

DATE: March 25, 2020  
TO: GRU Employees  
FROM: Ed Bielarski, General Manager  
SUBJECT: Update on Utility Operations

I want to thank all employees for their continued dedication to providing our community with the essentials of life.

The Department of Homeland Security has rightly identified energy, water, wastewater and telecommunications as “essential critical infrastructure,” and I know you all take great pride in making sure we provide these services under any and all circumstances, including the county’s recent stay-at-home order.

Currently, we have taken several measures throughout the utility to ensure the safety of our employees and community, including splitting or staggering shifts to cut down on person-to-person contact and allowing employees to work remotely when appropriate. To further limit exposure, GRU will be closing its customer lobby today at 5 p.m. We will, however, continue to maintain normal drive-thru hours, and, as always, provide world-class customer service.

Although these are unusual times to say the least, GRU is built to handle emergencies, and that’s obvious from the business-as-usual attitude I’ve seen throughout the utility. We plan for the unexpected 365 days a year and always come together as a utility when in crisis.

I would ask you all to continue providing those essentials of life so our hospitals can operate, our schools can get back in session and our friends and families can remain safe.

Please continue to check GRUPerNet and [gru.com/employees](http://gru.com/employees) for updates, and take care.