteeism and regional nature of the COVID-19 outbreak to help assure continuity of operations over an extended time period. The Utility Delegations of Authority for leadership are provided here:

|                                                                                                           |                                                                                              |                                                                                                |
|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| <b>General Manager</b><br>(A) Operations Manager<br>(B) Business Manager                                  | <b>Operations Manager</b><br>(A) Engineering Services Supervisor<br>(B) Distribution Manager | <b>Engineering Services Manager</b><br>(A) Operations Manager<br>(B) Distribution Manager      |
| <b>Water Quality Manager</b><br>(A) Filtration Operator<br>(B) Filtration Operator                        | <b>Distribution Manager</b><br>(A) Distribution Supervisor<br>(B) Distribution Technician    | <b>Supply Maintenance Manager</b><br>(A) Operations Manager<br>(B) Supply Maintenance Mechanic |
| <b>IT Director</b><br>(A) GIS Specialist<br>(B) City Hall- IT                                             | <b>Communications Director (PIO)</b><br>(A) General Manager<br>(B) Operations Manager        | <b>Human Resource Coordinator</b><br>(A) Accountant<br>(B) City Hall- Human Resources          |
| <b>Business Manager</b><br>(A) Accountant<br>(B) Office Supervisor/Metering & Customer Service Supervisor |                                                                                              |                                                                                                |

## D. CONTINUITY FACILITIES

The traditional use of continuity facilities to maintain critical functions and services may not be a viable option during a COVID-19 outbreak. Rather, safe work practices, which include social distancing and transmission interventions, reduce the likelihood of contacts with other people that could lead to disease transmission. The Utility has developed preventative practices such as social distancing procedures, hygiene etiquette, and cancellation of the Utilities' non-critical activities to reduce the spread of COVID-19. Plans have also been established to relocate to an alternate facility, if applicable. The Utility Continuity Facilities are provided here:

Supply Maintenance employees can report to the Cass Well in lieu of the 631 S. Adams Street Office. They may also take Utility vehicles to/from home.

Engineering & Administrative employees can work from home in lieu of the 631 S. Adams Street Office. They may also take Utility vehicles to/from home.

Distribution employees can report to the 9<sup>th</sup> Street Station in lieu of the 631 S. Adams Street Office. They may also take Utility vehicles to/from home.

Metering & Customer Service employees can report to the 7<sup>th</sup> Street Well in lieu of the 631 S. Adams Street Office. They may also take Utility vehicles to/from home.



## E. CONTINUITY COMMUNICATIONS

According to the National Strategy Implementation Guidance, workplace risk can be minimized through implementation of systems and technologies that facilitate communication without person-to-person contact. The Utility has identified communication systems needed to perform critical functions. The Utility Continuity Communications plan is provided here:

In lieu of workstation phones, Utility employees will use cellphones for primary communication. Work emails may also be used, as all employees do have a City-issued email account and can utilize web-based email access. Utility radios are also installed in most Utility vehicles and facilities.

## F. ESSENTIAL RECORDS MANAGEMENT

The Utility shall identify, protect, and ensure the ready availability of electronic and hardcopy documents, references, records, and information systems needed to support critical functions during a COVID-19 outbreak. The Utility has identified systems, databases, and files that are needed to ensure critical functions remain operational. The Utility Essential Records plan is provided here:

Backup Servers for GIS, Northstar, & SB Client are stored offsite/ not at main office at 631 S. Adams Street and can be used to maintain services at offsite locations, if necessary. The Utility also has the capability to allow employees to telecommute from their home, if necessary.

## G. HUMAN RESOURCES

Although a COVID-19 outbreak may not directly affect the physical infrastructure of an organization, a COVID-19 outbreak will ultimately threaten all operations by its impact on an organization's human resources. The health threat to personnel is the primary threat to maintaining critical functions and services during a COVID-19 outbreak. The Utility has established plans to protect the entire employee population and their families, with additional guidance for critical personnel, should a COVID-19 outbreak occur. The Utility Human Resource plan is provided here:

### Human Capital

The Utility anticipates its workforce could be depleted at any given time due to mass illness or caring for a family member in the event of an incident. Given the challenge of ensuring certain critical services are maintained, the following guidelines can be used as needed during an incident.

This link provides information regarding workforce rules and pandemics; it's from the United States Office of Personnel Management Pandemic webpage: [OPM.gov- Pandemic Information](https://www.opm.gov/pandemic-information/).

### Injury and Illness Reporting

**Work-Related:** Work-related injuries and illnesses will be reported and managed as outlined in the Utility Employee Handbook. This includes but is not limited to completion of a written Injury Report and copies of any Return-to-Work Forms from treating physicians sent to the Risk Management Division and immediate supervisor.

Pandemic type flu (along with other communicable type illnesses) will not be considered work-related and subsequently covered under Worker's Compensation unless the employee can prove they became sick resulting from exposure through the course of scope of employment with the Utility.

**Not-Work-Related:** All call in sick time shall be reported and managed as outlined in the Utility Employee Handbook. This includes but is not limited to reporting the absence prior to the start of the workday and keeping department head and/or supervisor apprised of the condition and anticipated return date.

### Leave Usage

**Sick Leave** – An employee may use sick leave when he or she is unable to perform his or her duties due to illness; is receiving medical examination or treatment; or when he or she would, as

determined by the health authorities or a health care provider, jeopardize the health of others because of his or her exposure to a communicable disease.

**Sick Leave to Care for a Family Member with a Serious Health Condition** – An employee may use a total of up to 12 weeks of sick leave each calendar year to care for a family member with a serious health condition.

**Other Annual Leave** – An employee may use accrued leave (personal, comp, vacation) for personal needs, such as rest, vacations, medical needs, personal business or emergencies, or to provide care for a healthy or sick family member, including providing child care.

**Administrative Leave Without Pay (LWOP)** – If an employee has exhausted their entire available annual or sick leave or other forms of paid time off, he or she may request leave without pay (LWOP). LWOP is a temporary non-pay status and absence from duty at the employee's request. The duration of LWOP must be agreed to at the time of the request and approved by the affected Department Director.

**Family and Medical Leave Act (FMLA)** – An employee may invoke his or her entitlement to unpaid leave under the Family and Medical Leave Act of 1993 (FMLA). Under FMLA, an employee may take up to 12 weeks of leave without pay for a serious health condition that prevents an employee from performing his or her duties or to care for a spouse, son or daughter, or parent with a serious health condition. An employee may substitute his or her accrued annual and/or sick leave for unpaid leave in accordance with current laws and regulations governing the use of annual and sick leave.

