

Online Resources for Canadian Water and Wastewater Utilities during the COVID-19 Pandemic

Canadian Water Network has curated a collection of online resources for utility managers during the COVID-19 pandemic. **This list will be updated weekly – please refer to the date in the footer.** For each weekly update, new resources will be added to the bottom of the section under which they are filed and presented in **red font**. If you have additional resources that would be useful for this audience, please forward them to Dalia Al-Ali, Project Manager at dalali@cwn-rce.ca.

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Scientific Information on SARS-COV-2 for Water and Wastewater Managers

These factsheets and web portals have been written for water and wastewater managers. They reference the latest available science regarding the SARS-COV-2 virus in conventional drinking water and wastewater treatment and include information on public health and safety, best management practices and worker protection.

Information on SARS-COV-2 Infectivity and Exposure in Water/Wastewater

- World Health Organization
Technical Brief: Water, sanitation, hygiene & waste management for COVID-19 (March 19, 2020)
<https://www.who.int/publications-detail/water-sanitation-hygiene-and-waste-management-for-covid-19>
- Global Water Research Coalition
COVID-19 Virus Water, Sanitation and Wastewater Management (March 10, 2020)
http://www.globalwaterresearchcoalition.net/r4150/media/system/attrib/file/820/GWRC_Factsheet_COVID-19%20Virus%2010%20March%202020.pdf
- Water Services Association of Australia
COVID-19 (March 11, 2020)
<https://www.wsaa.asn.au/publication/covid-19-fact-sheet>
- Water Research Australia
SARS-CoV-2 Water and Sanitation (March 5, 2020)
<https://www.waterra.com.au/publications/latest-news/2020/sars-cov-2-water-and-sanitation-factsheet-update/>
- U.S. Centers for Disease Control and Prevention (CDC)
Water Transmission and COVID-19 | Drinking Water, Recreational Water & Wastewater: What You Need to Know (Updated April 23, 2020)
<https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>
- Stantec
Coronavirus White Paper (March 19, 2020)
<https://ideas.stantec.com/water/coronavirus-and-the-water-cycle-here-is-what-treatment-professionals-need-to-know>
- Water Research Foundation
Coronavirus Research Update webinar (March 12, 2020)
<https://www.waterrf.org/resource/coronavirus-research-update>

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- International Ultraviolet Association
Fact Sheet on UV Disinfection for COVID-19
<http://www.iuva.org/COVID-19>
- Canadian Water and Wastewater Association
Technical Resources
<https://cwwa.ca/covid-19/>
- COVID-19 Waterblog
Current science on the fate and potential transmission of SARS-CoV-2 in water
<https://covid19waterblog.wordpress.com/>
- Water Research Foundation
Webinar: Latest Coronavirus Research Update (April 16, 2020)
<https://www.waterrf.org/event/latest-coronavirus-research-update>
- Water Services Association of Australia
Fact Sheet: COVID-19 and Wastewater (April 15, 2020)
<https://www.wsaa.asn.au/publication/fact-sheet-covid-19-and-wastewater>

Information on SARS-COV-2 Wastewater Surveillance Research and Initiatives

- KWR Water Research Institute
Presence of SARS-Coronavirus-2 in Sewage (March 30, 2020)
<https://www.medrxiv.org/content/10.1101/2020.03.29.20045880v1>
- Water Research Foundation
Press Release: WRF to Host Virtual International Water Research Summit on Environmental Surveillance of COVID-19 Indicators in Sewersheds
<https://www.waterrf.org/news/water-research-foundation-host-virtual-international-water-research-summit-environmental>
- Water Research Foundation
Press Release: WRF Announces Structure, Co-Chairs for Virtual International Water Research Summit on Environmental Surveillance of COVID-19 Indicators in Sewersheds
<https://www.waterrf.org/news/wrf-announces-structure-co-chairs-virtual-international-water-research-summit-environmental>
- KWR Water Research Institute
Q&A Portal on COVID-19 Sewage Surveillance
<https://www.kwrwater.nl/en/frequently-asked-questions-covid-19/>
- International Water Association
Press Release: COVID-19 Task Force
<https://iwa-network.org/groups/covid-19-task-force/>

