



**American Water Works
Association**

Dedicated to the World's Most Important Resource®

COVID-19 WATER SECTOR IMPACT SURVEY (MARCH 10-16, 2020)

AWWA SURVEY OF COVID-19 IMPACTS ON WATER SECTOR

Overview: AWWA surveyed utilities and other sector organizations to gauge the initial impacts of COVID-19 and actions being taken to manage risk and plan for contingencies. The results represent a snapshot of time of the survey period below. AWWA is planning to re-survey the week of March 22 to see how the landscape is changing in this rapidly evolving situation.

Survey Period: March 10 -16, 2020.

Response Summary:

Total Responses:	495
Utility Responses:	335
Unique Utilities:	286
Non-Utility Responses*:	160

Margin of Error: +/- 6% utility responses
 +/- 8% non-utility respondents

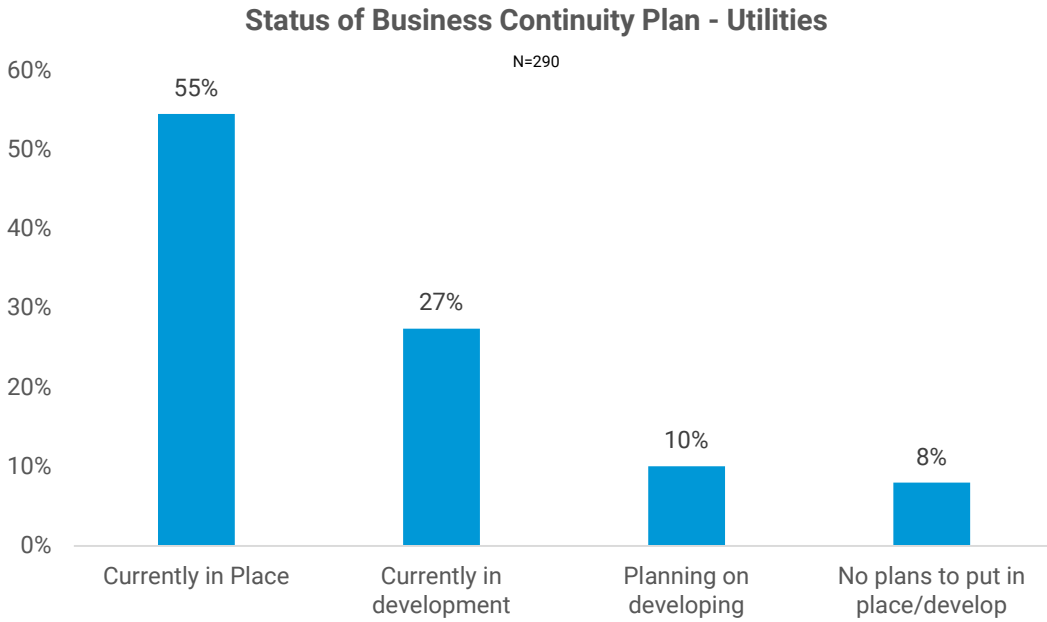
Confidence Level: 95%

*Non-Utility includes consultants, manufacturer & related, academic/nonprofit, government, and other

Key Takeaways:

- Eighty-two percent of utilities have business continuity plans (BCPs) in place or are in the process of developing them. 10% have plans to develop BCPs.
- Absenteeism/continuity of operations is the top concern for all respondents
- Some supply chain concerns are anticipated
- No adverse affects on budget, revenue, or spending restrictions for a majority of utilities at this time
- COVID-19 is affecting water professionals' personal decisions, including more likely to minimize business travel, work from home (if any option), and use sick days if experiencing cold/flu symptoms.