**FMLA Amendment** (Please see the appendix for the Families First Coronavirus Response Act):

- Employees, who have been on the job for at least 30 days, have the right take up to 12 weeks of job-protected leave under the Family and Medical Leave Act to be used for any of the following reasons:
- Quarantine due to exposure to or symptoms of coronavirus
- To care for an at-risk family member who is adhering to a requirement or recommendation to quarantine due to exposure to or symptoms of coronavirus; and
- To care for a child of an employee if the child's school or place of care has been closed, or the child-care provider is unavailable, due to coronavirus.

**Emergency Paid Sick Leave Act:**

Requires government employers to provide employees with 2 weeks of paid sick leave, paid at the employee's regular rate to:

- Quarantine or seek a diagnosis or preventive care for coronavirus; or
- Paid at two-thirds the employee's regular rate to care for a family member for such purposes or to care for a child whose school has closed, or child care provider is unavailable, due to coronavirus.
- Full-time employees are entitled to 2 weeks (80 hours)
- Part-time employees are entitled to the typical number of hours that they work in a typical 2-week period.

**Sent Home/Stay Home** – To avoid the spread of serious illness throughout the work environment, a supervisor may send an employee home or mandate they stay at home if:

- 1) The employee(s) will work in a rotational schedule with sequestered filtration plant employees
- 2) The employee(s) will work in a rotational schedule within their department
- 3) The employee appears genuinely ill
- 4) Has a known, recent, and unprotected direct exposure to other infected individuals
- 5) Has consensus from the City Nurse regarding assessment of the employee's health condition
- 6) If an employee has recently traveled

The employee should be cleared by the Health Nurse (or other licensed Health Care Professional) prior to return. The employee will not be allowed back to work if symptomatic.



Employees may use any available leave to cover the period they will be off. If the employee does not have any or enough leave available to cover their time off they can request administrative leave without pay on FMLA as outlined above.

*Some of the above-mentioned items may be covered under the COVID-19 Emergency Paid Sick Leave for Green Bay Water. Please see the policy in the attached Appendix 3: Human Resources- Policies & Procedures.*

### **Working From Home (Telecommuting)**

Telecommuting arrangements may vary for individuals or positions. The determinations as to whether any particular position, assignment or employee is a good fit for telecommuting is at the sole discretion of the department head. Management retains the right to modify the telecommuting agreement and to remove the employee from the arrangement for any reason.

**Telecommuting**– To promote social distancing, certain employees may (optional or required) work from home for a period of time. If this occurs:

- 1) **Prior to Work from Home Declaration:** IT Director prepares all necessary equipment and trains all potential telecommuting candidates on how to access their office PC's from remote location
- 2) IT Director will also test each telecommuting home-to-office link to verify proper operation
- 3) Emergency/Pandemic is declared
- 4) General Manager notifies IT Director and approved telecommuting employees to begin
- 5) IT Director assigns internet protocol (IP) addresses to PC's and inputs the addresses into the PCs
- 6) Telecommuting employees test connections from their homes and notify IT Director of results
- 7) IT Director troubleshoots and resolves any telecommuting issues discovered

**Work from Home (Optional)** – To promote social distancing, certain employees may be asked to work from home for a period of time. In these cases, the employee must report in to their supervisor each workday and will be paid regular wage/salary but will not physically report to the work location. These employees should have access to the Green Bay Water Utility network via a home PC, Internet connection, and the Citrix server (see Telecommuting Procedure below). They shall also have access to an available telephone.

**Work from Home (Required)** – To promote social distancing, working at home may be mandated by Green Bay Water Utility or the City Human Resources departments (or their designee) in certain cases or departments for a period of time. In these cases, the employee must report in to their supervisor each workday and will be paid regular wage/salary but will not physically report to the work location. These employees shall have access to the Green Bay Water Utility network via a home PC, Internet connection, and the Citrix server (see Telecommuting Procedure below). They shall also have access to an available telephone.

## **H. DEVOLUTION OF CONTROL AND DIRECTION**

Devolution is the process of transferring operational control of one or more critical functions to a pre-determined responsible party or parties. COVID-19 outbreaks may occur at different times, have variable durations, and may differ in the severity; therefore, full or partial devolution of critical functions may be necessary to continue critical functions and services. The Utility has established plans for devolution, which identifies how it will transfer operations, if COVID-19 renders leadership and critical staff incapable or unavailable. The Utility Devolution of Control and Direction plan is provided here:

Employees who will be transferring operational control of one or more critical functions are to brief their replacement, either in-person, in writing via email, or via phone-only if not healthy and/or in order to not risk infecting another employee. Use form ICS 201 which can be found in the attached Appendix.



## **I. RECONSTITUTION**

Reconstitution is the process whereby an organization has regained the capability and physical resources necessary to return to normal operations. The objective during reconstitution is to effectively manage, control, and, with safety in mind, return to normal operations. The organization's reconstitution plan should consider the possibility that not all employees may be able to return to work at the time of reconstitution and that it may be necessary to hire temporary or permanent workers in order to complete the reconstitution process. The Utility Reconstitution plan for is provided here:

The General Manager will notify all employees to return to normal work operations work as normal via email and/or ReadyOps text and/or phone message.

The hiring process/succession planning may be necessary if an employee(s) will not be able to return to work.

## **VIII. CONCLUSION**

Maintaining Utility critical functions and services in the event of a COVID-19 outbreak requires additional considerations beyond traditional continuity planning. Protecting the health and safety of key personnel and other critical personnel must be the focused goal of the organization in order to enable the organizations to continue to operate effectively and to perform critical functions and provide critical services during a pandemic outbreak.

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## Appendixes



2020

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# **Appendix 1**

## **World Health Organization Phases**

The World Health Organizations (WHO) developed an alert system to help inform the world about the seriousness of a pandemic. The alert system has six phases, with Phase 1 having the lowest risk of human cases and Phase 6 posing the greatest risk of pandemic. Organizations are encouraged to monitor the WHO phases and establish continuity “triggers” as deemed appropriate.

The phases are applicable globally and provide a framework to aid countries in pandemic preparedness and response planning. The use of a six-phased approach has been retained. However, the pandemic phases have been re-defined (Table 1). In addition, the time after the first pandemic wave has been elaborated into post peak and post pandemic periods.

