

State of the Birmingham Water Works

April 1, 2020

Dear Water Works Employees,

As we continue to navigate ourselves through this global pandemic, it is my hope that you and your family are safe and staying prepared. During this time, when many things seem uncertain, one thing that remains and will continue, is our delivery of clean, safe drinking water.

While many are taking the proper precautions of staying home to safeguard the spread of this virus, we take pride in maintaining our operations so that access to safe drinking water is one less thing families in our area worry about. This would be impossible without our passionate staff of professionals who have been working 24/7 to accomplish this mission.

Our Operations and Technical Services Division has worked tirelessly to ensure that our ability to test and deliver quality water throughout the system has not been impacted. Our SCADA Operations have remained exemplary.

Our Engineering and Maintenance Division has been doubly focused on making sure engineering plans are executed, critical electrical and mechanical maintenance is performed, leaks and meters are repaired and the daily administration that is vital to managing operations data continues to be performed. Of course, main breaks haven't stopped during this crisis. Our Distribution department employees have had their boots on the ground to ensure homes and businesses are not without water for extended periods of time.

Our Finance and Administration Division has continued to provide direct and indirect support to our customers as well as each of our departments who rely heavily on the many functions and activities of the division. It goes without saying that our call center is the first to encounter many of our customers and they have been graciously taking calls in the midst of high call volumes, reassuring our customers that we are on top of it.

Our meter readers, field service technicians, customer relations and support staff have been critical in making sure customers are billed correctly and water service is not interrupted. Our IT department is doing a wonderful job keeping our employees, both in the office and at home, connected, while we exercise social distancing. Their expertise has been invaluable, given our need to rely more heavily on technology to sustain effective and efficient operations.

Maintaining flexibility and exercising teamwork are vital to success during a time such as this. Throughout the company, departments have implemented work schedules that are a mix of those that require work from home and in the office. I ask that each of you continue to support our efforts to develop flexible work schedules that will help us meet the operational requirements necessary to continue providing outstanding service and delivery of quality water.

Lastly, to our executive team and support staff, my sincerest appreciation for your diligence and leadership in implementing a constantly changing plan of action through a very fluid situation and helping to develop our message to employees and customers. Your support will continue to be the cornerstone that helps lead us through this situation and gives our Public Information Office, led by Rick Jackson, the confidence to deliver the messages we want our employees, external customers and stakeholders to hear.

We are not sure how long our operations will be disrupted. Milestone dates of April 17th provided by the Governor and April 30th provided by the President remain targets. We will keep you informed as we learn more.

Our Board of Directors is proud of how we have handled this crisis thus far and rest assured, we will get through this together.

I will end by saying that each of you, **our employees, are our most valuable resource.**

Thanks for all you do to make Birmingham Water Works successful.

Sincerely,



Michael Johnson
General Manager



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