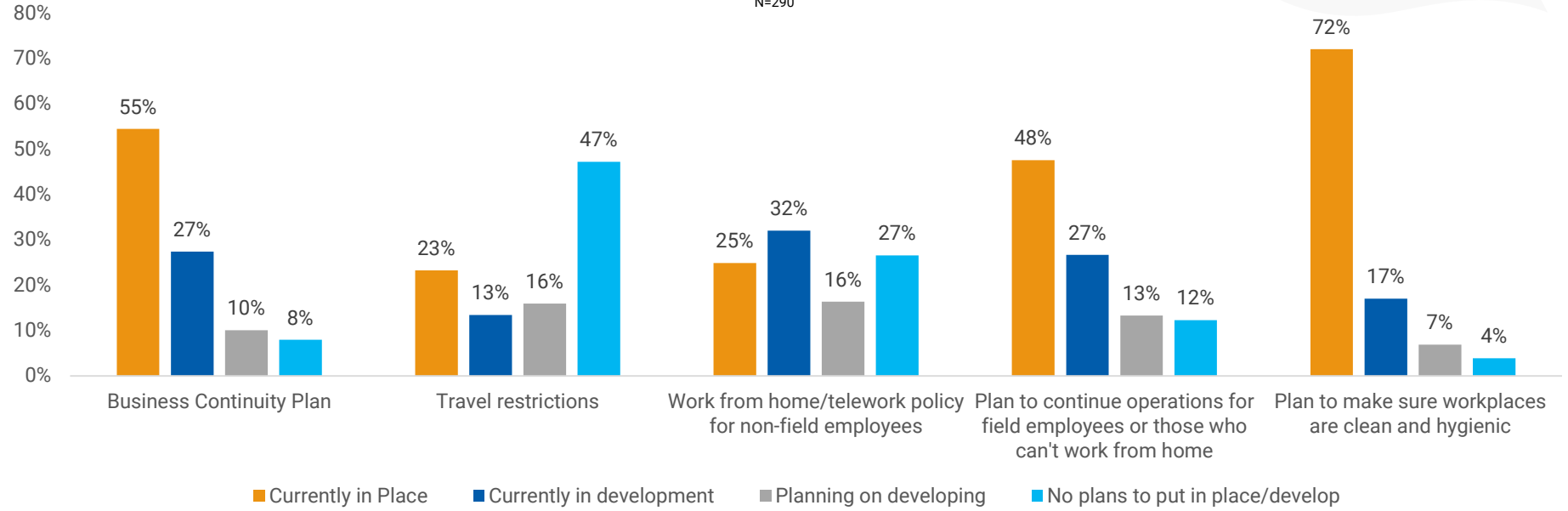
PLEASE INDICATE WHICH OF THE BELOW YOUR ORGANIZATION HAS IN PLACE OR IS DEVELOPING TO MANAGE RISK/PLAN FOR CONTINGENCIES DUE TO COVID-19



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Planning for Managing Risk and Contingencies (Utilities)