**Table 1: World Health Organization Pandemic Influenza Phases**

|                             |                                                                                                                                                                                                                              |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Phase 1</b>              | No animal influenza virus circulating among animals has been reported to cause infection in humans.                                                                                                                          |
| <b>Phase 2</b>              | An animal influenza virus circulating in domesticated or wild animals is known to have caused infection in humans and is therefore considered a specific potential pandemic threat.                                          |
| <b>Phase 3</b>              | An animal or human-animal influenza reassortant virus has caused sporadic cases or small clusters of disease in people, but has not resulted in human-to-human transmission sufficient to sustain community-level outbreaks. |
| <b>Phase 4</b>              | Human-to-human transmission (H2H) of an animal or human-animal influenza reassortant virus able to sustain community-level outbreaks has been verified.                                                                      |
| <b>Phase 5</b>              | The same identified virus has caused sustained community level outbreaks in two or more countries in one WHO region.                                                                                                         |
| <b>Phase 6</b>              | In addition to the criteria defined in Phase 5, the same virus has caused sustained community level outbreaks in at least one other country in another WHO region.                                                           |
| <b>Post-Peak Period</b>     | Levels of pandemic influenza in most countries with adequate surveillance have dropped below peak levels.                                                                                                                    |
| <b>Possible New Wave</b>    | Level of pandemic influenza activity in most countries with adequate surveillance rising again.                                                                                                                              |
| <b>Post-Pandemic Period</b> | Levels of influenza activity have returned to the levels seen for seasonal influenza in most countries with adequate surveillance.                                                                                           |

The WHO phases of pandemic alert:

In the 2009 revision of the phase descriptions, WHO has retained the use of a six-phased approach for easy incorporation of new recommendations and approaches into existing national preparedness and response plans. The grouping and description of pandemic phases have been revised to make them easier to understand, more precise, and based upon observable phenomena. Phases 1–3 correlate with preparedness, including capacity development and response planning activities, while Phases 4–6 clearly signal the need for response and mitigation efforts. Furthermore, periods after the first pandemic wave are elaborated to facilitate post pandemic recovery activities.

In nature, influenza viruses circulate continuously among animals, especially birds. Even though such viruses might theoretically develop into pandemic viruses, **in Phase 1** no viruses circulating among animals have been reported to cause infections in humans.

**In Phase 2** an animal influenza virus circulating among domesticated or wild animals is known to have caused infection in humans, and is therefore considered a potential pandemic threat.

**In Phase 3**, an animal or human-animal influenza reassortant virus has caused sporadic cases or small clusters of disease in people, but has not resulted in human-to-human transmission sufficient to sustain community-level outbreaks. Limited human-to-human transmission may occur in some circumstances, for example, when there is contact between an infected person and an unprotected caregiver. However, limited transmission under such restricted circumstances does not indicate that the virus has gained the level of transmissibility among humans necessary to cause a pandemic.

**Phase 4** is characterized by verified human-to-human transmission of an animal or human-animal influenza reassortant virus able to cause “community-level outbreaks.” The ability to cause sustained disease outbreaks in a community marks a significant upwards shift in the risk for a pandemic. Any country that suspects or has verified such an event should urgently consult with WHO so that the situation can be jointly assessed and a decision made by the affected country if implementation of a rapid pandemic containment operation is warranted. Phase 4 indicates a significant increase in risk of a pandemic but does not necessarily mean that a pandemic is a forgone conclusion.

**Phase 5** is characterized by human-to-human spread of the virus into at least two countries in one WHO region. While most countries will not be affected at this stage, the declaration of Phase 5 is a strong signal that a pandemic is imminent and that the time to finalize the organization, communication, and implementation of the planned mitigation measures is short.

**Phase 6**, the pandemic phase, is characterized by community level outbreaks in at least one other country in a different WHO region in addition to the criteria defined in Phase 5. Designation of this phase will indicate that a global pandemic is under way.

During the post-peak period, pandemic disease levels in most countries with adequate surveillance will have dropped below peak observed levels. The post-peak period signifies that pandemic activity appears to be decreasing; however, it is uncertain if additional waves will occur and countries will need to be prepared for a second wave.

Previous pandemics have been characterized by waves of activity spread over months. Once the level of disease activity drops, a critical communications task will be to balance this information with the possibility of another wave. Pandemic waves can be separated by months and an immediate “at-ease” signal may be premature.

In the post-pandemic period, influenza disease activity will have returned to levels normally seen for seasonal influenza. It is expected that the pandemic virus will behave as a seasonal influenza A virus. At this stage, it is important to maintain surveillance and update pandemic preparedness and response plans accordingly. An intensive phase of recovery and evaluation may be required.

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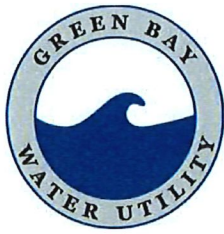
## **Appendix 2**

### **Websites for Planning & Preparedness**

- 1) [World Health Organization-coronavirus-2019](#) - On this website you can find information and guidance from WHO regarding the current outbreak of coronavirus disease (COVID-19)
- 2) <http://www.opm.gov/pandemic/index.asp> - Links to policies on leave, pay, hiring, alternative work arrangements and other critical human capital issues in relation to pandemic influenza.
- 3) <http://www.pandemicflu.gov> - pandemic influenza related information (e.g., signs and symptoms of influenza, modes of transmission, developing individual and family plans, etc.)
- 4) <http://www.flu.gov/planning-preparedness/federal/index.html#> Pandemic influenza related information for Federal Government agencies to use for planning and preparedness
- 5) Links to Center for Disease Control: <https://www.cdc.gov/coronavirus>- Coronavirus (COVID-19) information (e.g., signs and symptoms of influenza, modes of transmission, developing individual and family plans, etc.)
  - [How COVID19 Spreads](#)
  - [CDC Website for situational updates](#)
  - [How to Protect Yourself](#)
  - [Travelers Returning from High Risk Countries](#)
  - [Traveler in the United States](#)

## **Appendix 3**

### **Human Resources- Policies & Procedures**



## *Employee is exposed to COVID-19*

A potential exposure means being a household contact or having close contact within 6 feet of an individual with confirmed or suspected COVID-19. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic. If an employee was exposed to COVID-19 they will notify our Human Resources Coordinator as soon as possible.

