EWEB's COVID-19 Crisis Response

THE FOUNDATION

PURPOSE & VALUES

ORGANIZATIONAL GOALS & OBJECTIVES

STRATEGIC INVESTMENTS: LONG-TERM VS. SHORT-TERM

ADAPTABILITY, FORTITUDE & INNOVATION

THE FUTURE

PHASES: THE 4 "R'S"

RESPONSE

1

- Prioritize physical safety of workforce & community
- Continuity of services to customers
- Create crisis relief programs for impacted customers
- Provide support for connection & overall well-being of workforce

REINTEGRATION

2

- Gradual &responsible return to EWEB facilities
- Processes & policies to support a reset of how we work

RECOVERY

3

- Assess economic impact on community & EWEB
- Prudently manage costs
- Facilitate customer payments & recovery

REPLENISHMENT

4

- Assess impact on EWEB financial resources
- Rebuild financial resiliency