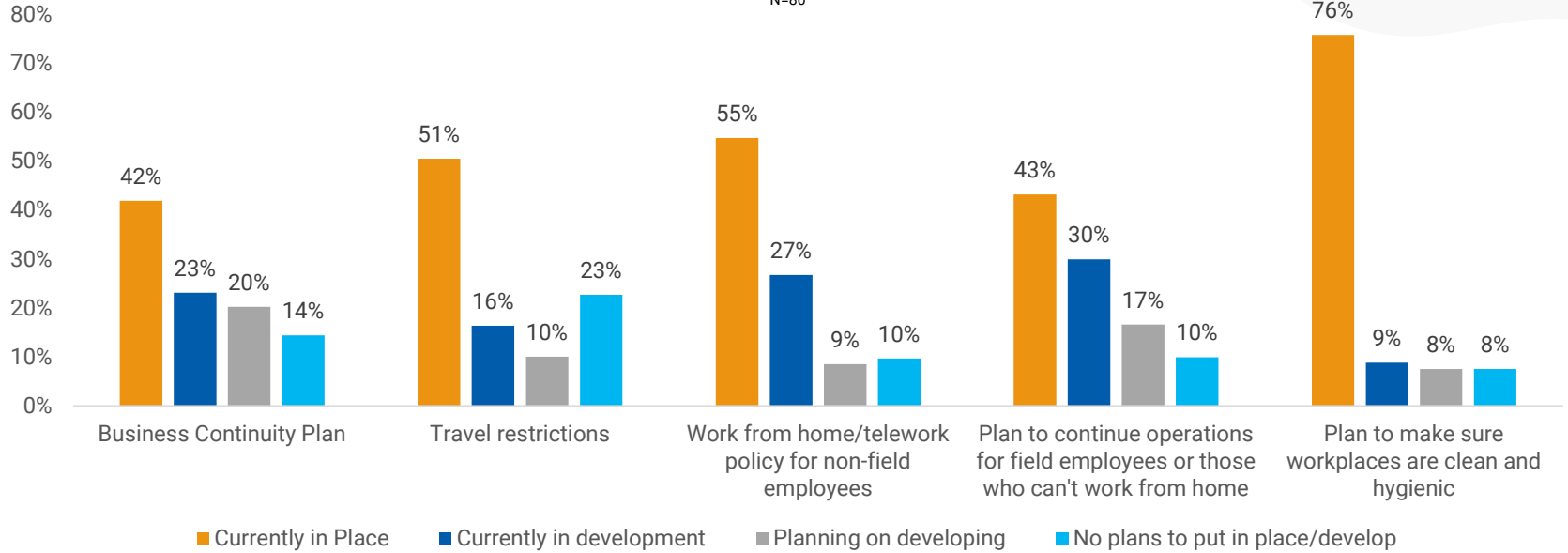
N=290



PLEASE INDICATE WHICH OF THE BELOW YOUR ORGANIZATION HAS IN PLACE OR IS DEVELOPING TO MANAGE RISK/PLAN FOR CONTINGENCIES DUE TO COVID-19

Planning for Managing Risk and Contingencies (Consultant, Manufacturer & Related)

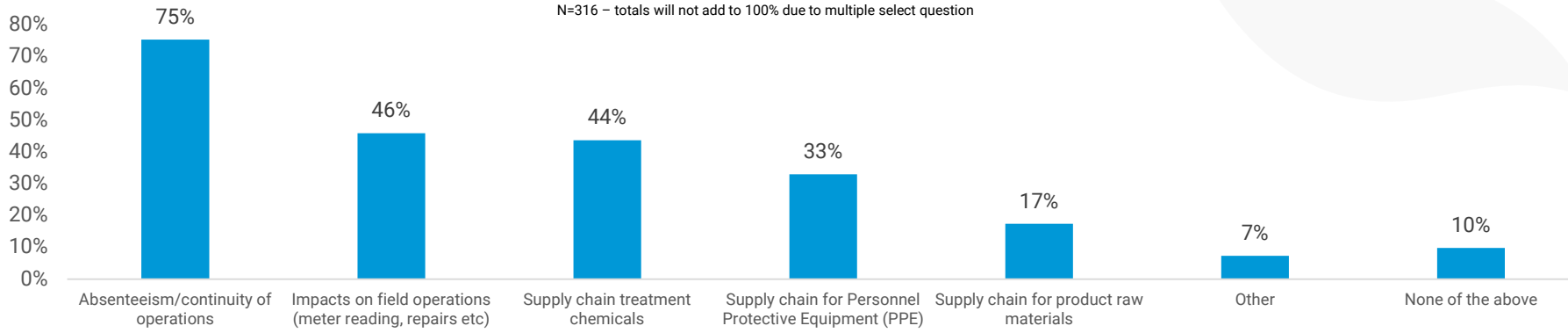
N=80



WHAT CHALLENGES TO SUSTAINING BUSINESS OPERATIONS IS YOUR ORGANIZATION ANTICIPATING DUE TO COVID-19? (SELECT ALL THAT APPLY)

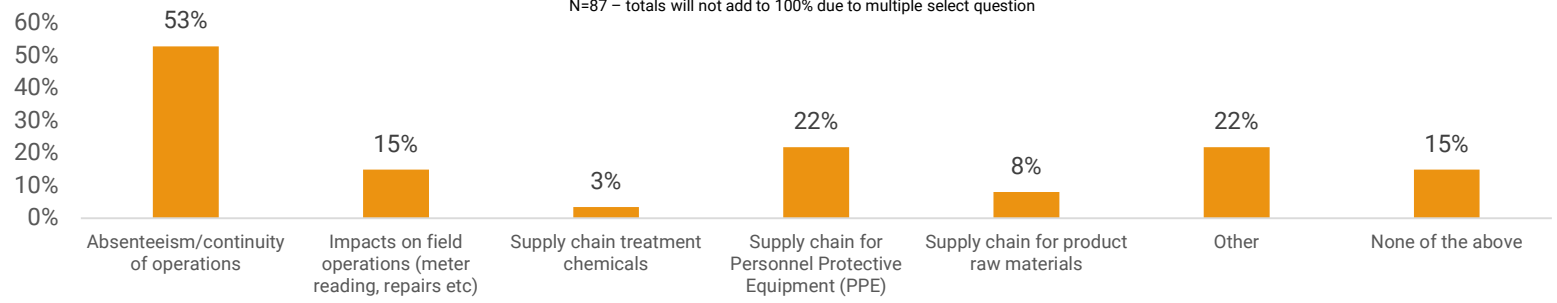
Anticipated Challenges to Sustaining Business Operations (Utilities)

