

March 23, 2020

In response to the Commission's request for a response as it relates to the COVID-19 outbreak in Arizona. **Diamond Valley Water District** submits this response

- 1 **What plans is the utility putting in place to ensure continuity of service for customers?**
 - a The Utility is reducing its field staff to core functionality to ensure that safe, reliable drinking water is supplied to its customers. The utility has purchased additional supplies in the event of a supply chain slowdown over the next two months.
- 2 **What Steps is the utility taking to identify a core group of employees who will be available in emergency situations.**
 - a Core administrative staff have been setup to operate from home in the event of a quarantine in the state or specific regions within the state. In this event, the utility will reduce services to core functionality relating to water service.
 - b Field personal have all been placed "on-call" in the event of an emergency. They will be on standby to repair leaks and address any production concerns. They will also monitor and maintain all chlorination systems during a quarantine event.
- 3 **What designated personal will be available 24 hours a day/7days a week, or if none, how will customer contact the utility?**
 - a The utility maintains an answering service which can field and direct calls 24 hours a day, 7 days a week. Until further notice, all field personal are on-call in the case of an emergency.
- 4 **How does the utility intend to read meters in an emergency situation?**
 - a In the event of an emergency, reads will be estimated. In this case the utility's primary responsibility is to ensure safe and reliable drinking water.
- 5 **Does the utility have a Commission-approved Bill Estimation tariff during this process?**
 - a No. The utility will operate under AAC Rule R14-2-409.A,2 as it relates to estimated reads
- 6 **Will the utility rely on its Commission-approved Bill Estimation tariff during this process?**
 - a No
- 7 **Does the utility intend to keep its current payment centers open during this time?**
 - a Yes, unless ordered by Government officials to shelter in place and/or a reduction in staff due to illness, it is the intent of the company to maintain our current hours of operation.

- b In the event of a shutdown, the customers can still make payments electronically. The company has issued a temporary moratorium on disconnects.
- 8 **Will the utility continue to issue monthly billing statements?**
 - a At this time, yes.
- 9 **Will the utility issue monthly billing statement even if bills have been estimated?**
 - a Yes.
- 10 **How will the utility's process for handling complaints be addressed during an emergency situation?**
 - a Complaints will be handled as they are in normal situations.
- 11 **Does the utility anticipate changing the process for budget billing customer?**
 - a Not Applicable

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