

**Managing the COVID-19 pandemic**

# **Business continuity experiences in Czech utilities from March 2020**



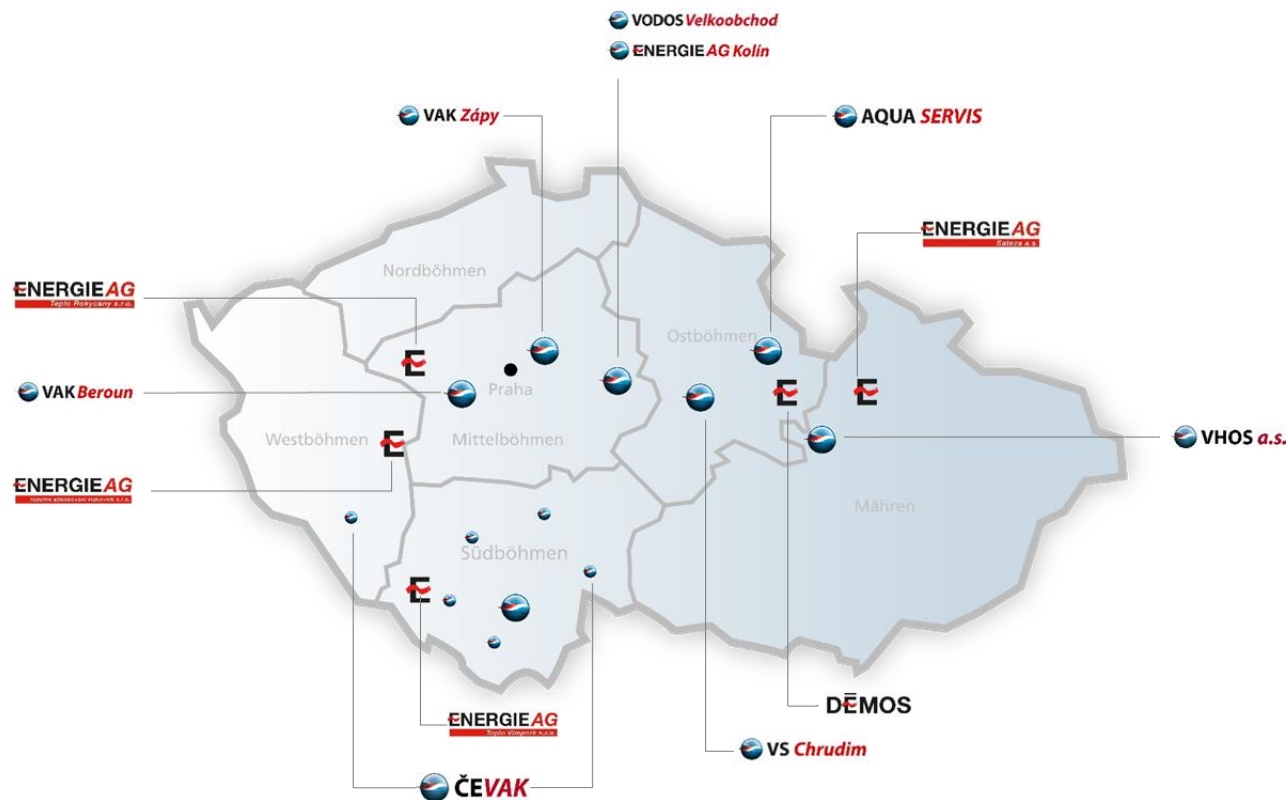
DI Christian Hasenleithner, 14.5.2020

**ENERGIE AG**  
*Bohemia*

Wir denken an morgen

# Energie AG Bohemia

## locations



# TIMELINE Energie AG in CZ

- Until 11.03.20 preparatory measures introduced by companies
- 11.03.20 state emergency declared
- 13.03.20 EnergieAG crisis taskforce established
- 15.03.20 shutdown of customer service centers and of customer services (meters, septic tanks,...)  
no entry for costumers and visitors to headquarters, offices, operated infrastructure  
events canceled  
IT homeoffice implementation, adapted organisation-scheme
- 18.03.20 starting group purchase of security equipment
- 20.03.20 Reminder IT Security in homeoffice
- 03.04.20 1st (and last) Coronapositiv in EagB
- 10.04.20 Delivery of security equipment FFP2/3 masks
- 27.04.20 prematureley end of state emergency
- From 28.04.20 introducing normal operation step by step  
SARS-CoV-2 waste water tests at WWTP

# CUSTOMER SERVICE

Customer service shutdown information on  
websites, social media

no cash payment of bills...accordingly...

prolonging payment goals to 30 days

minimalized social contacts:  
no meterreading and exchange of meters

Media informations on the security of waterquality and  
supply



## KORONAVIRUS A PITNÁ VODA

**NEBEZPEČÍ NEHROZÍ!**

**Pitnou vodu nemůže koronavirus infikovat**

Virus se přenáší kapénkovou cestou (kýchání, kašel) a přímým kontaktem. Mimo toto prostředí přežívá jen krátkou dobu. Běžné metody úpravy surové vody na pitnou (filtrace, koagulace, ozonizace, UV záření, chlor) viry ničí.

**Je vyloučena kontaminace pitné vody odpadní vodou**

Vyústění kanalizace z nemocnic jsou nepřetržitě monitorována, vodohospodářské společnosti o těchto úsecích ví a pečlivě je udržují.

**Rozšíření epidemie a karanténa neohrožuje dodávky vody**

Vodohospodářské společnosti mají plány pro zvýšenou nemocnost či karanténu zaměstnanců a v případě potřeby mohou zajistit obsluhu vodárenských zařízení zálohami.