N=316 – totals will not add to 100% due to multiple select question



Anticipated Challenges to Sustaining Business Operations (Consultant, Manufacturer & Related)

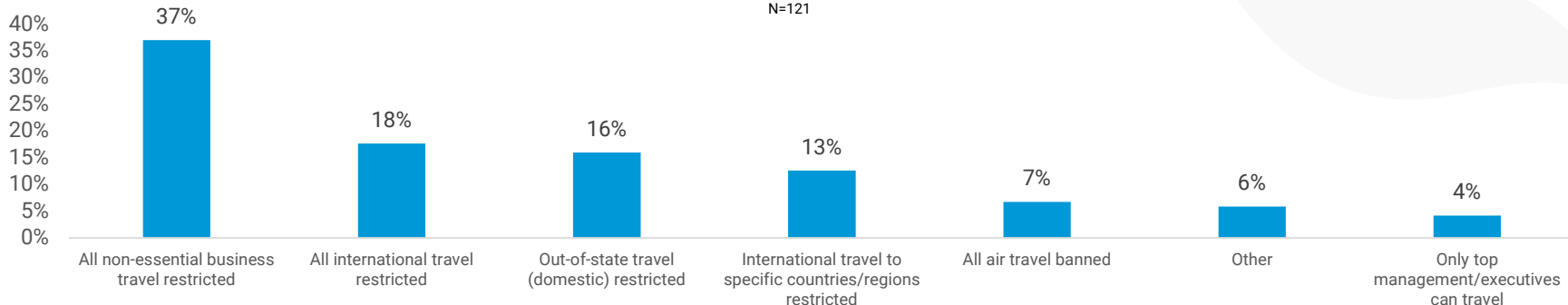
N=87 – totals will not add to 100% due to multiple select question



WHICH OF THE FOLLOWING BEST DESCRIBES YOUR ORGANIZATION'S TRAVEL RESTRICTIONS? (SELECT ALL THAT APPLY)

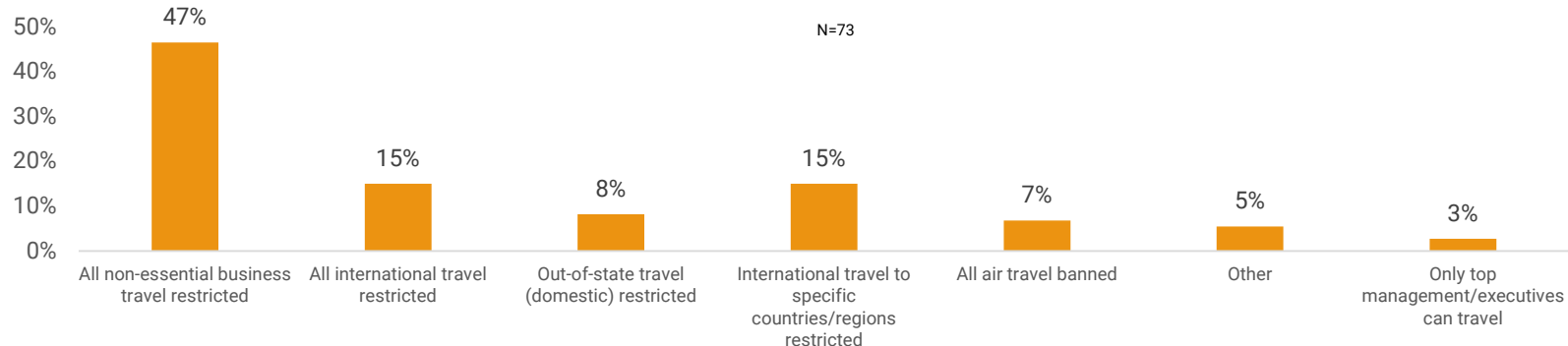
Type of Travel Restrictions in Place (Utilities)

