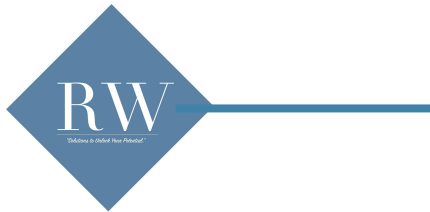




## Tips for Utilities to Manage the Current Crisis



Rod Walker & Associates Consultancy

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# Tips for Right Now



We want to pass on Tips for our Utility Clients to manage the current crisis. The list is gleaned from discussions with clients across the country on how they are adapting a 24/7 essential business to a crisis that is unseen, and unsure how long it will last. We have helped over 50 organizations in this industry, providing solutions in range of different focus areas.

**Here is a list of 10 steps you can take right now to pivot and adjust your operations during this time.**

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# Tip #1

**1. Treat the crisis as you would any utility emergency.**

It is better to be over prepared than take it lightly and suffer the consequences.



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## Tip #2



**2. Find/hire a local medical professional who is tapped into balanced, local data on the medical conditions affecting your community to provide daily and as needed updates to your management team.**

You use local weather data in the winter to predict the effect weather will have on your system during key seasons; should you not have the same level of intel on this dangerous medical condition?

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## Tip #3

### 3. Evaluate the level of customer service you will provide.

Business as usual; emergency service only; customer premise work? The main question is to determine when you will be near customers especially in their homes or the public in close quarters.





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## Tip #4



**4. Evaluate whether new construction and routine operations and maintenance activities will continue.**

PHMSA has eased some requirements for gas utilities but obviously you still have O&M work that has to be done regardless and new construction work in areas of growth.

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## Tip #5

### 5. Social distancing on shifts

Schedule work personnel accordingly to shifts that provide social distancing for your staff appropriate to the service level you are providing (see Tip #3 more on this).



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## Tip #6



**6. Test employees temperature at the beginning and ending of each shift.**

If anyone is not feeling well or tests for a temperature, send them home immediately and record and report whom they came in contact with. Send them to the local virus testing facility if appropriate.



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## Tip #7

**7. Suit up! Masks, disposable uniforms and shoe covers are recommended.**

Again, better to look like something out of a movie and all your employees stay healthy.



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## Tip #8



### **8. Communicate all changes.**

This can include customer service levels, construction work, employee shifts, and even warning your customers that your employees will suit up. Make sure your customers understand your latest updates in these areas.

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## Tip #9

### 9. Daily review and reassessment.

Start each day/shift with updates in these areas with key staff i.e. employee medical conditions, latest balanced news on the spread of the virus in your community (where, who), and make any adjustments to operations as needed.



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## Tip #10



### **10. Lean in, stay calm and lead.**

Your employees, your customers AND your community need you to exercise sound, calm judgement and lead them as you would in any utility emergency.

# Let Us Help

Please let us know if you would like to schedule a free short call or Zoom to discuss! Also, we are planning some roundtable Zoom meetings with Utility Leaders in the near future on topics germane to the Utility industry and would appreciate any suggestions you may have on what we should include and address. We will address some on-going support needs for the crisis response but know utilities are starting to look ahead to how to “exit” the crisis better than before. Let us hear from you!

**Rod Walker, CEO**

**[rwalker@rwalkerconsultancy.com](mailto:rwalker@rwalkerconsultancy.com)**

**706-244-0894**

**[rwalkerconsultancy.com](http://rwalkerconsultancy.com)**



Here are a few of the clients we have served:



York County  
Natural Gas  
Organizational Assessment  
Salary Study



ORUD  
Strategic Planning



Philadelphia Gas  
Works  
Organizational Assessment



Rocky Mount NC  
Strategic Planning



Summit Utilities  
Capital Planning Process  
Review



Patriots Energy  
Group  
Engineering Study/Scada system Review



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