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- Water Research Australia
Monitoring COVID-19 Virus Presence and Persistence in the Australian Sewage Networks
<https://www.waterra.com.au/research/open-rffs-and-rfps/2020/monitoring-covid-19-virus-presence-and-persistence-in-the-australian-sewage-networks/>
- Australian Academy of Science
Monitoring Wastewater to Detect COVID-19
<https://www.science.org.au/covid19/monitoring-waste-water>
- Eawag: Swiss Federal Institute of Aquatic Science and Technology
Tracking the Course of the COVID-19 Pandemic in Wastewater
<https://www.eawag.ch/en/news-agenda/news-portal/news-detail/tracking-the-course-of-the-pandemic-in-wastewater/>
- Canadian Water Network
Canadian Coalition on Wastewater-Related COVID-19 Research: A national collaboration of municipalities, utilities, researchers, public health organizations and governments with the shared goal of advancing Canada's ability to support decision-making for public health protection and surveillance in the face of COVID-19.
<http://cwn-rce.ca/wastewater-coalition/>
- Ye, Y., Ellenberg, R., Graham, K., Wigginton, K.
Survivability, Partitioning, and Recovery of Enveloped Viruses in Untreated Municipal Wastewater
<https://pubs.acs.org/doi/abs/10.1021/acs.est.6b00876>
- Xagorarakis, I., O'Brien, E.
Wastewater-Based Epidemiology for Early Detection of Viral Outbreaks
https://link.springer.com/chapter/10.1007/978-3-030-17819-2_5

Canadian Water Network's Canadian Municipal Water Consortium

U.S. Regulatory Guidance

- U.S. Department of Homeland Security | Cyber + Infrastructure (CISA)
Memorandum on Identification of Essential Critical Infrastructure Workers During COVID-19 Response
https://www.cisa.gov/sites/default/files/publications/CISA_Guidance_on_the_Essential_Critical_Infrastructure_Workforce_Version_2.0_1.pdf
- Department of Labour – Interim Guidance for Wastewater Workers and Employers
<https://www.osha.gov/SLTC/covid-19/controlprevention.html#solidwaste>

Canadian Regulatory Guidance

Regulatory guidance by provinces regarding the operation of water and wastewater facilities during the COVID-19 pandemic, including regulatory relief measures.

- Ontario Regulation 75/20 order under subsection 7.0.2 (4) of the Act | Drinking Water Systems and Sewage Works made under the Emergency Management and Civil Protection Act (March 23, 2020)
<https://www.ontario.ca/laws/regulation/r20075>
- Alberta | Conditional certification during the COVID-19 pandemic (March 24, 2020)
<https://open.alberta.ca/publications/conditional-certification-during-the-covid-19-pandemic>
- British Columbia | Emergency Preparation and Response
List of COVID-19 Essential Services (March 26, 2020)
<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-recovery/covid-19-provincial-support/essential-services-covid-19>
- Nova Scotia | Order by the Medical Officer of Health under Section 32 of the Health Protection Act regarding essential infrastructure workers who are exempt from some aspects of social distancing (March 24, 2020)
<https://novascotia.ca/coronavirus/health-protection-act-order-by-the-medical-officer-of-health.pdf>

Business Continuity Planning

Canadian and U.S. guidance documents, planning guides, templates and webinars that focus on continuity of operations during a pandemic.

