

Action against COVID-19

To ensure the functioning of essential water and sewage services during the COVID-19 pandemic in all the municipalities we serve, we triggered our crisis management process, working daily on an emergency plan, and adopted several measures to minimize the impacts on the population's supply. These include repairs to networks and pumps, removing obstructions and preventing overflow in sewerage systems.

To protect our employees and customers, we also reinforce the hygiene of vehicles and all equipment used in operations. Only those teams whose functions are essential to the operation have maintained the routine of on-site work, and have been instructed and equipped with PPE, following the recommendations of prevention and care. The other professionals started to work remotely, from their homes.

Our units have also temporarily suspended supply cuts to customers in default. This condition was necessary to avoid the exposure of families to the disease due to lack of water for personal hygiene and cleanliness of the environments.

We have also formed partnerships with municipalities, state governments and non-governmental organizations to contribute with donations for patient care and disease prevention. In total, we donated R\$ 2 million, which benefited people in eight Brazilian states. The resources were destined to the acquisition of monitors, beds and medical ventilators for Intensive Care Units (ICUs), face masks and other hospital materials and hygiene and cleaning items, in addition to food baskets and drinking water.

Furthermore, we demonstrated in our communications how water plays a fundamental role in health and in preventing contamination. The materials disseminated have brought, for example, information on how to wash hands correctly and how to access the different digital tools to make requests for services without having to leave home.



Digital Service

To avoid agglomerations and allow our customers to comply with the recommendations of social isolation given by the health authorities, we have strengthened our digital service channels. Communication campaigns have even been targeted to educate citizens on how to use the company's digital channels to request services and other types of requests.

The implementation of the WhatsApp service, a project that was already underway, was pushed forward. Thus, we opened a new digital communication channel for services to be requested.

Part of our stores was closed during the pandemic and, in order to assist the population in emergency cases, we established a platform for scheduling face-to-face services, following all prevention measures – such as minimum distance between individuals, provision of hand sanitizer and constant sanitization of environments and employees.

The Call Center team, which receives phone calls from customers, started to answer remotely, and part of the calls were directed to the stores, in order to achieve greater agility and efficiency when contacting customers.