

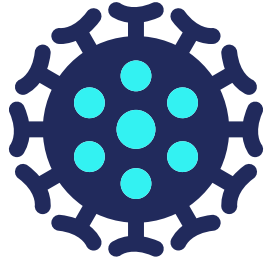


H2O HEROES





RESPONSE TO COVID-19



MARCH

APRIL

MAY

JUNE

JULY

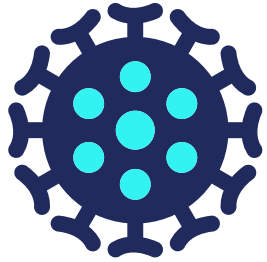
- ✓ Launched weekly ICS virtual meetings (40 conducted to-date)
- ✓ Lobby closed to public in March; drive-thru remained open
- ✓ Service shut-offs suspended for non-payment in March
- ✓ Covid-19 Customer Care Program created for July reinstatement of shut-off policy
- ✓ PPE requirements revisited for Covid-19 and updates made
- ✓ Work From Home Policy implemented (30% employees)
- ✓ Internal Staff Meetings & Commission Meetings shifted to virtual
- ✓ Collaborated with MUSC to create a *Covid-19 Return to Work Playbook*



**OPERATIONS
& CRITICAL
CAPITAL
PROJECTS
CONTINUED**



FINANCIAL IMPACT, DECISIONS, & FUTURE



\$800K

Cost to MPW
minus management
labor hours



ZERO

Rate increase
in FY2021



Portal

Self-service
customer portal



Protect

Cybersecurity
improvements