

Canadian Water Network's 
Canadian Municipal Water Consortium

COVID-19 Peer-sharing – Water Utility Management Response

April 17, 2020

1:00-2:30 pm EDT

Microsoft Teams

Nationwide business-as-usual approaches are being challenged due to the COVID-19 pandemic. CWN is hosting and facilitating a series of online meetings with members of the Municipal Consortium Leadership Group from across Canada to discuss water utility management response.

Meeting Objectives:

1. Exchange ideas and approaches for planning and prioritizing service delivery, including:
 - a. Keeping utility staff and the public safe during this time;
 - b. Maintaining and/or temporarily scaling back water, wastewater, and stormwater services;
 - c. Better understanding shared challenges and/or opportunities during emergency response.

Terms of Participation:

This call will be hosted and facilitated similar to our *Strategic Sharing Groups*.

We are expecting many participants on the call from across Canada and want to ensure everyone is able to meaningfully participate. As such, at the beginning of the meeting we will briefly introduce participants and then cycle through those in attendance during the discussion to ensure everyone has an opportunity to share in an orderly manner.

CWN staff will capture the information shared and will collate notes that can be uploaded to the Members area of the CWN website for broader consumption among the Consortium Leadership Group. As a reminder, the information shared should be considered confidential and we ask that it only be shared within your own municipality.

Agenda:

Discussion Format:

- Please consider the discussion points outlined in the agenda below; we will spend **15 mins** on each topic.
- Please 'put your hand up' in the chat box by entering your name if you would like to contribute to the discussions. We will call on those who wish to contribute.
- Q&A: Please enter your questions in the comment box during each session. We will moderate the questions asked, and either read-out or 'hand the mic' to those who have posed a question (time permitting).

Agenda: COVID-19 Peer-sharing – Water Utility Management Response	
Friday April 17, 2020 1:00 – 2:30 pm EDT	
1:00 – 1:10 pm	<p>Welcome and Introductions</p> <ul style="list-style-type: none"> Review call structure, update on action items, reaching out to your neighboring municipalities <p>Evaluation survey: please provide us with your feedback on how best to ensure these calls are providing you valuable insights. https://ca.surveygizmo.com/s3/50073695/COVID-19-Strategic-Sharing-Group-Mid-way-Check-in</p>
1:10 – 1:25 pm	<p>Topic 1: Update on Internal and Public Communications</p> <p>Ongoing challenges, changes, success stories on:</p> <ul style="list-style-type: none"> Internal staff communications, staff morale and mental health, etc. Public communications on non-flushables, essential nature of operations/construction work, safety of water supply, payment relief, etc.
1:25 – 1:40 pm	<p>Topic 2: Update on operational trends and impacts</p> <p>Ongoing challenges and progress on:</p> <ul style="list-style-type: none"> Water quality and quantity monitoring on economic/societal changes due to COVID-19 <ul style="list-style-type: none"> Including impacts to wastewater treatment processes, water demand patterns, water quality monitoring, etc. Implemented or anticipated operational changes required to mitigate impacts
1:40 – 1:55 pm	<p>Topic 3: Resuming operations – what does that look like and are you starting to plan for this?</p> <p><i>POLL: How many municipalities/utilities are starting to plan for scaling up operations?</i></p> <ul style="list-style-type: none"> What are key considerations for return to work (e.g. staged introduction of construction/maintenance work, worker safety practices accounting for physical distancing/hygiene, staff communications, etc.)? Are there mitigation strategies for drinking water quality (stagnant water in buildings), and for changing loading on the collection system (quantity and quality)? Do you have shovel-ready infrastructure projects ready for post-pandemic economic stimulus opportunities?
1:55 – 2:10 pm	<p>Topic 4: Open Q&A</p> <ul style="list-style-type: none"> Use the chat box to raise additional challenge areas that you would benefit from discussing with the group now and to potentially explore further next week.
2:10 – 2:25	<p>Update on coronavirus Wastewater Effluent Research in Canada (Bernadette)</p> <ul style="list-style-type: none"> Please see attachments provided with agenda
2:25 – 2:30 pm	<p>Wrap-up</p> <ul style="list-style-type: none"> Next week's meeting is Friday April 24th