Colorado Water Loss Initiative: Stage 4
Preparation and Rescheduling Guidance as a Result of COVID-19 Restrictions

Prepared For: CWLI Participants
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PURPOSE

The current COVID-19 pandemic is unprecedented. The number one concern is for participants health and safety during this time.

Recommendations by the Center for Disease Control, organizations requiring employees to work remotely, and numerous public entities closing for various durations in Colorado and across the country are being implemented and updated in a state of flux. Existing and potential future restrictions to participants in the Colorado Water Loss Initiative (CWLI) may have an impact on the current and final stage of the water loss technical assistance program. This document serves to identify impacts in logistics and schedule for the remainder of the program as well as a strategy to minimize disruption and maintain program continuity as much as possible.

CONSIDERATIONS & CONTINGENCIES

Stage 4 is a one-on-one teleconference session between program participants and a member of the CWLI team for Level 1 Validation review of utility 2019 water audits. The CWLI uses two remote applications to conduct these remote sessions: GoToMeeting and Zoom. Both applications are free and readily accessible through an internet connection. By nature, the remote session is safe for participants to attend, but other circumstances should be considered and resources to equip utilities shared. Following is a list of considerations and contingencies to maintain effective Stage 4 participation, schedule and goals.

Changes in office gathering policy.

Participating utility staff may have temporary changes in policy that affect how they meet or gather. A typical remote session in the CWLI may consist of several staff members gathering in/around a shared meeting space, monitor, and/or phone. If this is not an option during COVID-19 distancing policies, then staff are encouraged to access the meeting from their individual workstation, identify, which remote meeting application has been assigned to facilitate their Stage 4 call (this would be in the meeting invitation received at the time they booked their appointment), and run a test at each individual work station to ensure the application is installed correctly and ready for the meeting. All this should be done with enough time prior to the meeting.
Frequently Asked Questions for remote meeting applications:

**GoToMeeting:**
https://www.gotomeeting.com/meeting/online-meeting-support

**Zoom:**
https://support.zoom.us/hc/en-us/articles/206175806-Top-Questions?_ga=2.48839718.1899719041.1584553697-1813114244.1583510347

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**Temporarily working from home.**

Some participants may be temporarily required to work from home. If this is the case during a scheduled Stage 4 session, participants are encouraged to identify an electronic device that will accommodate the remote session. Both meeting applications can be used on personal electronic devices such as smartphones and tablets, in addition to laptops and desktop computers. If individuals are using an approved electronic device from their employer, then checking the functionality of the remote application prior to leaving the office or working with IT staff remotely is recommended. If individuals are using a personal electronic device, checking the functionality of the remote application prior to the session is encouraged. If no electronic device is available for some or all the participants, then an audio-only option by phone should be considered among utility staff. The audio-only option can still be effective for the purpose of the remote session.

**Scheduling conflicts.**

Whether individuals are limited to gathering policies in the office, working remotely, or a combination of both, it is assumed that options are available to honor the originally scheduled appointment; however, outside circumstances such as local district school closings and other unforeseen obligations as a result of policy changes may present utility team conflicts and/or limit the number of people attending the session.

- Each utility team should determine whether they have sufficient members to participate in the call. If there are questions during the session that only an absent member can answer, then the CWLI validator will be sure to follow up with the team on any pending items.
- If the utility team needs to reschedule, then they should send an email to team@coloradowaterloss.org. If there is a time and date on the Stage 4 scheduling page that works better, then the CWLI team will make that change. If another time not indicated on the Stage 4 scheduling page is needed, the CWLI team will do their best to accommodate and reschedule directly.

**Rescheduling.**

Considering all the temporary changes to day-to-day routines, we anticipate some rescheduling to be necessary. Participating utilities will be requested to limit these to 1 reschedule and with as much advance notice to the CWLI team as possible.