

Canadian Water Network's   
**Canadian Municipal Water Consortium**

COVID-19 Peer-sharing – Water Utility Management Response

May 22, 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, temporarily scaling back and/or resuming 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. CWN will synthesize and anonymize insights for broader sharing with the water community.

**Agenda:**

**Discussion Format:**

- Please consider the discussion points outlined in the agenda below
- 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).

<b>Agenda: COVID-19 Peer-sharing – Water Utility Management Response</b>	
Friday May 22, 2020 1:00 – 2:30 pm EDT	
1:00 – 1:10 pm	<p><b>Welcome and Introductions</b></p> <ul style="list-style-type: none"> <li>Review call structure, update on action items, reaching out to your neighboring municipalities</li> </ul>
1:10 – 1:40 pm	<p><b>Topic 1: Guest Expert: What is the likelihood of future waves of the COVID-19 pandemic and the importance of municipal wastewater utilities in proactive response?</b></p> <p><b>Dr. Steve E. Hrudehy</b>, Professor Emeritus, Analytical &amp; Environmental Toxicology, Faculty of Medicine &amp; Dentistry, University of Alberta</p> <p>Business continuity, including maintaining a level of service and staffing, will be undoubtedly affected with potential future waves of the pandemic. What that may look like is not known. Dr. Hrudehy will share his insights into what the future of the pandemic may look like and how best utilities can help public health response.</p>
1:40 – 2:05 pm	<p><b>Topic 2: Responding to potential multiple waves of the pandemic – what does successive scaling-up and down of operations look like?</b></p> <p>The need to be agile over the next 18-24 months may be paramount to ensure water and wastewater services. To plan for this, municipalities / utilities must be able to continue to adapt their services and operations moving forward. What are some of the key things your utility plans to do to respond to future waves of the pandemic, based on lessons learned?</p>
2:05 – 2:15 pm	<p><b>Open Q &amp; A</b></p> <p>Pose questions for the Strategic Sharing Group on additional topics for others to weigh in on and share their learning. E.g. what is a key challenge your utility is currently facing?</p>
2:15 – 2:25 pm	<p><b>Highlights from a Worldwide COVID sharing group</b></p> <p>Isle Utilities, a for-profit agency based in the UK focused on bringing new technologies to market has hosted a WhatsApp ‘chat group’ with utilities across the world. Piers Clark has curated the chat and provide weekly summaries. CWN staff will share highlights from this international sharing group.</p>
2:25 – 2:30pm	<p><b>Wrap-up</b></p> <ul style="list-style-type: none"> <li>Next Meeting – June 12, 2020 @ 1:00 PM EDT</li> </ul> <p><b>Proposed Focus:</b> Possible infrastructure stimulus funding and the approaches to maximize co-benefits for climate and resilience.</p>