



Message from the Executive Director

April 10, 2020

Dear ECUA Employees:

On behalf of the ECUA Board members, the Senior Management staff, and our ratepayers, I want to thank you for the exceptional job you are doing in your efforts to continue the business operations and provision of utility services during this challenging time. As a provider of essential services, the work you do and services you provide to our community on a daily basis are vital in keeping our community safe.

As COVID-19 continues to impact our local area, it is more important than ever to take the necessary steps in preventing the spread of the virus. The Centers for Disease Control and Prevention (CDC) continues to provide guidance on the best ways in which to reduce your own risk of exposure and the potential of subsequently exposing co-workers and family members to the virus. According to the CDC, some studies suggest that COVID-19 may be spread by people who are not showing symptoms. Therefore, it is important for every employee to adopt consistent practices that will help maintain a safe work environment and protect the health of employees, customers, and members of the community.

Every employee plays an important role in reducing the risk of exposure. By consistently following the CDC guidance as outlined below, you can help protect yourself and others.

- Practice physical distancing by maintaining a distance of at least 6 feet between yourself and other people.
- Cover your mouth and nose with a cloth face cover when around others.
- Stay home when you are sick.
- Wash your hands frequently with warm, soapy water for at least 20 seconds or, if soap and water are not available, use alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your nose and mouth with a tissue whenever you cough or sneeze, and discard used tissues in the trash.
- Avoid close contact with people who are sick.

- Clean and disinfect frequently touched surfaces, like phones, computer keyboards, doorknobs, countertops, etc.

In addition to the guidance provided by the CDC, employees are required to limit face-to-face interactions with others as much as possible at work. Instead of congregating in group assemblies in small rooms, outdoor assemblies allowing for proper distancing or telephone or email are easy substitutes to protect the health and safety of all. Please, only visit office locations and worksites if you have a legitimate business reason for doing so. Remember, we are all in this together and must remain mindful of the steps we can take as individuals to minimize the risk of exposure for everyone.

As the COVID-19 pandemic evolves, it can create unique challenges and cause a wide range of reactions. Speak with your supervisor, manager, and/or director if you have questions, concerns, or difficulties surrounding the COVID-19 pandemic and your work situation. If you are not able to address or resolve your concerns within your department, please contact the HR Benefits division at 850-969-3368 and speak with a member of the human resources staff for assistance. Additionally, ECUA offers assistance to employees with in-person and telephonic counseling services through its Employee Assistance Program (EAP) by calling 1-888-293-6948.

The ECUA will continue to monitor the COVID-19 situation and provide further guidance as more information becomes available.

This pandemic will eventually pass. In the meantime, we must take care of ourselves, our families, and our co-workers and, through our work, our community.



William E. Johnson, Jr., P.E./P.S.M.
Executive Director