



Letter from the General Manager

April 30, 2020

Dear Water Works Employees,

In the last six weeks, I've witnessed the resilience and teamwork that each of you have exhibited in making these critical changes necessary to keep us all safe, while continuing the essential service of delivering clean drinking water to our customers. Our Board and Executive Management thank you for your dedication and patience throughout this process.

As you may know, the Governor has put in place the *Safer at Home Order* that goes into effect Thursday, April 30, 2020 at 5:00 P. M. until Friday, May 15, 2020 at 5:00 P. M., which lifts a number of restrictions that were previously enforced by the prior order. In addition, the Ordinance passed by the City of Birmingham includes, among other provisions, the requirement to wear a face covering while in public. These changes have now put us in a position to begin transitioning to normal operations.

Effective Monday, May 4, 2020 at 12:00 A.M., all BWW employees should report back to work, unless specifically instructed by their manager or supervisor to work remotely. COVID-19 Premium Pay and At Home Pay will end and all time worked beginning at 12:01 A.M. will resume to our normal pay practices. Employees unable to report to work due to sickness or childcare reasons will need to request Paid Time Off (PTO) (e.g. sick, vacation), following the normal procedure for time off requests. Please note that the BWW has taken the exemption allowed for public employers under the Families First Coronavirus Response Act (FFCRA) to exclude public works employees because they are defined to be emergency responders under the Act.

Please follow these social distancing rules immediately upon your arrival to work:

- ❖ Employees will be required to wear PPE, particularly face coverings at all times during the workday. Face coverings include personal wear (tasteful and unoffensive) or company-issued masks.
- ❖ Employees will be required to maintain social distancing guidelines and proper hygiene as directed in the Governor's *Safer at Home Order*.
- ❖ BWW will take reasonable steps, where practicable and where work duties permit, to avoid gatherings of 10 employees or more.

Additionally, our Payment Center and drive-thru will reopen Monday, May 4, 2020 at 8:00 A.M. The new social distancing guidelines for customers in the Payment Center are as follows:

- ❖ Customers will be limited to 9 inside at a time and will be required to wear masks, according to the City of Birmingham's ordinance adopted April 28, 2020.
- ❖ Customers visiting the Payment Center will be required to stand 6ft apart by markings displayed on the floor.

The Payment Center will reopen and only accept payments at this time. Customers may continue to inquire about customer service via our website and phone system. Water shutoffs will remain suspended at this time. Our main administrative building will remain closed to the public until further notice. We will do everything possible to maintain a safe and viable work environment, which will include the constant sanitation of all workspaces and customer-facing areas.

If you have any questions or concerns, please don't hesitate to express them to your department heads. We're looking forward to seeing you soon, and I appreciate all you do.

Continue to stay safe.

Sincerely,



Michael Johnson

General Manager