Guidance and Considerations for the Development of Business Continuity Plans

- Public Safety Canada | Emergency Management Planning Guide 2010–2011
<https://www.publicsafety.gc.ca/cnt/rsrscs/pblctns/mrgnc-mngmnt-pnnng/index-en.aspx>
- U.S. EPA | Continuity of Operations Plan Template for Drinking Water and Wastewater Laboratories (2013)
https://www.epa.gov/sites/production/files/2015-08/documents/coop_template_instructions.pdf
- U.S. EPA | Mutual Aid and Assistance for Drinking Water and Wastewater Utilities
Learn about Water and Wastewater Agency Response Networks (WARN) and access WARN resources and training tools.
<https://www.epa.gov/waterutilityresponse/mutual-aid-and-assistance-drinking-water-and-wastewater-utilities>
- Ontario Water/Wastewater Agency Response Network (WARN)
<http://www.onwarn.org/layouts/15/start.aspx#/SitePages/Home.aspx>
- American Water Works Association (AWWA) webinar
Utility Actions to Sustain Operations During COVID-19 (March 20, 2020)
<https://www.gotostage.com/channel/awwa-covid-19>
- AWWA Business Continuity Planning for Water Utilities: Guidance Document (2013)
<https://www.waterisac.org/system/files/Business%20Continuity%20Planning%20for%20Water%20Utilities.pdf>
- WEF webinar
Pandemic Continuity of Operations Essential Personnel (March 19, 2020)
<https://www.wef.org/events/webcasts/upcoming-webcasts/2020-webcasts/PandemicCOOPMar2020/>
- Water Research Foundation (WRF)
Business Continuity Planning for Water Utilities: Guidance Document (2013)
https://www.waterrf.org/system/files/resource/2019-04/4319_ProjectSummary.pdf
- WRF presentation, Business Continuity Plans for Water Utilities (2017)
https://www.waterrf.org/sites/default/files/file/2019-07/SWMC17-Smith_0.pdf

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- Great Lakes Community Action Partnership – Planning for Pandemics Tool Kit
This resource is geared to small systems and includes a webinar on emergency and pandemic planning for drinking water systems and emergency planning templates.
<https://www.glcap.org/programs/community-rural-development/rural-community-assistance-program-rcap/rcap-services-in-ohio/ohio-planning-for-pandemics-toolkit/>
- Moonshot Missions | Coronavirus Compendium: Key Considerations for Water and Wastewater Utilities Responding to the Coronavirus
<https://bit.ly/2xBI6y3>
- Government of Alberta
COVID-19 Pandemic Planning for the Water and Wastewater Sector
<https://open.alberta.ca/dataset/d29be391-109b-4afb-80cf-06f7d2a565fa/resource/ae70562a-d2b0-4520-9a81-9c34a878963e/download/aep-covid-19-pandemic-planning-for-water-and-wastewater-sector.pdf>

Management of Internal Operations

- WEF Water Professional's Guide to COVID-19 (February 11, 2020)
<https://wef.org/news-hub/wef-news/the-water-professionals-guide-to-the-2019-novel-coronavirus/>
- Talking Under Water podcast (March 19, 2020)
An interview with WEF Executive Director Walt Marlowe. Talking points: remote work and distance technologies, effectiveness of current disinfection practices, flushable wipes, staffing and more.
<https://www.estormwater.com/podcast/special-episode-wef-executive-director-talks-coronavirus>
- International Water Association
Webinar Recording: COVID-19 – A Water Professional's Perspective
[https://iwa-network.org/learn/covid-19-a-water-professionals-perspective/?ct=t\(EMAIL_postwebinar-covid-professionals-members\)](https://iwa-network.org/learn/covid-19-a-water-professionals-perspective/?ct=t(EMAIL_postwebinar-covid-professionals-members))
- Water Services Association of Australia
COVID-19: Guidance on Essential Workers
<https://www.wsaa.asn.au/sites/default/files/publication/download/COVID-19%20Essential%20worker%20guidance%2015042020.pdf>
- United States Environmental Protection Agency
Incident Action Checklist for Pandemic Incidents
https://www.epa.gov/sites/production/files/2020-03/documents/pandemic_iac_final_032620_508_fillable.pdf

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- International Water Association
Webinar Recording: COVID-19 – A Utility Leaders' Response
<https://iwa-network.org/learn/a-utility-leaders-response-to-covid-19/>
Key discussion topics:
 - Management response to challenging conditions (providing safeguards to staff, working from home, payment relief to customers; PPE use based on government guidance and availability);
 - Financial implications (including immediate and over the long-term due to economic impacts, role of metering and rate structures, opportunity for economic stimulus investments in infrastructure);
 - How the water utility may change after COVID-19 (opportunity to improve emergency response plans, use of digital technologies, staff resilience, public/internal communication, reflect on what elements benefited them in the pandemic response, maintain good working relationships with regulator, suppliers and contractors, etc.)
- Xylem – Albert Cho and George Hawkins
White Paper: Continuity through the Coronavirus and Beyond – Managing Water and Wastewater Utility Risks During COVID-19
<https://www.xylem.com/en-au/covid-19-response/news-resources/continuity-covid-19/>

