



Utilities, Inc. of Florida Response to COVID-19

Florida Public Service Commission Workshop

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COVID-19 TIMELINE – Immediate Actions

- March 5 -Formation of Incident Command Team (internal)
- March 10 -Protocol sent to employees to address contact with other employees
- March 10 - Notice to customers announcing suspension of water disconnects
 - All customers previously disconnected were turned back on
- March 15 – Announcement of Remote Work Policy to all office employees
- March 18 – Direct customer communication emailed to all customers and posted to company website
- March 23 – Field staff separation schedule was put into effect

COVID-19 TIMELINE – Continuing Actions

- Acquisition of Personal Protective Equipment (PPE) for staff
- Frequent Stakeholder Communication
- Continuing Communication with customers
 - Known impact of COVID on water quality (none)
 - Distancing from field staff (meter readers)
 - Flushing appropriate items so as not to overburden system
- Suspension of activity that requires entry to homes
- Tabletop exercises to simulate potential COVID-19 situations
 - i.e. hurricane during pandemic



COVID-19 TIMELINE – Current Status

- Regular customer communication via mail, email, social media, etc.
- Emergency Remote Work Policy extended through end of 2020
- Customer Service staff work from home with no interruptions
- Staff travel Restrictions
- Continued internal communication with Incident Command Team

COVID-19 TIMELINE – Capturing Costs

- Reminder – Suspension of Late Fee's and Disconnects on March 10
- Lost revenue from late fee's and reconnects
- Related Incremental Bad Debt Expense
- COVID-19 Regulatory Asset
- Other related financial impacts

QUESTIONS?