



GPA RESOLUTION NO. 2020-12
GWA RESOLUTION 27-FY2020

Recognizing Guam Power Authority and Guam Waterworks Authority (GPWA)
Employees for Success in Providing Continuous Service
for the Island Throughout the Coronavirus (COVID-19) Pandemic

WHEREAS, Executive Order No. 2020-04, issued March 16, 2020, declared a public health emergency for the island of Guam due to the potential dangers posed by the Coronavirus (COVID-19), and ordered the closure of non-essential government of Guam services through March 30, 2020. Guam Power Authority and Guam Waterworks Authority (GPWA) were prepared to ensure continuity of essential utility services to the island community during the mandated two-week shutdown and beyond if necessary. GPWA developed a contingent operational plan, while the shutdown was extended. In addition to providing essential utility services, GPWA supported regular business functions to the extent practicable. To minimize exposure and spread of coronavirus, especially to and among employees in mission-critical positions, only approved key, essential employees were allowed entry into Fadian headquarters and critical utility sites; and

WHEREAS, Executive Order No. 2020-05 issued on March 19, 2020 mandated social isolation, prohibiting social gatherings and clarified status of non-essential government of Guam operations. The Government of Guam was operating in a limited capacity. It was expressed that one of the best courses of combat against community spread is through the reduction of face-to-face interaction with others and the practice of social distancing; and

WHEREAS, in order to best deal with the ongoing Public Health Emergency, both Guam Power Authority (GPA) and Guam Waterworks Authority (GWA) coordinated and provided the following operational plan; I) Direction and Organization; II) Ensuring Essential Operations; III) Ensuring Customer Services; and IV) Supportive Efforts:

Direction and Organization: With the direction of both GPWA General Managers, the GPWA Assistant General Managers of Administration (AGMAs) were appointed the coordinators/POC on all situations relevant to COVID-19 public health emergency and its impact on operations. GPWA AGMAs coordinated joint utility actions relevant to COVID-19.

Ensuring Essential Operations: The utilities focused its efforts to ensure continuity of mission-critical functions, and protecting the safety and health of its employees.

Mission Critical Functions: For GPA, operations directly related to the generation, transmission, and distribution of electric service were the priorities of the authority. For GWA, operations directly related to production and distribution of potable water, collection, treatment and discharge of wastewater and water quality testing were the priorities of the authority.

36 AGMs and Managers directed essential services within their area of responsibility; and submitted
37 certified lists of key essential employees to GPWA AGMAs. AGMs and Managers exercised prudence
38 when scheduling employee assignments, including divisional support. Employee availability remained
39 excellent through the eight-week shutdown.

40 *Limited & Restricted Access:* Only essential and authorized GPWA employees with proper
41 credentials and permission were allowed entry. Access to PSCC, SCC & WSCC were restricted to essential
42 employees of those sections. Persons sick or exhibiting signs of illness were and continue to be barred
43 from entry. Additional security services were provided at the Fadian main entrances.

44 *Health and Safety:* Enhanced cleaning and sanitizing efforts were employed. All offices utilized
45 for meetings, especially conference rooms were wiped down/sanitized before and after meetings. The
46 utilities, including customer lobbies, were closed through May 14, 2020. All persons in or on government
47 premises were required to wear a face covering or mask; PPE was and continues to be provided for
48 employees. Work areas reconfigured to ensure distancing. GPWA allowed for telework assignments for
49 employees and continued to where management has determined it necessary to comply with social
50 distancing and/or Executive Order mandates.

51 *Key Projects:* Critical GPWA-directed capital improvement projects continued, while taking
52 precautionary measures to ensure the safety and health of GPWA employees, contractors, and their
53 employees, engineers, and construction managers.

54 Ensuring Customer Services: The delivery of critical utility services continued, uninterrupted,
55 during the pandemic shutdown.

56 *Continuation of Power and Water Service:* To ensure continued service for customers impacted
57 by COVID-19, account disconnections for non-payment were temporarily suspended through the
58 declared emergency periods¹, now through May 30, 2020.

59 *Payments to Accounts:* Customers were encouraged to continue to make payments toward their
60 accounts via online (web & app), Upper Tumon drive-thru, telephone, mail, drop off, banks, and
61 Treasurer of Guam.