To ensure continuity of operations of essential functions, CDC advises that critical infrastructure workers may be permitted to continue work following a potential exposure to COVID-19, providing they remain asymptomatic and additional precautions are implemented to protect them and the community.

The Utility recommends contacting your primary care physician if you have been exposed to someone with COVID-19.

Critical infrastructure workers who have had exposure but remain asymptomatic should adhere to the following practices prior to and during their work shift:

- Pre-screen: the employees temperature will be taken and assess symptoms prior to them starting work.
  - If the employees temperature is 100.4 degrees or higher they will be sent home.
- Regular self-monitoring – the employee should be self-monitoring their symptoms.
  - Watch for a fever (recommended to check your temperature twice a day), cough, or shortness of breath.
- Wear a face mask – the employee should wear a face mask at all time while in the workplace for 14 days after last exposure.
- Social distance – the employee should maintain at least 6 feet and practice social distancing.
- Avoid contact with people at higher risk for severe illness (unless they live in the same home and had same exposure).
- Stay out of crowded places.
- Disinfect and clean work spaces – clean and disinfect all areas frequently.

Employees who experience COVID-19 virus symptoms should be symptom free for 72-hours prior to returning to work and may be asked to not return until seven (7) days have passed since the first symptoms occurred.

An employee who is not ill but merely quarantined because of coming into contact with COVID-19 would not be eligible for EFMLEA or regular FMLA but will receive paid COVID-19 sick leave.





## *Employee tests positive for COVID-19*

If an employee tests positive for COVID-19 the employee must notify our HR Coordinator as soon as possible.

When we are notified of an employee who has tested positive for COVID-19, our HR Coordinator will lead an investigation of who may have come in contact with the employee.

The investigation will determine the exposure to other employees based on criteria given to us by the Brown County Health Department. Criteria will likely include:

- Employee facemask usage
- If social distancing was followed; more than 6 feet between them

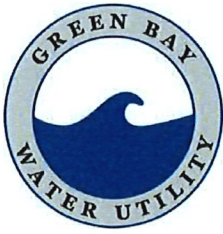
The Human Resource Coordinator will inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA) and the Health Insurance Portability and Accounting Act (HIPPA).

The Utility recommends contacting your primary care physician if you have been exposed to someone with COVID-19.

Employees who test positive for COVID-19 must be symptom free for 72-hours without the use of fever reducing medicine prior to returning to work and may be asked to not return until seven (7) days have passed since the first symptoms occurred. Employees will need to work with the Human Resources Coordinator on returning to work.

An employee who tests positive for COVID-19 would be eligible for EFMLEA and will receive paid COVID-19 sick leave.

If an employee is experiencing symptoms of COVID-19 but is not tested the employee must notify the Human Resources Coordinator as soon as possible.



## Procedure for COVID-19 and taking your temperature before starting your work shift for Green Bay Water Utility

**Effective immediately for all employees.**

GBWU is defined as a "Critical Infrastructure" and as such, we must ensure the safety and health of all of our employees. The Equal Opportunity Commission (EEOC) gave employers permission to take employees' temperatures to try and ward off the spread of the COVID-19.

We expect that each employee reporting to work should conduct a temperature check and health screening.

Please ensure that there is social distancing and keep your coworkers at least six feet apart when standing in line to have your temperature measured.

A thermometer and health screening questionnaire are located at the filter plant and by the back door at the main office.

If you have a fever of 100.4 degrees or greater you will be sent home with COVID-19 sick pay. You need to be fever free without the use of fever reducing medication for 72 hours before coming back to work. We have been advised that having a temperature does not mean you have COVID-19.

If you answer yes to any question on the questionnaire, contact your supervisor of your absence, you should contact your primary care physician and the Human Resources Coordinator and leave work with COVID-19 sick pay.

If you have been diagnosed with COVID-19 or experiencing COVID-19 like symptoms you won't be able to return to work till:

- At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and**
  - i. improvement in respiratory symptoms (e.g., cough, shortness of breath); **and**,
  - ii. At least 7 days have passed *since symptoms first appeared*.

The CDC recommends the following when you are sick:

- Stay home: When you are sick with an extremely contagious illness such as COVID-19, the stomach flu, influenza or other significant respiratory infection, it is important to stay home to recover.
- Employees that come to work with a contagious illness, risk spreading the virus to co-workers which could have an impact on operations if the virus is widespread.
- Please be responsible and get the rest you need when you are sick.
- Many providers provide E-visits for you to consult with a physician or nurse.

## Daily sign in sheet

Date:

By completing the below, you acknowledge that you have fully read and understand the employee daily checklist.

[illegible]



## **COVID-19 Emergency Paid Sick Leave for Green Bay Water Utility**

Effective Immediately

Please note the below situations are Utility paid sick leave except for future travel. These leaves will not affect your sick leave balance.

Utility Paid Sick leave for:

- An employee who has been diagnosed with COVID-19,
- Caring for a family member who is diagnosed with COVID-19,
- Caring for a child who is home due to a school closing or unable to find childcare due to COVID-19,
  - There is only one parent/caregiver present at any one time. If your partner/caregiver is required to stay home we ask that you come to work
- Employees sent home who may be experiencing symptoms similar to COVID-19, or
- An employee who is quarantined or isolated because of exposure to COVID-19
  - Individuals who are currently traveling or sent home because of recent travel, will receive paid sick leave as a precaution.
  - Future travel—especially to areas where community transmission is occurring and individuals using public transportation; such as plane, bus or train—the Utility has made a determination he or she must use their own paid sick leave to be quarantined or isolated for 14 days. Health officials are asking the public to eliminate non-emergency travel. We ask that you use good judgment and do your part to limit exposure.

Utility Paid leave will be offered to employees:

- Affected by the Utility's determination to eliminate or reduce operations, in order to prevent the spread of the COVID-19 to both our employees and the public.
- If your position is affected, you, your supervisor, and HR will determine what kind of work is available. This may include project work, alternative responsibilities to help others in your department or outside of your department, or training opportunities.
- In any event, the Utility will follow all of the Emergency Guidelines (i.e. social distancing) to ensure we are limiting direct contact between coworkers and the public.

This declaration will be re-visited and updated as needed as conditions dictate.