N=121



Type of Travel Restrictions in Place (Consultant, Manufacturer & Related)

N=73

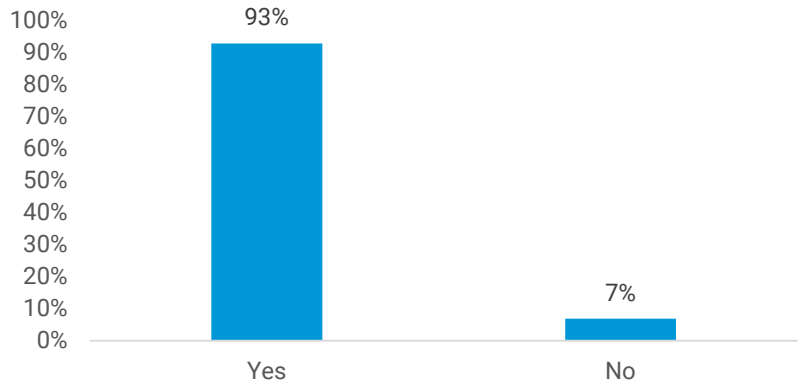


Non-essential travel includes: Conferences, trainings, meetings that can be done remote, etc.

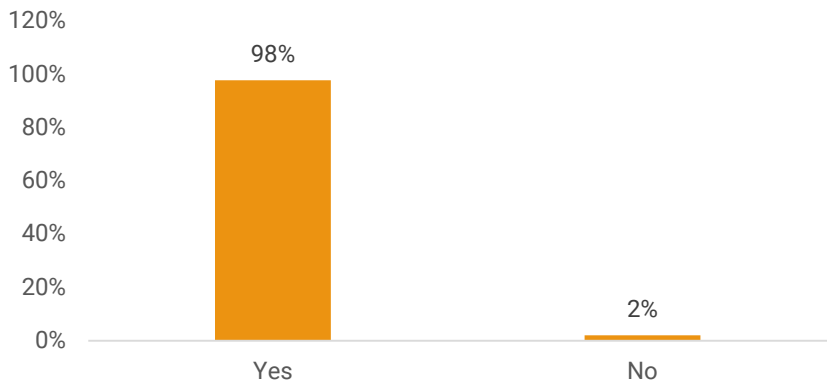


DO YOU FEEL THERE ARE ENOUGH RESOURCES TO HELP YOUR ORGANIZATION DEVELOP A BUSINESS CONTINUITY PLAN?

Enough Resources to Develop a BCP (Utility Only) N=245



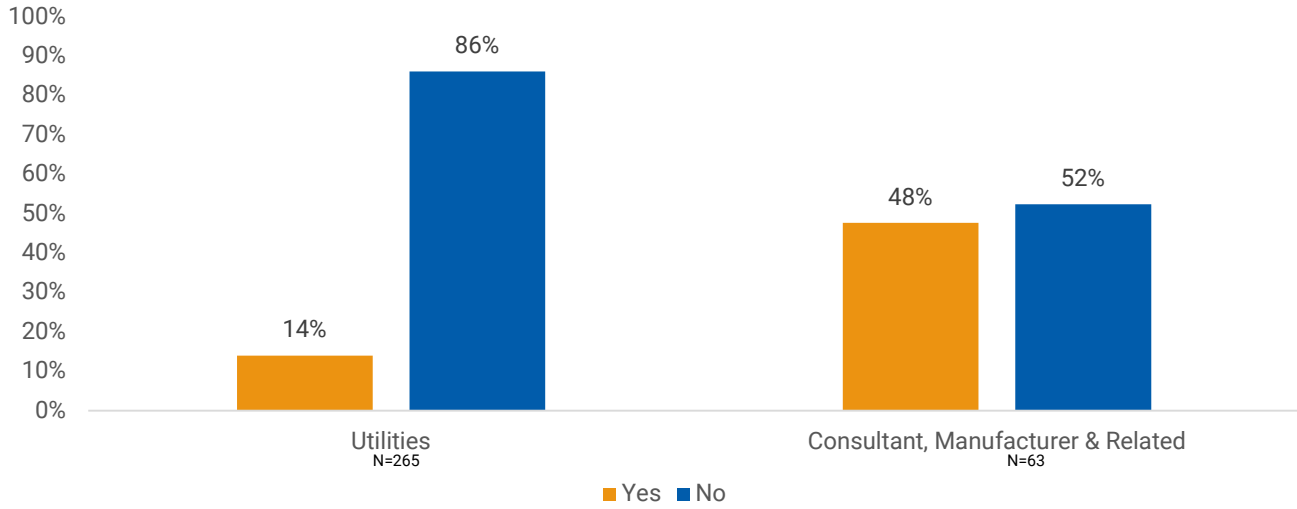
Enough Resources to Develop a BCP (Consultant, Manufacturer & Related) N=48



