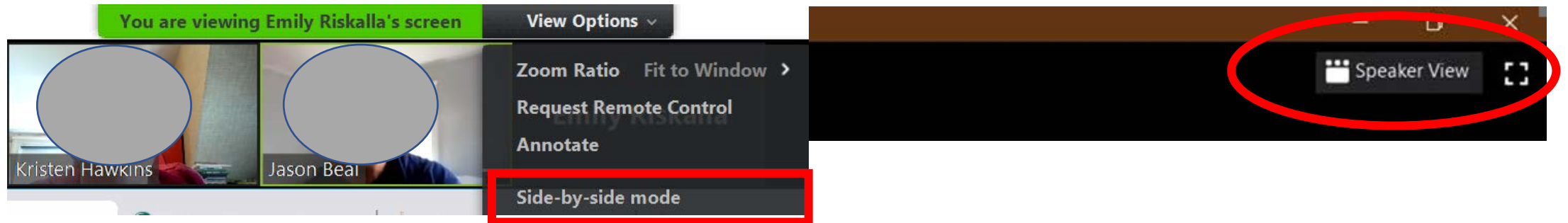


IDEA COVID-19 Working Group

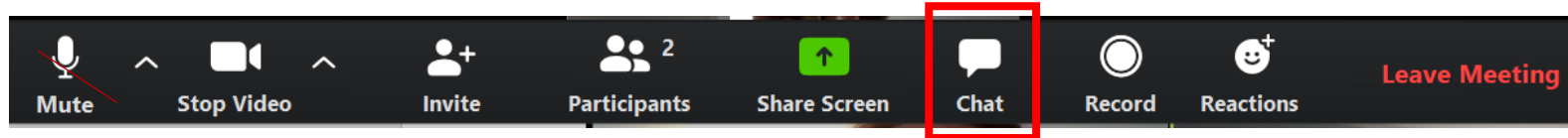
May 20, 2020

IDEA's COVID-19 Working Group

- **Audio has been muted for all participants.** Please remain muted until otherwise instructed to ensure the best sound quality for all participants.
- We recommend you optimize the view in Zoom for today's content by selecting **"Side-by-side mode"** view and then selecting **"Speaker"** view at the top of the right panel.

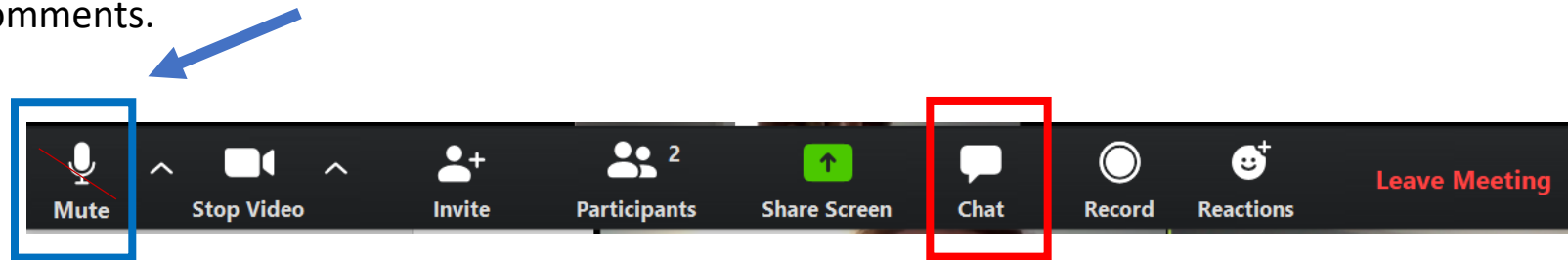


- Please send any comments or questions via **"Chat"** during the prepared remarks portion of our call. Presenters will respond at the conclusion of their remarks. The Chat icon can be found at bottom of your screen.



IDEA's COVID-19 Working Group

- When invited, please participate in our open discussion by clicking the microphone at the bottom of your screen to unmute yourself and share your insight. We strongly encourage you to re-mute your line after you have made your comments.