Special thanks to the commissioners who have stepped up to create this benefit for our employees. Your leadership will alleviate a lot of concerns our employees have and will help limit the spread of COVID-19 while maintaining our service to the public.



GREEN BAY WATER UTILITY  
EXCLUSION FROM EMPLOYMENT NOTIFICATION FORM (EENF)  
COVID-19 (Coronavirus)

*Instructions: This form is to be used when Green Bay Water Utility employees are excluded from employment in accordance with the aforementioned policy.*

***This section to be completed by Department Head or Authorized Designee***

In accordance with the Utility's policy for employees with symptoms or exposure of COVID-19 (Coronavirus), \_\_\_\_\_ has been excluded from employment

Employee Name

Effective: \_\_\_\_\_ a.m. p.m. on this \_\_\_\_\_.

Time Date

Individuals who are excluded from employment under this protocol will be directed to go home and will not be allowed to return to work until either:

- Public health approved test for COVID-19 demonstrates a negative result
- OR
- In consultation with a healthcare provider you are able to return to work.

(Note: Applicable pay requirements under the employees' health insurance policy will apply).

Exclusion period ends: \_\_\_\_\_ a.m. p.m. on this \_\_\_\_\_.

Time Date

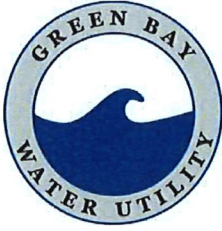
Employees requesting additional time off once the exclusion period ends must follow their department leave rules and policies.

\_\_\_\_\_  
Department

\_\_\_\_\_  
Signature of Department Head or Authorized Designee

\*\*\*\*\*





## **COVID-19 Travel Directive Effective Immediately for Green Bay Water Utility**

Green Bay Water Utility has indefinitely postponed/cancelled any out-of-state travel, as well as any unnecessary in-state travel for employees.

Green Bay Water Utility will follow Centers for Disease Control and Prevention (CDC) guidelines for managing employees returning from personal travel. The CDC recommends people traveling to areas with COVID-19 (Level 3 Travel Health Notice) stay home and self-quarantine for 14 days upon returning.

The CDC does not generally make advisories or restrictions for travel within the United States. Therefore, Green Bay Water Utility will make determinations in the best interest of the organization, its employees, customers and the public at large. Effective immediately, the following will self-quarantine at home:

- Employees who traveled to areas where sustained community COVID-19 transmission is occurring
- Employees who used public transportation; including planes, buses and trains
- Employees traveling to attend gatherings of 50 people or more

Green Bay Water Utility's Human Resources Department will send you a letter advising of your exclusion from employment. In order to return to work you will need:

- A public health approved test for COVID-19 demonstrates a negative result  
OR
- In consultation with a healthcare provider you are able to return to work.

Any employee who is required to stay home for 14 days because of personal travel will be asked to use sick leave or other paid leave available. This leave may be reimbursed through either the utility, or the passing of the pending federal legislation. If you do not have enough sick time available, you have the option to use personal, vacation or administrative leave without pay.

Please discuss with your manager if there is a work-from-home option, or remote location work available. Each case will be evaluated and determined on individually.

# GREEN BAY WATER UTILITY PERSONNEL POLICY

## **Policy Title:** Families First Coronavirus Response Act

PURPOSE. The purpose of this policy is to provide an overview of the Emergency Paid Sick Leave Act (EPSLA) and Emergency Family and Medical Leave Expansion Act (EFMLEA) for employees while the employee or his/her family members are impacted by COVID-19. The EPSLA and EFMLEA are both within the scope of what is known as the Families First Coronavirus Response Act (the “Act”). The Act and this policy will both take effect on April 1, 2020, with a sunset date of December 31, 2020.

*The Emergency Paid Sick Leave Act (EPSLA). Provides a limited term emergency paid sick leave benefit outside of the FMLA or EFMLEA. This Emergency Paid Sick Leave is in addition to the employee’s current sick leave accrual.*

- a. Employee eligibility. All employees actively employed by the Green Bay Water Utility.
- b. Qualifications. The employee must be unable to work or telecommute because:
  - 1) The employee is subject to a Federal, State, or local quarantine or isolation order related to COVID-19;
  - 2) The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19;
  - 3) The employee is experiencing symptoms of the COVID-19 virus and is seeking medical diagnosis from an appropriate health care provider;
  - 4) The employee is caring for an individual who is subject to an order as described in subparagraph 1) or has been advised as described in subparagraph 2).
  - 5) The employee is caring for a son or daughter of such employee because the school or place of care of the son or daughter has been closed, or the child care provider of such son or daughter is unavailable, due to COVID-19 precautions.
    - a. An eligible employee may take EPSLA paid sick leave to care for the employee’s son or daughter only when the employee needs to, and actually is, caring for the child if the employee is unable to work or telework as a result of providing care. Generally, an employee does not need to take such leave if a co-parent, co-guardian, or your usual child care provider is available to provide the care the child needs. In situations where a co-parent, co-guardian,

or child care provider is available to provide the care the child needs, then the employee is not eligible for leave. If an employee believes an exception to this concept should be considered, then the employee should discuss this with Human Resources. The employee will need to certify that no other suitable person is available to provide care for the child during the period for which the employee is seeking leave as part of a determination of eligibility for this leave.

- 6) The employee is experiencing any other substantially similar condition specified by the Secretary of Health and Human Service in consultation with the Secretary of the Treasury and the Secretary of Labor.

c. EPSLA Pay During Leave. The amount of Emergency Paid Sick Leave available to employees is limited as follows:

- 1) Full-time employees will be eligible for 80 hours of Emergency Paid Sick Leave.
- 2) Regular, Part-time employees will be pro-rated based upon their regular hours of work.
- 3) Employees who work a variable work schedule, the average bi-weekly hours of work over the preceding six month period will be utilized.

The actual pay to which an employee will be entitled will depend on the reason for the absence.

1. If absent due to reasons identified in subparagraphs 1), 2), or 3) under Section Qualifications, the employee will be entitled to:
  - a. 100% of his/her regular hourly rate of pay (as long as in excess of minimum wage) for the hours of work missed, and
2. If absent due to reasons identified in subparagraphs 4), 5), or 6) under Section Qualifications, the employee will be entitled to:
  - a. 2/3 of the employee's regular rate of pay or minimum wage, whichever is greater, and
  - b. The Green Bay Water Utility will pay the remaining 1/3 of our pay that is not paid under this act.

d. Benefits During Leave. Benefits for an employee on Emergency Paid Sick Leave will continue as if the employee is actively working.

