



The following information was compiled from CoWARN members' responses to an informational request. Each of these responses represents a utility's perspective and does not reflect any position by the department.

Q: How are utilities handling service line repairs that take place inside a home? What PPE is being used? How are utilities handling these situations in light of COVID-19?

A: Below is a compilation of responses from CoWARN members.

1. A variety of utilities responded that property owners are responsible for their service line from the curb stop. In these situations, suggesting that the property owner consult with a plumber can be a good option.
2. Evergreen MD provided the following information:
 - a. The Evergreen Metropolitan District is communicating with each customer that we have an issue with meter reading and advising the customer that we did not get a meter read. We then ask them if they are comfortable with us entering their house to perform meter maintenance. If the customer is not, then we ask them to self-report their water meter read by taking a picture of the meter register and e-mailing that picture with their address to the administration office. If the customer is comfortable with an employee entering their residence, we ask if they would prefer we wear respiratory filtering masks over the nose and mouth with nitrile gloves. We are also requesting the customer to sign a consent to enter form with a copy given to the customer. An electronic copy will be attached to the billing account. For other service line issues, we advise them that they need to contact a plumber and coordinate any repairs/maintenance and PPE with that plumber.
3. Aurora Water provided the following information:
 - a. Aurora will not be entering homes for service line repair, that portion of the service line is the property owner's responsibility. However, we have provided the information below as best practices during this time.

As for us, we are doing the following:

 - proactive notification about the safety of the water and our plans for staff redundancy
 - discontinuing shut offs at this time
 - discontinuing all non essential customer interactions or entering homes
 - reviewing essential service list and our pandemic COOP plan
 - getting everyone possible remote working capabilities (are struggling with equity a bit but not too much)
 - people are still allowed to come to the office if they want/need to

- are keeping tabs on staff numbers and will decrease addition non-essential services (sewer cleaning, sw inspections, most valve except is if, etc.) as needed
- all meetings (internal and external) are conference calls
- social distancing in office and field
- hygiene practices

4. Denver Water provided [this SOP](#).

5. Parker Water provided the following information:

- a. Masks/latex gloves/booties/safety glasses. We would request a disclosure of exposure/presence of an actual case – probably. That could get a little bit unclear with HIPPA, etc., so at this time I wouldn't include that in our approach. One thing is since our responsibility ends at the curb stop, we usually don't have a need to go in a home, we shut off at the curb upon request and then go back to reconnect once the private work has been completed.

6. Indian Hills WD provided the following information:

- a. Here at the Indian Hills Water District we do not do work on service lines inside of homes. Our Rules and Regs state that the customer owns everything after the curb-stop. We do however get requests to come into customers homes and help diagnose issues with their system, also we are doing a program to replace service meters inside customers homes. What we have decided to do with these situations is to postpone anything that we can. If a physical visit is mandatory we are observing social distancing as CDPHE has suggested and trying to do as much as possible over the phone to help customers with concerns.