Assessing the Resilience of Water and Wastewater Systems

- AWWA Water System Preparedness and Best Practises for Pandemic Influenza (January 1, 2009)
<https://awwa.onlinelibrary.wiley.com/doi/full/10.1002/j.1551-8833.2009.tb09822.x>
- Water Research Foundation
Report from 2017 presenting best practices to support water system resilience. Preparedness and Response Practices to Support Water System Resilience: Fundamentals, Good Practices, and Innovations
<https://www.waterrf.org/research/projects/preparedness-and-response-practices-support-water-system-resilience-fundamentals>

COVID-19 Response Resources from Peer Sharing Networks

- Members of the Association of Metropolitan Water Agencies (AMWA) are collaborating to share resources related to utility pandemic preparedness
<http://amwa.net/covid19>
- AMWA weekly briefings on COVID-19
<https://www.amwa.net/periodical/monday-morning-briefing>

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- Water Environment Federation (WEF) COVID-19 water-sector specific information
<https://wef.org/news-hub/current-priorities/coronavirus#watersector>
Includes links to WEF documents, webinar recordings and other resources.
- Isle Utilities
COVID-19 Update Webinars and WhatsApp International Collaboration Initiative
Isle has developed a global collaboration platform for learning and best practices throughout the COVID-19 pandemic that now includes participants from 48 countries. Each week Chairman Piers Clark leads two webinars to share information and learnings from the COVID-19 group.
Link 1: <https://www.isleutilities.com/covid-19>
Link 2: <https://www.isleutilities.com/news/whatsapp-initiative-drives-international-covid-19-collaboration>
- Isle Utilities
COVID-19 Global Exchange: Sharing of Experiences and Response Strategies (summary report prepared on May 20, 2020)
For access to the report, please contact Piers Clark at piers.clark@isleutilities.com

Emerging and Future Considerations for Municipalities and Utilities

This section looks at compounding challenges that may occur during the pandemic, as well as concerns related to resuming building or system operations following long periods of inactivity.

Assessing and Managing Financial Impacts from COVID-19

- COVID-19-related Revenue Risks Keeping Utility CFOs Up at Night
Blog post by Dr. Christine Boyle, Solution Lead, Metering Insights and Revenue Resilience, Xylem Inc.
<https://www.linkedin.com/pulse/covid-19-related-revenue-risks-keeping-utility-cfos-up-boyle/>
- American Water Works Association
Webinar: COVID-19's Financial Impact on Water Utilities (May 15, 2020)
<https://www.awwa.org/Events/AWWA-Events-Calendar/Meeting-Details?productId=83982492>
- American Water Works Association & Association of Metropolitan Water Agencies
The Financial Impact of the COVID-19 Crisis on U.S. Drinking Water Utilities
https://www.awwa.org/Portals/0/AWWA/Communications/AWWA-AMWA-COVID-Report_2020-04.pdf

Water Consumption and Demand Forecasting

- Jorge Helmbrecht, Director General, WatEner
Water Consumption and Demand Forecasting during COVID-19 Crisis
<https://www.linkedin.com/pulse/water-consumption-demand-forecasting-during-covid-19-jorge-helmbrecht/>

Flood Risk Management and Response During COVID-19

- The St. Lawrence Seaway's Montreal-Lake Ontario section will open on April 1st so that the International Joint Commission can move record volumes of water out of Lake Ontario and provide relief to lakeshore communities battered by high water levels.
<https://greatlakes-seaway.com/en/news/seaway-opens-bringing-vital-goods-to-market/>
- A reporter at the National Observer has noted that riverine flooding during the pandemic will bring added complications to emergency management, particularly to communities that have been relocated in past years.
<https://www.nationalobserver.com/2020/03/20/news/covid-19-and-flooding-emergency-managers-nightmare-horizon>