- e. Procedures for Requesting Leave and Certification. The Emergency Paid Sick Leave Act requires that the employee give notice to the employer of the desire to use the available Emergency Paid Sick Leave. Notice must be given to the employer no later than the first workday (or portion of such workday) that the employee receives Emergency Paid Sick Leave.

Please refer to the procedures as set forth in Section Procedure for Requesting Leave and Certification.

- f. Return to Work. Employees will not be required to provide a return-to-work notice unless specifically requested by the Human Resources Department. Employees who experience COVID-19 virus symptoms should be symptom free for 72-hours prior to returning to work and may be asked to not return until seven (7) days have passed since the first symptoms occurred.
- g. Enforcement. Nothing in this provision shall be construed in any way to diminish the rights or benefits that an employee is entitled to under any law, collective bargaining agreement, or existing Green Bay Water Utility policy. An employee is encouraged to consult with the Human Resources Department regarding any questions or concerns.

An employee may not carry over any unused Emergency Paid Sick Leave. Further, upon an employee's separation from employment, any unused Emergency Paid Sick Leave is forfeited. Emergency Paid Sick Leave expires December 31, 2020.

*Emergency Family and Medical Leave Expansion Act (EFMLEA)*

- a. Employee eligibility. Employed by the Green Bay Water Utility for at least 30 calendar days prior to taking leave.
- b. Qualifications. Employee is unable to work or telecommute in order to care for a son or daughter of such employee because the school or place of care of the son or daughter has been closed, or the child care provider of such son or daughter is unavailable due to COVID -19 precautions.
  - a. An eligible employee may take EFMLEA leave to care for the employee's son or daughter only when the employee needs to, and actually is, caring for the child if the employee is unable to work or telework as a result of providing care. Generally, an employee does not need to take such leave if a co-parent, co-guardian, or your usual child care provider is available to provide the care the child needs. In situations where a co-parent, co-guardian, or child care provider is available to provide the care the child needs, then the employee is not eligible for leave. If an employee believes an exception to this concept should be considered, then the employee should discuss this with the Human Resources Coordinator. The employee will need to certify that no other suitable person is available to provide care for the child during the period for which the employee is seeking leave as part of a determination of

eligibility for this leave.

- c. Pay During Leave. The EFMLEA provides for time away from work for up to 12 weeks. The employee will be eligible for pay from the Green Bay Water Utility equal to the amount of hours you are normally scheduled to work at the employee's regular rate of pay for the available leave associated with the qualifying COVID-19 reason.

For full time employees, the paid leave opportunity will be based on the regular rate of pay of the employee for the hours the employee would normally work. Part-time employees pay eligibility will be based on their regular hours worked per week – or if variable – the average hours worked in the preceding six months.

Employer Paid EFMLEA leave is allowed **only** for the reason of closure of the child's school or childcare and need to provide child care due to the public health emergency.

It is important to note that while an employee is entitled to 12 weeks of leave under the EFMLEA, the length of the leave is reduced by any FMLA Leave previously taken by the employee – this is not a separate 12 week entitlement. In other words, the Emergency Leave for childcare purposes is automatically reduced by the amount of leave an employee has already taken in the current administrative year, without regard to the reason for the previous leave.

- d. Benefits During Leave. Benefits for an employee using EFMLEA leave will be applied in the same manner as benefits under Federal and State Family and Medical Leave.
- e. Employee Status after Leave. The FMLA's job protected leave requirements and anti-retaliation provisions apply to EFMLEA scenarios.
- f. Procedure for Requesting Leave and Certification. Employees shall complete a **FFCRA Personnel Leave Request Form**. Forms can be requested by calling Human Resources at 920-785-7895, emailing [jessicaco@greenbaywi.gov](mailto:jessicaco@greenbaywi.gov), or printing the form from the City website.

The City will require additional documentation in support of your EFMLEA leave by asking for a notice of closure or unavailability from your child's school, place of care, or childcare provider, including a notice that may have been posted on a government, school, or day care website, published in a newspaper, or emailed to you from an employee or official of the school, place of care, or child care provider.
- g. Return to Work. Employees will not be required to provide a return-to-work notice unless specifically requested by Human Resources.
- h. Enforcement. Nothing in this provision shall be construed to in any way to diminish the rights or benefits that an employee is entitled to under any law, collective bargaining agreement, or existing Green Bay Water Utility policy. An employee is encouraged to consult with Human Resources regarding any questions or concern.
- i. This benefit may be amended or removed at any time with approval.



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# **Appendix 4**

## **Emergency Goods & Services Lists**

[illegible]

## CITY OF GREEN BAY - Emergency Goods & Services List

Contact person: Russ Hardwick

Dept: Filter Plant

Phone: 920-845-2031 or 920-621-2170

Date: 3-18-2020

Prepare a listing of vital supplies and services that your department may require before and during a pandemic emergency situation.

- 1) Current purchases of goods and services that are VITAL to support essential functions of your unit.
- 2) Any goods/services that are not currently purchased, yet should be sourced now as they will likely be needed during a pandemic emergency.
- 3) Any purchases that should be stockpiled in advance of an emergency.

*For purposes of this survey, disregard that the county or other gov't agencies may provide some goods/services.*

