



**Letter from the General Manager
March 17, 2020**

Dear Water Works Board Employees:

In the wake of the Coronavirus (COVID-19) outbreak, things are changing at a rapid pace. With that being said, I feel that it's imperative to keep our staff frequently updated as we maneuver through this process together.

As you know, the Payment Center has closed to the public with the exception of the drive-thru, which shall remain opened during regular business hours. We're encouraging customers to make payments online and via our phone system, along with suggesting leaks can be reported online.

While several entities are closing business completely for the next couple of weeks or so, we are in a unique situation here. Our employees have a critical role in providing water to customers especially during a time where water is an extremely important component to combating the spread of this virus. We have that duty to the public and this utility can never completely shut down. Staying in compliance with the CDC's (Centers for Disease Control) recommendation of social distancing, we are starting with a method of having certain non-essential employees work from home. If you are sent home, you will receive pay at straight time. Details concerning compensation for those who are requested to still work are being discussed and will be finalized as soon as possible. More operational changes could come, so please standby for updates.

The severity of this virus has hit close to home. I have an in-home relative who attends school where a positive case of COVID-19 has been discovered. Because of that, I am now being tested and quarantined for extra precaution. This speaks to how critical it is to protect ourselves and those around us, so please take preventative measures to combat the spread.

I appreciate your hard work and dedication to our overall goal which is to provide clean water and high-quality service to our customers.

Managers / Supervisors - please update your employees who work in field operations.

Sincerely,

Antre Hendrix for Michael Johnson

Michael Johnson,
General Manager