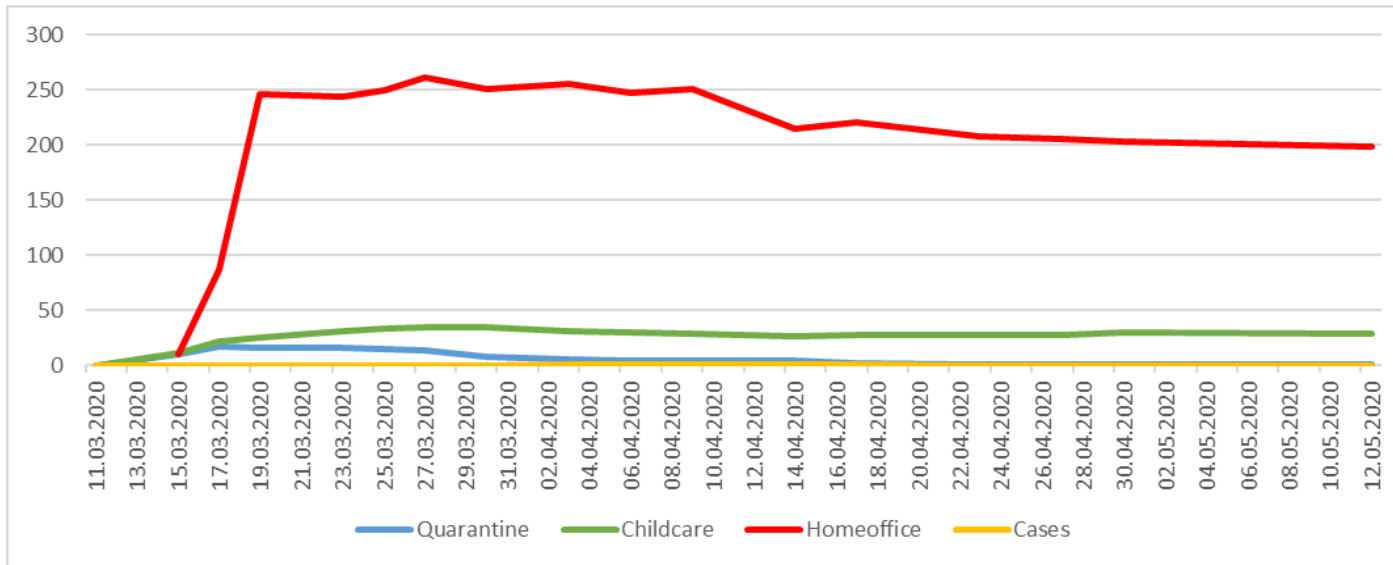


[www.ivodarenstvi.cz](http://www.ivodarenstvi.cz)  
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**VÝVOJ SLEDUJEME**

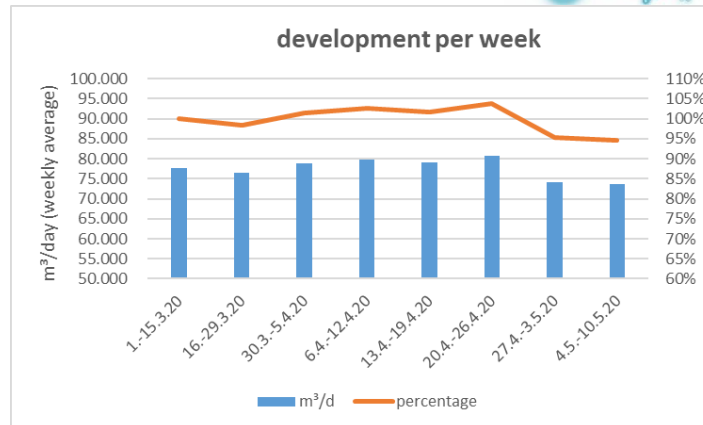
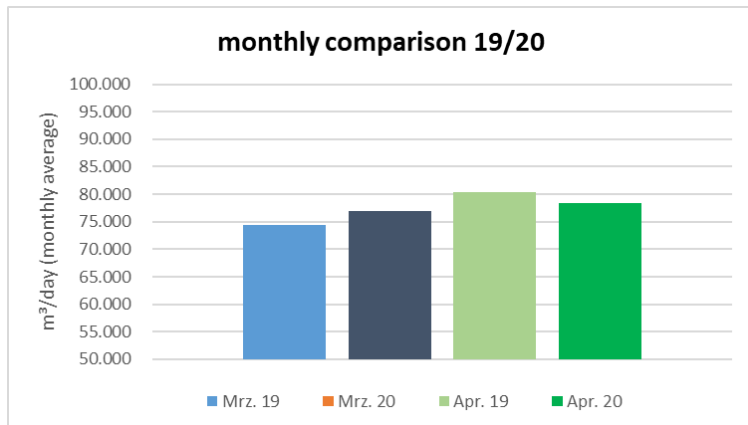
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# HR: 15% from 1.700 FTE using homeoffice



- In non-homeoffice areas introduction of separated teams: eg callcenter, dispatching, laboratory, operation, management,
- Replacing personal meetings to a large extent by videoconferences

# BUSINESS IMPACT



## ? (economic) crisis2021 ?

- Writing off receivables
- Reduced investments by municipalities and investors
- reduced services (projects, construction,...)
- Reduced industrial consumption
- Political pressure on tariffs means less investments
- + smart metering

# HELP YOURSELF and others

**SEWING**  
for our colleagues

**Masks 3D  
printed  
for staff and  
social workers**



**Mask-Donations for social workers**