62 *Customer Support:* Customer Service & Cash Management employees offered customer support
63 beginning March 17, 2020, through email, telephone, and social media platforms. On March 23, 2020,
64 GWA's upper Tumon facility opened for drive-thru payment services only. Critical customer work orders
65 were addressed, in coordination with other permitting agencies where required.

¹ Initial emergency period ended 3/30/2020 (EO 2020-04), then extended to: 4/13/2020 (EO 2020-06), 5/5/2020 (EO 2020-09), and now 5/30/3030 (EO 2020-11).

66 *Customer & Employee Communications:* Communication-PIO offices coordinated with AGMAs
67 for all official press releases and social media posts. AGMAs provided daily employee updates regarding
68 the present situation with COVID-19 and its impact on utility operations.

69 Supportive Efforts: The utilities provided assistance to other government of Guam agencies in
70 support of the overall response to the coronavirus pandemic; and

71 **WHEREAS,** on May 10, 2020, Governor Lou Leon Guerrero placed the island in Pandemic Condition of
72 Readiness (PCOR) 2 under the Governor’s Executive Order 2020-14. PCOR 2, expanded the categories of
73 businesses and places authorized to reopen with moderate restrictions, including the public-facing functions of
74 GPWA, signaling a positive movement toward normalcy; and

75 **WHEREAS,** in joint coordination, GPA & GWA General Managers ordered the full reopening of the
76 utilities on Thursday, May 14, 2020 in compliance with PCOR 2 restrictions and requirements. To accommodate
77 new health and safety requirements, work schedules were modified to incorporate continued telework and
78 staggered shifts, where possible; and

79 **WHEREAS,** in addition to the Upper Tumon payment drive-thru, in-lobby and online payment options, a
80 new, temporary payment drive-thru service was commissioned at Fadian location on May 14, 2020; and

81 **WHEREAS,** moving forward both utilities resumed full operations after a 2-month shutdown. As both
82 agencies return to the business of the utility, employees were reminded to continue to do their part to slow the
83 spread of COVID-19, and continue to promote good safety and health practices promoted by Guam Department
84 of Public Health and Social Services, and the US Center for Disease Control and Prevention; and

85 **WHEREAS,** the coronavirus pandemic has changed our everyday lives and the way we interact with each
86 other, moving individuals toward minimal human contact. Keeping safe, promoting healthy practices, working
87 from home, wearing personal protective gear (mask) and practicing social distancing, is the new norm and for
88 now part of our daily lives; and

89 **WHEREAS,** the CCU recognizes the hard work and dedication of the employees of the Guam Power
90 Authority and Guam Waterworks Authority in providing uninterrupted power and water services to the island
91 community during the 2020 pandemic public health emergency; and

92 **WHEREAS,** the CCU wishes to commend the employees of the Guam Power Authority and Guam
93 Waterworks Authority for the successful efforts in providing continuous critical services to the ratepayers and
94 people of Guam during this unprecedented emergency.

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NOW, BE IT THEREFORE RESOLVED, the Consolidated Commission on Utilities as the governing body of GPA & GWA, does hereby approve the following:

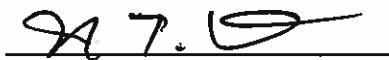
1. Recognizes that even with the difficulty of this pandemic, management and employees of both Guam Power Authority and Guam Waterworks Authority remained steadfast and continued operating successfully during the island’s public health emergency, providing critical and excellent service to the ratepayers.
2. Recognizes and extends *Un Dangkulu Na Si Yu'os Ma'åse'* to the employees of Guam Power Authority and Guam Water Works Authority for their hard work, dedication and professionalism throughout the Coronavirus (COVID-19) pandemic public health emergency.

RESOLVED, that the Chairman certified, and the Board Secretary attests to the adoption of this Resolution.

DULY and REGULARY ADOPTED and APPROVED THIS 26TH DAY OF MAY, 2020.

Certified by:

Attested by:



JOSEPH T. DUENAS

MICHAEL T. LIMTIACO

Chairperson

Secretary

Consolidated Commission on Utilities

Consolidated Commission on Utilities

I, Michael T. Limtiaco, Secretary for the Consolidated Commission on Utilities (CCU), as evidenced by my signature above do certify as follows:

The foregoing is a full, true, and accurate copy of the resolution duly adopted at a regular meeting of the members of Guam Consolidated Commission on Utilities, duly and legally held at a place properly noticed and advertised at which meeting a quorum was present and the members who were present voted as follows:

Ayes: 4
Nays: 0
Absent: 1
Abstain: 0

