

COVID-19 International Water Utility Community of Practice

Initiated in part in response to recommendations by Canadian Water Network to build on its national peer sharing initiative on utility management responses to COVID-19, the Global Water Research Coalition (GWRC) is working with the Water Services Association of Australia (WSSA) to host an international community of practice portal for utility leaders. Relevant and up-to-date research and information regarding the operations of water utilities/services during the COVID-19 pandemic will be grouped under the following discussion themes:

- 1) Regulatory considerations, implications and responses
- 2) Continuity of operations and sharing of resources
- 3) Contingency planning for risks to supply chain management — identification, mitigation and adaptation
- 4) Research updates on COVID-19 for water professionals

An open discussion forum can also be generated under the 'Announcement' tab for new topics. Moderators will manage the information and discussions. The GWRC portal will include access to reference material, including a synthesis of the salient points where deemed necessary, for enhanced communication and sharing to regional networks. Please note that professional etiquette is expected from all participants.

CWN Participation and Support

CWN will also be monitoring the GWRC portal and will share selected insights during the ongoing Canadian Municipal Water Consortium Strategic Sharing Group meetings. We will also be sharing general overviews from these Canadian meetings on the international portal.

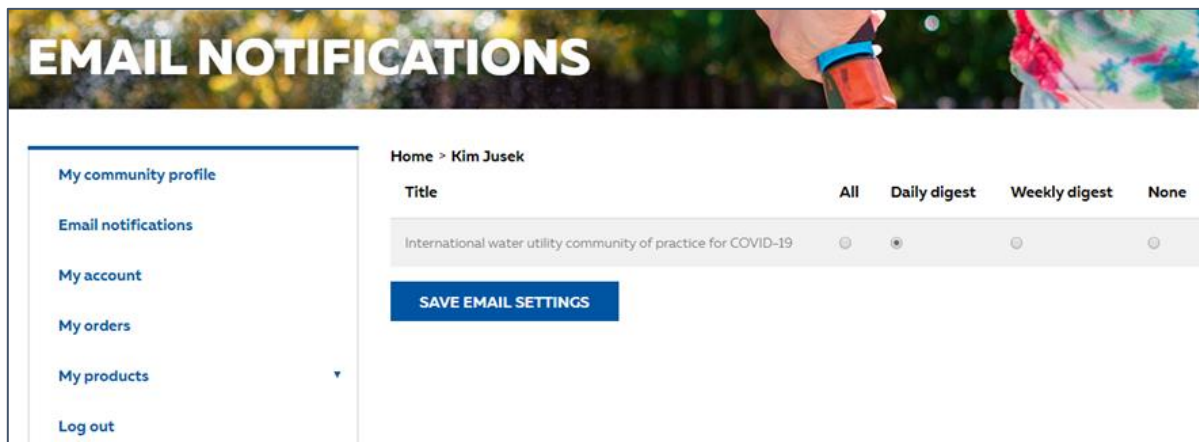
If you are having any issues gaining access to the GWRC portal or participating in the discussion, please contact Kim Jusek at kjusek@cwn-rce.ca for support.

Please see the following page for instructions on how to access the GWRC portal.

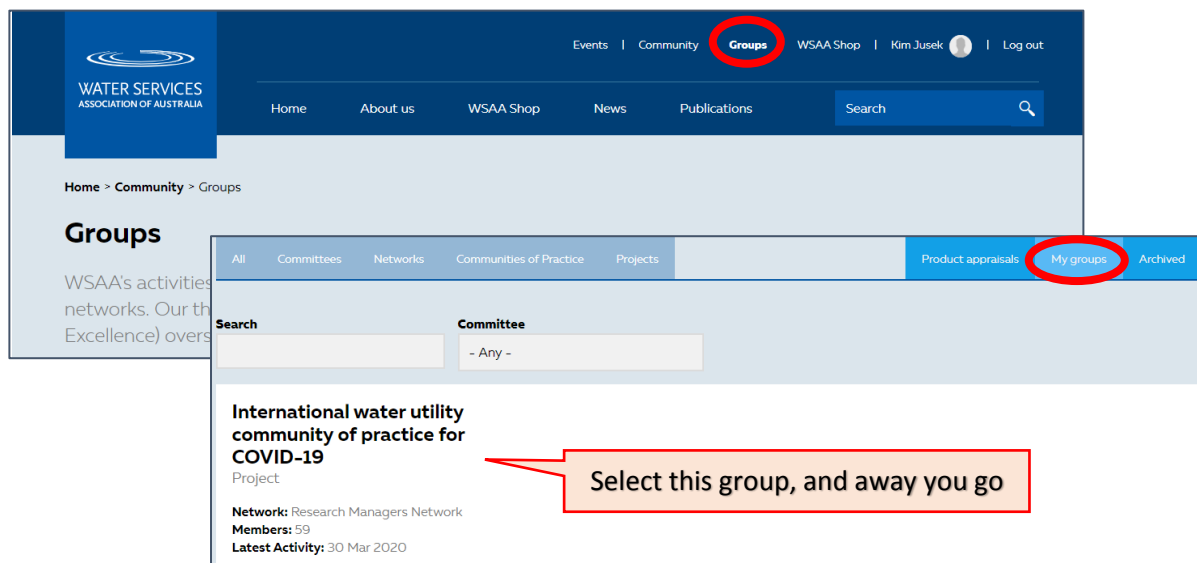
Canadian Water Network's Canadian Municipal Water Consortium

Accessing the GWRC international community of practice portal:

- CWN has already provided your email to the GWRC. You will receive an email invitation to participate from WSAA by Friday, April 6. Please check your junk mail folder if you do not receive an invitation.
- Follow the link provided and log in by entering your email, but then choose “forgot password.” You will then be emailed a password reset. Follow the link provided in the email to set a new password and create a profile.
- Within your profile, you can adjust your email notification preferences — e.g. daily or weekly digest (see below).



- Follow [this link](#) or click on ‘Groups’ and then scroll and select ‘My Groups’ (see below).



Canadian Water Network's Canadian Municipal Water Consortium

- After a period of time when you log in again, click on 'Community' to see updates and from there you can link into the group as well (see below).

The screenshot displays the website's navigation bar with the following elements:

- Logo: WATER SERVICES ASSOCIATION OF AUSTRALIA
- Navigation links: Home, About us, WSAA Shop, News, Publications, Search
- User menu: Events, **Community** (circled in red), Groups, WSAA Shop, Kim Jusek, Log out

The main content area is titled "MY COMMUNITY ACTIVITY" and features a post:

Welcome and let the sharing begin

Announcement posted in [International water utility community of practice for COVID-19](#) 10 hours ago by [Jason Mingo](#)

Welcome to the many more members who have joined this portal.

From WSAA's perspective we are only too happy to support the GWRC in the setup of this platform for sharing information and supporting professionals, institutions and utilities from around the world. The relevance and usefulness of the portal will rely on the participation and activity generated by all of you who have shown a dedication to share and learn.

On the right side, there is a "MY GROUPS" section with a search bar and a "Project" group listed, along with a "SEE ALL GROUPS" button.

At the bottom right, there is a "COMMUNITY" section header.