A few suggestions added in open end text box for this question:
"Yes, but would be curious to know what other organizations are doing as well"
"Plan yes, but implementing is a question"

IS COVID-19 CURRENTLY OR POTENTIALLY PRESENTING ANY BUDGETARY, REVENUE, OR SPENDING REDUCTIONS?

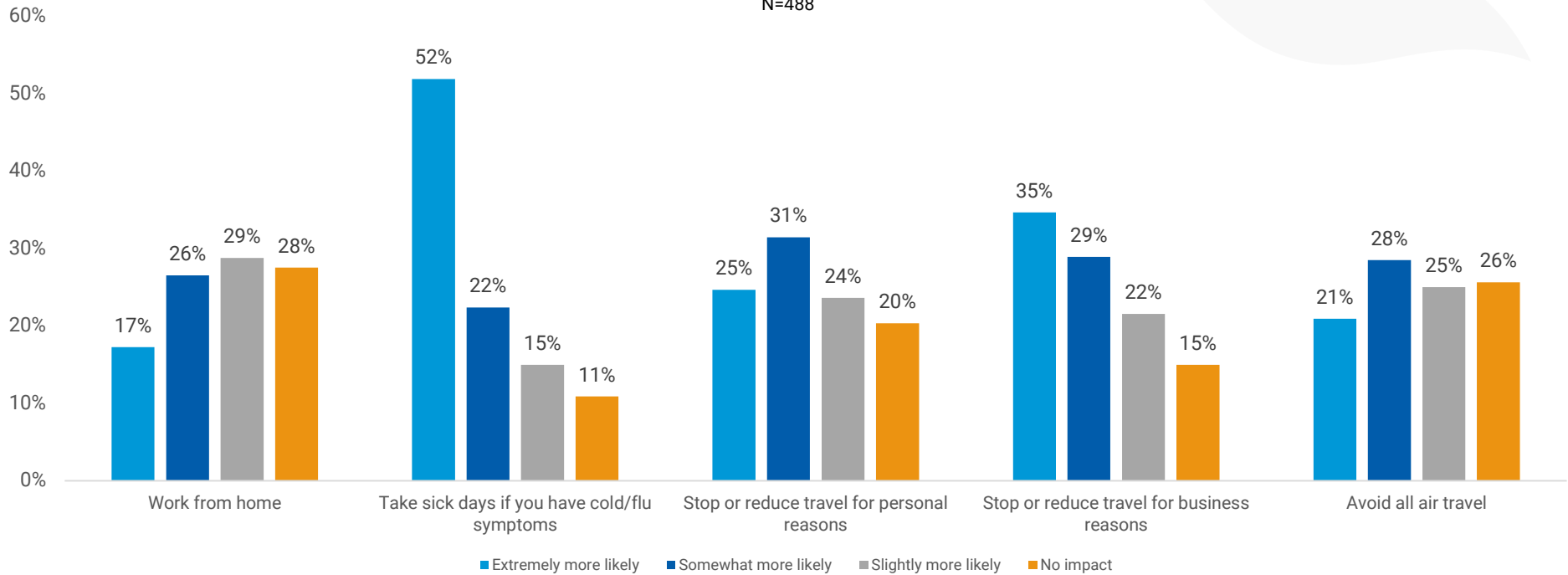
Anticipated Effects on Budget, Revenue, or Spending Reductions



DESPIITE ANY OF YOUR ORGANIZATION'S OFFICIAL POLICIES, IS COVID-19 PERSONALLY IMPACTING THE LIKELIHOOD THAT YOU WILL . . . ?

Effects on Personal Decision Making (All Respondents)

N=488



QUESTIONS?

Contact Greg Kail, AWWA Director of Communications, gkail@awwa.org