

International Water Association COVID-19 Task Force

Survey of utility lessons learned during the COVID-19 pandemic

The IWA COVID-19 Task Force (<https://iwa-network.org/groups/covid-19-task-force/>) is collecting information on lessons learned from water and wastewater utilities around the world during the COVID-19 pandemic. The aim of the Task Force is to compile and share best practices so that lessons learned can be put in place during the next pandemic or epidemic phases, as well as during this pandemic. The experience gained during this type of emergency will also increase the capability of water and wastewater utilities to also deal with a broad range of other future challenging circumstances.

In order to help develop these insights, please provide information regarding your lessons learned by answering the following questions. The results of this survey will be used to collect case studies from all over the world and deduce guidance for you, the utilities. The results will be published through several IWA resources (e.g. IWA Connect, IWA website, *The Source* magazine). This is expected to include individual case studies as well as combined information on specific questions.

We acknowledge your patience and contribution.

With this Word document version of the survey, questions can be shared with colleagues in order to prepare your responses. The completed Word document can be submitted by sending by email to the following Task Force members: rpssancho@gmail.com (Rui Sancho), sle@ruhrverband.de (Dorothee Lensch).

Alternatively, responses to each question can be submitted by completing the online version of the survey at:

https://forms.office.com/Pages/ResponsePage.aspx?id=Bmm0tUpSgUiD098TOmAy1_jheAazrRCnlXPOgvXDwJUNIQ4UldYODc2UExTQjhIN1kyWEVLNkxWVvy4u

Questions

1. Did you have a contingency plan in place prior to Covid-19? Was it effective? In what ways has it been necessary to adjust it?
2. Was the performance of your utility affected? If yes, to what extent and in what ways?
3. Were regular activities postponed or cancelled? If so, what type of activities were affected and how?
4. Please describe the actions that were followed to protect essential workers? In your opinion, were the practices in place enough to protect these workers?

5. What type of practices related with occupational safety have been improved?

6. Please describe any special actions implemented to ensure your utility was still able to maintain water supply and wastewater treatment services?

7. Does your utility have an estimate of the potential revenue loss due to COVID-19? If yes, please indicate amount (e.g. % of revenue).

8. Did the impact of COVID-19 require discussions with your regulator? Please outline the details of these.

9. In your opinion, what was the most important lesson learned?

10. Please provide some general information about the characteristics of your utility (e.g. country; population served).

11. Please provide your utility name, and your own name, job title and email in case we need to clarify your replies with you.

12. Do you agree to publication of your utility name with the case details? Yes/No

13. Do you agree to publication of your own details as the contributor / contact for enquiries? Yes/No