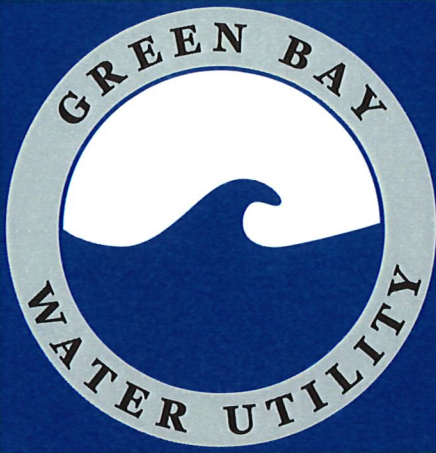
| Estimate Qty/Month | Description / Part # OR contract services required, etc.     | Current supplier (s)          | Stockpile item? Y / N |
|--------------------|--------------------------------------------------------------|-------------------------------|-----------------------|
| 6,500 Gal          | Sodium Hypochlorite                                          | Olin Chlor Alkali             | Yes                   |
| 3,500 Gal          | Hyper Ion1050A (coagulant chemical)                          | Chemtrade                     | Yes                   |
| 2,000 Gal          | Fluoride                                                     | Hawkins Chemical              | Yes                   |
| 3,000 Lbs          | Chlorine Gas (lake station)                                  | Viking Chemical               | Yes                   |
| 9,000 Gal          | Liquid Oxygen                                                | Matheson Gas                  | Yes                   |
| 750 Gal            | Sodium Bisulfite                                             | PVS Chemical Solutions        | Yes                   |
| 75                 | Coli-18 (Coliform Bacteria Testing)                          | IDEXX Corp.                   | Yes                   |
| Variable           | Lab Supplies (DPD Free Cl <sub>2</sub> , pH Solution, etc..) | HACH                          | Yes                   |
| Variable           | Cleaning Supplies                                            | Superior Chemical Corp.       | Yes                   |
| Variable           | Sequestration Supplies (Food, Hygiene Items, etc..)          | Festival, Walmart, etc..      | Yes                   |
| Variable           | Chemical Feed Pump (Parts)                                   | William/Reid or ProMinent     | Yes                   |
| Variable           | CPVC Pipe, Misc. Parts                                       | First Supply, Grainger, etc.. | Yes                   |
| Variable           | Misc. Electrical Parts                                       | Wesco, Viking Elec, Werner    | Yes                   |
| 6,500 Gal          | Sodium Hypochlorite                                          | Olin Chlor Alkali             | Yes                   |
| 3,500 Gal          | Hyper Ion1050A (coagulant chemical)                          | Chemtrade                     | Yes                   |
|                    |                                                              |                               |                       |
|                    |                                                              |                               |                       |





# **Appendix 7**

## **Press Releases**



# FLUSHING GUIDANCE

WITH INFORMATION PROVIDED BY THE  
AMERICAN WATER WORKS ASSOCIATION

## **Coronavirus Building Flushing Guidance**

As buildings have been shut down or used less frequently, building water quality degradation becomes a silent but serious issue. This document is meant as a starting point to bring awareness of the issue of water quality degradation in building plumbing when it is not used, or water use is significantly reduced. This is a general road map for how to flush contaminants from the building and get the plumbing system water quality back to pre-stagnation conditions. Each building is different, and flushing will need to be tailored accordingly.

## **What happened in my building water system while the building was out of use?**

- The building water system begins at the meter where water enters the building and includes all plumbing, storage and fixtures to each distal (distance from the source) tap. That means you need to flush at the farthest points in your system.
- When the water was not used, the disinfectant in the water dissipated. Without the disinfectant, microorganisms grew on pipes, fixtures and tanks. Some of these may cause disease if they are consumed or inhaled as droplets (particularly while showering).
- The protective scale on pipes could have destabilized. Without the protective scale, toxic metals like lead can dissolve or shear off as particles and end up in water used for drinking or food preparation.
- Potentially harmful substances such as disinfection byproducts (DBPs) built up.
- Mechanical equipment such as cooling towers, boilers and pumps may not have received any routine maintenance. Backflow preventers may have missed annual test cycles.

## How do I prepare the building for re-occupancy?

The best immediate action is to flush the entire building, including all water-using appliances like ice machines and dishwashers. Flushing clears out the low quality water that accumulated during low use and replaces it with high quality water from the municipal supply. The fresh water will help mitigate the problems (loss of protective scale and biofilm growth) that emerged while the water was stagnant. If staff are available to flush, start now. Starting flushing now means less deterioration of water quality in the building and a sooner recovery to normal conditions.

- Inspect mechanical equipment such as cooling towers, boilers, pumps, backflow preventers, etc., and determine if there are any issues regarding their function.
- Other actions you could take are:
  - Clean shower heads, faucets and other fixtures that can produce aerosols that people could inhale,
  - Develop a water safety plan, a long-term plan for keeping water quality high and protecting building occupants and visitors, and
  - Collect water samples for analysis at a qualified laboratory (only recommended for buildings with specific at-risk populations like children in childcare and elderly people).
- Disinfecting buildings water systems with concentrated chlorine should be considered when there is a strong reason to believe the building is contaminated with pathogens like *Legionella pneumophila*, the bacterium that causes Legionnaires' disease, and/or the people who use the building are particularly susceptible to infections like Legionnaires' disease. Disinfectants (chlorine) are dangerous to handle and can cause serious damage to plumbing system components if used improperly. In most cases, flushing buildings with water that has normal amounts of chlorine (the chlorine already in the building water supply) is sufficient for cleaning the water system.

How do I flush a residence or small building?

The American Water Works Association (AWWA) posted recommendations for returning homes to service (as of April, 3, 2020). Those recommendations are found at <https://www.awwa.org/Resources-Tools/Resource-Topics/Coronavirus#10681543-shutoffs-and-return-to-service-guidance> This information is reproduced below on the next four pages.



“Note that many homes have maintained service or even increased water use as we stay and work at home and do not need to be flushed.

Flushing instructions will vary depending on the structure. However, key elements of existing protocols include:

1. Remove or bypass devices like point-of-entry treatment units prior to flushing.
2. Take steps to prevent backflow or the siphoning of contaminants back into plumbing (e.g., close valves separating irrigation systems from home plumbing; disconnect hoses attached to faucets, etc.).
3. Organize flushing to maximize the flow of water (e.g. opening all outlets simultaneously to flush the service line and then flushing outlets individually starting near where the water enters the structure).
4. Run enough water through all outlets (e.g., hose bibs, faucets, showerheads, toilets, etc.), removing aerators when possible. Typical durations in existing protocols range from 10 to 30 minutes for each outlet (duration varies based on outlet velocity).
5. Flush the cold water lines first, and then the hot water lines. Note: the hot water tank can be drained directly; it can require roughly 45 minutes to fully flush a typical 40-gallon hot water tank.
6. Replace all point-of-use filters, including the filter in refrigerators.

Residents should be reminded that if point-of-use devices are installed, POU devices should be properly installed and adequately maintained.”

## How do I flush a larger building?

Based on experience a single flush cannot bring the building water system back to normal operation and re-establish good water quality. Flushing requires an initial flush to get out low quality water and contaminants and then follow-up flushes that may bring the building back to pre- COVID water quality. Ongoing flushing draws particles through and out of the system and brings in disinfectant from the municipal system that can help control biological growth. The longer service is interrupted, the more the required level of effort for restoration.