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- A recent article in the Globe and Mail discussed how communities across Canada are preparing for the added crisis of flooding during the COVID-19 pandemic.
<https://www.theglobeandmail.com/canada/article-communities-across-canada-prepare-for-doubled-crises-of-flooding-in-a/>

Considerations for the Reopening and Recommissioning of Buildings

- The Center for Plumbing Safety at Purdue University is looking at issues that may arise such as increased exposure to lead and legionella when re-commissioning community buildings such as daycares and schools.
<https://engineering.purdue.edu/PlumbingSafety/project/covid19-response>
- Centers for Disease Control and Prevention
COVID-19 Guidance for Building Water Systems: Ensure the safety of your building water system and devices after a prolonged shutdown (Updated May 7, 2020)
<https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>
- Purdue University Center for Plumbing Safety
Building Water System Guidance Analysis
<https://engineering.purdue.edu/PlumbingSafety/covid19/guidance-analysis>
- Proctor, C., Rhoads, W., Keane, T., Salehi, M., Hamilton, K., Pieper, K., Cwiertny, D., Prévost, M., Whelton, A.
Considerations for Large Building Water Quality after Extended Stagnation (Draft)
https://www.researchgate.net/publication/340513659_Considerations_for_Large_Building_Water_Quality_after_Extended_Stagnation
- Canadian Water and Wastewater Association
COVID-19 and Reopening Buildings: Guidance for Water Utilities and Fact Sheet for Building Owners/Operators
<https://cwwa.ca/covid-19-and-the-re-opening-of-buildings/>
- Australian Building Codes Board
Ensuring the Safety of your Building Water System Post COVID-19 Restrictions
<https://www.abcb.gov.au/Resources/Publications/Education-Training/ensuring-the-safety-of-your-building-water-system-post-covid19-restrictions>
- United States Environmental Protection Agency
Information on Maintaining or Restoring Water Quality in Buildings with Low or No Use
<https://www.epa.gov/coronavirus/information-maintaining-or-restoring-water-quality-buildings-low-or-no-use>

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- Régie du bâtiment du Québec (RBQ) in collaboration with Michèle Prévost, Professor at Polytechnique Montréal and NSERC Industrial Chair on Drinking Water
Recommendations for Restoring Service to Water Distribution Systems in Vacant Buildings
<https://www.rbq.gouv.qc.ca/fileadmin/medias/pdf/Publications/anglais/ang-recommandations-remise-en-service-eau-batiments-inoccupes.pdf>

Communicating with the Public

We've started to curate some public communication examples (web pages, media releases and social media campaigns) that utilities may find useful when designing their own communications campaigns. We'll add more examples to the list in our update next week.

Guidance on Communications Strategies and Toolkits for the Water Sector

- U.S. EPA | Water Utility Communication During Emergency Response
Includes: Effective risk and crisis communication, anticipating public questions, and developing risk communication plans
<https://www.epa.gov/waterutilityresponse/water-utility-communication-during-emergency-response>
- American Water Works Association (AWWA) webinar
Be a Trusted Source: How to Handle Communication Challenges During COVID-19 (April 3, 2020)
<https://www.awwa.org/Events-Education/Events-Calendar/ctl/ViewEvent/mid/6794/OccuranceId/378>
- Water Environment Federation: "Water's Worth It" Toolkit
A toolkit providing a series of graphics that highlight the role of the water sector in coronavirus response and can be used to communicate with the public on social media and other platforms.
<https://www.wef.org/resources/pressroom/press-releases2/wef-press-releases/wef-releases-waters-worth-it-toolkit--to-highlight-role-of-water-sector-in-coronavirus-response/>
- U.S. Water Alliance: COVID-19 Communication Strategies for the Water Sector
http://uswateralliance.org/sites/uswateralliance.org/files/VOW_COVIDRESOURCES_TAP_WATERISSAFE.pdf
- Value of Water Campaign: COVID-19 Response Tools
The Campaign has gathered examples on how to communicate with the public during the pandemic about water-related topics.
<http://thevalueofwater.org/content/covid-response-tools>
- Water Services Association of Australia
Infographic for communicating with the public: "12 Facts about COVID-19 Virus in Water"
<https://www.wsaa.asn.au/system/files/attachments/EVuWa3MWoAA7v5H.jpg>