- If you are having problems with video or audio, please send a note via the Chat. Once open, select **“Chat privately to Kristen Hawkins(host)”**.
- The call will be recorded and made available to the public via download or streaming. Slides will be made available in pdf format at **www.districtenergy.org**.

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Agenda

- Welcome & Introductions
- Hot Topics
 - Managing Ongoing Safety for Staff
 - Returning to a New Normal
 - Capital Projects
 - Performance & Occupancy
 - New Operating Paradigms
 - Managing Supply Chain
- Open Discussion
 - How do you envision the state of your system on October 15th, 2020

Welcome & Introductions

- **Rob Thornton**, CEO, IDEA, Moderator
- **John Duchesneau**, General Manager, Rochester District Heating Cooperative
- **Jim Kee**, Vice President of Operations, Markham District Energy Inc.
- **Meghan Riesterer**, Asst. VP Campus Energy & Sustainability, Oberlin College & Conservatory
- **Steve Swinson**, President & CEO, TECO
- **David Woodson**, Managing Director of Energy and Water Services, University of British Columbia (UBC)

Managing Ongoing Safety for Staff

- Reacting to confirmed or suspected COVID-19 cases
 - On site / Customer locations
- Staggered shifts implemented to keep teams safe from other teams, but what is the plan if a team is compromised?
 - Back up resources?
 - Additional opportunities to leverage virtualized components of the plant?
- Little to no sequestering currently occurring (IDEA COVID-19 Survey), but are employees being given guidance on best practices away from the site?
 - Are they communicated as a recommendation or an expectation?

Returning to a New Normal

- Plans to bring back non-essential staff – reintegrating with existing team and procedures?
 - Rotate days of the week?
 - Continue to manage meetings?
 - Same health screening procedures? Or additional/different safety protocols based on their roles?
- Health screenings and sanitizations procedures maintained? What is the expected duration for these procedures? End of 2020?
- Managing customer communications
 - Understanding their plans for a return to normal
 - New protocols for service and maintenance

Capital Projects

- What is the primary driver in putting a “hold” on capital projects?
Safety, Availability of resources, Budget?
- Have you defined parameters to be met in order to resume these projects? If so, how are you measuring them?
- For projects that have continued, are the protocols for vendors different from internal staff?
- Has COVID-19 impacted the timeline for these projects?
 - Delayed materials?
 - Limited outside labor resources?

Performance & Occupancy

- Shut-downs widely occurred in shoulder season, how will things change based on a fluid return of occupancy during
- Understanding changes to how your customers intend to occupy their space
 - Reduced operating hours for some; expanded operating hours for others
 - When do they expect pre-COVID occupancy to return?
- How will you manage/plan for increased requests for ventilation/air handling?

New Operating Paradigms

- How will you continue to manage the productivity of your resources?
- How are you ensuring that segregated teams are not impacted by communication gaps?

Managing Supply Chain

- Expert resource shortages – how are you managing gaps due to furloughs and layoffs?
- Are you seeking assistance from your state to help address gaps?
 - MOU's for labor?
 - Aggregation of resources?
- Is there a plan PPE supplies for potential second (or third) wave?

Open Discussion

Thank you again to IDEA's Annual Sustaining Sponsors



IDEA Resources and Information Sharing

- [IDEA Connect](#) (Member Forum) – Q&A posting, information sharing
- [COVID19 Emergency Preparedness site](#)
 - Sharing written emergency preparedness plans?
 - Sharing “shelter in place” protocols
 - Inventory/PPE
 - HR and/or other business best practices
 - If sensitive, please provide redacted documents or in form to be edited

Email content to Jason.idea@districtenergy.org for posting

- Industry blog – headlines and updates

Thank you

Questions? Contact IDEA at idea@districtenergy.org
www.districtenergy.org
+ 1-508-366-9339

Robert Thornton, CEO, IDEA, rob.idea@districtenergy.org

REMINDER

Next IDEA COVID-19 Working Group –
Wednesday, June 3, 1:30 pm ET