Experience in flushing and maintaining buildings has shown that there are some general principles for an effective flushing strategy. In general,

- Flushing should proceed uni-directionally, that is from the service entrance to the periphery of the plumbing system (distal points).
- Some buildings have water treatment systems like filters and water softeners at the building water supply. Those treatment systems were installed for a reason and should not be bypassed. Those treatment systems need to be cleaned, flushed and maintained as part of bringing the building back into use.
- Building water systems have a variety of places where water is stored. At a minimum, they should all be identified, drained, and flushed with clean cold water, after the building cold water service is properly restored. These include, but are not limited to:
  - Hot water storage (some buildings have more than one type of heating system and hot water storage),

- Hot water recirculating loop(s),
- Humidifiers,
- Ice machines,
- Dishwashers,
- Cooling towers, and
- Ultrapure water storage (membrane filtration).

Before flushing, sketch out the building water system to the best of your ability and identify:

- the water supply,
- zones or branches with a common water supply (e.g., a branch to a wing of a building or a set of branches served by the same riser),
- the faucet nearest the starting point of the zone and the most distant faucet or use for each zone,
- water heaters and recirculating heated water loops, and
- appliances and water-using features (e.g., hot tubs).

Parts of the water system that are most important to flush because they have the greatest opportunity to make people sick include:

- faucets used for drinking water or food preparation,
- drinking fountains,
- ice machines and refrigerators with ice makers,
- showers,
- kitchen sink sprayers,
- water features that generate aerosols (fountains, spas, etc.),
- parts of the water system that are used by children, and
- components of the water system used by elderly people and susceptible people.

However, it is also important to identify and flush as many other water outlets as possible - utility sinks, hose taps, piping in place to serve any future installations, removed water taps - to remove contamination in the piping.

**Initial flushing and cleaning.** The initial flush clears out contaminants that accumulated during stagnation and draws in fresh, high-quality water to the piping. Cleaning of fixtures removes contaminants from the complex internal structures at the point of discharge. Complete the initial flushing and cleaning steps before resuming normal building operation:

- Clean fixtures.
  - Clean showerheads.
  - Replace/maintain point of use filters.
- Flush zone-by-zone. Zones are branches of the building water system with a common source or parts of the building water system served by a common riser.
- The first zone to flush is the one nearest the building supply. Flush zones progressively outward from the supply.



- In each zone, flush the cold water plumbing first and hot water second.
- Begin flushing at the point of use (POU) nearest to the origin of the zone. Aerators and other flow restrictors are removed at the POU nearest the beginning of the zone and the tap is opened wide.
- Open other taps on the same branch, moving from the faucet nearest the origin to the most distant POU tap. Continue flushing until the final POU tap is flushed for at least 5 minutes AND the cold water temperature at the final POU tap is steady.

Drain hot water tanks on the first flush after resumption of flow. If draining is not possible, hot water flushing time depends upon the size of water heater tank. Maintain the water heater temperature. DO NOT turn the heater off as water temperature is critical to prevent microorganisms from growing in the heater and being disseminated in aerosols.

**Ongoing flushes.** Ongoing flushing can repair destabilized scale and control biofilms. Re-stabilizing scale and controlling biofilms is an ongoing process. In the best case, ongoing flushing is conducted for about 12 weeks – the duration needed for protective scale to re-stabilize and for lead borne on particles to be thoroughly washed from the plumbing system. This is the duration recommended in an industry standard (AWWA) on flushing related to lead. In some cases, longer flushing duration might be required. Monitoring for problematic organisms like *Legionella pneumophila*, the bacterium the causes Legionnaires' disease, for lead and for disinfectant are the best ways to assess whether flushing is working and how long it should continue. Even when the building water system has recovered from a lengthy stagnation, flushing is a best practice, is easy and it has proven water quality benefits. Recommendations for ongoing flushing include:

- *Make sure each POU tap is opened at least once per day.* Some POUs are used frequently during normal building operation. Others might be used less frequently and might need to be opened intentionally.
- Flush the full building once per week during ongoing flushing. Full building ongoing flushes proceed the same as the initial flush except water tanks do not need to be drained and hot water flushing times are the same as cold water flushing times. Still flush the cold and hot water systems separately – cold first and hot second.
- During ongoing flushing, it is a good idea to measure the water quality of water coming into the building and at some taps in the building. Many building operators will not have the equipment or the ability to make measurements. ***Even if operators cannot measure water quality, they should still flush the building.***
  - For those who can measure water quality, the most important measurements to make are the concentration of disinfectant (chlorine) in the building supply and the concentration of disinfectant in the cold water of the most distant tap of each zone after that tap is fully flushed. By comparing the disinfectant in the distant taps to the disinfectant in the building supply, you can tell whether the disinfectant is protecting the whole plumbing system. There is no benefit to measuring the disinfectant in the hot water system. At elevated temperature, disinfectant dissipates.
  - There are many other water quality measurements you can make. We do not recommend making those measurements, other than for chlorine, unless there is a compelling reason and unless you can understand what the results mean and what to do about them.

**Long-Term Risk Management: Implement a Water Management Plan (WMP)**

- To maintain high quality water in a building at all times, building owners and operators should implement a WMP that follows industry recommendations, such as ASHRAE 188 (2018) or similar to continually reduce the risk of infections due to water quality degradation.



## *Green Bay Water Utility*

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### MEMORANDUM

**DATE:** May 7, 2020  
**TO:** Green Bay Water Commissioners  
**FROM:** Nancy Quirk  
**RE:** COVID-19 Response Update

The Green Bay Water Utility, along with the rest of the country, has been functioning in a pandemic. As a Water Utility, we are deemed an essential service and are rated as critical infrastructure. Our goal is to keep our employees safe, while providing an adequate supply of high quality drinking water at a reasonable cost to our customers.

We are making decisions every day as we learn more and adapt our processes during this pandemic. The update we will present to you will be information that will address the following topics:

1. Business Continuity Plan updates
2. PPE (Personal Protection Equipment) plan for sustained inventory of equipment
3. Human Resource procedures for employees
4. Communication
5. Health Screening
6. Disinfecting protocols
7. Financial
  - a. Impact of reduced water demand
  - b. PSC rulings from the Governor's orders
8. Chemical Supplies
9. Current Work Plans to Accommodate Social Distancing
10. Return to Work Plans