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- Water Research Commission (South Africa)
COVID-19 Fact Sheet & Infographic: Maintaining Good Hand Hygiene
Fact Sheet: http://wrcwebsite.azurewebsites.net/mdocs-posts/covid-19_fact-sheet-2/
Infographic: http://wrcwebsite.azurewebsites.net/mdocs-posts/648_wrc_infographics-2_ks_v4_20200416-pdf/

Communicating re: the Safe & Continued Supply of Drinking Water

- Joint statement from AMWA, AWWA and the National Association of Water Companies
Major Water Associations Reassure Public on Safety of Tap Water During COVID-19
Outbreak (March 17, 2020)
<https://www.prnewswire.com/news-releases/major-water-associations-reassure-public-on-safety-of-tap-water-during-covid-19-outbreak-301025775.html>
- @PhillyH2O customer blog <http://water.phila.gov/covid-19/>

Communicating re: Non-Flushable Materials

- Canadian Water and Wastewater Association (CWWA)
COVID-19 and Sewers: To avoid a sewage back-up don't treat your toilet like a trash can
(March 20, 2020)
<https://cwwa.ca/covid-19-and-sewers-to-avoid-a-sewage-back-up-dont-treat-your-toilet-like-trash-can/>

Communicating re: Reopening or Recommissioning of Buildings

- **EPCOR Water Services**
Facility Managers: How to Maintain Water Quality During Low Building Occupancy Scenarios – Like During the COVID-19 Pandemic
<http://www.epcor.com/products-services/water/water-quality/Pages/water-quality-and-flushing-for-buildings.aspx>
- **Halifax Water**
Re-opening Buildings During or After COVID-19
<http://www.halifaxwater.ca/re-opening-buildings-during-or-after-covid-19>
- **Utilities Kingston**
Property Owners: Learn How to Safely Reopen Buildings
<http://utilitieskingston.com/News/Article/Property-owners-learn-how-to-safely-reopen-buildings>

Examples of Public Communications from Municipalities/Utilities

- Utilities Kingston news posts on access to services, financial support and other COVID-19 updates.
<https://utilitieskingston.com/Corporate/COVID19>

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- EPCOR's public communications on their response to COVID-19.
<https://www.epcor.com/covid-19-canada/Pages/default.aspx>
- Union Water Supply Service news release on the safety of treated drinking water during the COVID-19 outbreak.
<https://www.unionwater.ca/wp-content/uploads/2020/03/News-Release-COVID-19-and-UWSS-Treated-Drinking-Water.pdf>
- Detroit Coronavirus COVID-19 Water Restart Plan
The state of Michigan is covering the costs to restore recently interrupted residential water service due to non-payment.
<https://detroitmi.gov/departments/customer-care/water-and-sewerage-department/coronavirus-covid-19-water-restart-plan>
- Region of Peel: Public Works at the Region of Peel during COVID-19
YouTube video communicating to the public how the Region is continuing to provide essential services during the pandemic.
https://www.youtube.com/watch?v=4oUG_F_gZVk#action=share
- York Region
Navigating Supports and Services
The Region has created to assist residents in navigating through the services and supports offered by each level of government.
<https://www.york.ca/wps/portal/yorkhome/newsroom/news/navigatingsupportsandservices/>
- City of Winnipeg
Announcement: COVID-19 Impacts on Utility Services and Billing
<https://myutilitybill.winnipeg.ca/UtilityPortal/announcements>
- City of Thunder Bay
COVID-19 Update to the Public: Key Changes to City Services and Financial Relief Measures
<https://www.thunderbay.ca/en/city-hall/resources/Documents/Coronavirus-COVID-19/COVID-19-Update---Message-Services-Financial-Relief---April-6.pdf>
- Utilities Kingston
COVID-19 and Your Utilities: Assistance for Customers and Update on Suspension of Non-Critical Programs
<https://utilitieskingston.com/Corporate/COVID19>