TECHNICAL	NON TECHNICAL
1. Method to examin the presence of Covid-19 virus in water produced & distributed? 2. The effectiveness of the disinfectant used by utilities such as chlorine to remove the Covid-19 Virus? 3. Optimisation of supply to demand area due to changes in usage patterns 4. Optimising automation tools and technology to help and facilitate operational work. 5. What is the standard PPE to protect domestic wastewater operators? 6. Water quality monitoring in customer distribution network 7. Obstacles in conducting meter readings and handling of customer complaints in coronavirus hot spot areas 8. PDAM cooperation with the local government's health department to confirm the quality of water (external quality control using government laborities) has been restricted due to bureaucratic permits In place. Support from the related local gov Covid Task force for when entering the customer service area is still limited and therefore there is no protection for PDAM staff. 9. Flow disruption, that is usually low, has increased 10. High dependence on the Internet. Cyber security Risks 11. Unreliable connections in remote/remote workplaces	1. Effective workforce pattern setting/management and monitoring productivity status of WFH employees 2. Effective *new normal* socialisation pattern and increase adherence to health protocols 3. Budget balancing strategies for business continuity due to increased costs for prevention and treatment of Covid-19 4. Work situation in some rooms still can not apply *physical distancing* while the working situation in the field is not enough to implement the maximum distance. 5. Staff isolation, keeping employees in a healthy, conducive and productive condition 6. Agreements with external parties (contractors and suppliers) have been limited as there is no gurantee that their employees and products are free from COVID. (Guarantee that people / materials / equipment entering the work environment are free from COVID-19) 7. Payment of customer bills (collection on due date) decreased 8. Increase of personal cost for communication needs, Internet etc. 9. Limitation of employees, because employees that have existing conditions are not working from home 10. Some customers of tall/commercial buildings are proposing waivers or arrears on their waste water bills, which affects the Company's income 11. Some customers of commercial buildings that already have a contract with the wastewater provider are postponing the desludging schedule because their employees do WFH (less sludge/wastewater) 12. Some household customers are worried about suctioning their septic tank 13. The difficulty of avoiding contact with many people for employees who work in public 14. Facilities such as spraying disinfectant still not periodic, and still depends only with multivitamins and *hand sanitizer*. 15. Responding to customers ' needs & feedback 16. Modern Engagement Methods 17. Some staff have stress. 18. Not sharing information (silo mentality) 19. Difficulty in recruitment and training.

PRIORITY ISSUES
Technical
1. Method to examin the presence of Covid-19 virus in water produced & distributed?
2. The effectiveness of the disinfectant used by utilities such as chlorine to remove the Covid-19 Virus?
3. Optimization of supply to demand area due to changes in usage patterns
4. Optimizing tools and automation technology to help and facilitate operational work.
5. How the PPE is standardised to protect domestic wastewater operators
NON TECHNICAL
1. Effective pattern workforce setting and Monitoring productivity Status of WFH employees
2. Effective *new normal* socialization pattern andincrease adherence to health protocols
3. Budget balancing strategies for business continuity due to increased costs for prevention and handling of Covid-19
4. Work situation in some rooms still can not apply *physical distancing* while the working situation in the field is not enough to implement the maximum distance guard.
5. Staff isolation, keeping employees in a healthy, conducive and productive condition (What action is taken if the staff or family has POSITIVE, SUSPECT, PDP (under surveillance), ODP (under observation) status?)

THEMES AND SUB PROBLEMS
ENSURING SAFE WATER PRODUCTION FROM COVID-19
1. Method to examin the presence of Covid-19 virus in water produced & distributed?
2. The effectiveness of the disinfectant used by utilities such as chlorine to remove the Covid-19 Virus?
TOOLS AND TECHNOLOGIES SPAM/SPAL
1. Optimising tools and automation technology to help and facilitate operational work.
2. Water quality Monitoring in customer distribution network
3. Obstacles in conducting meter readings and handling of customer complaints in coronavirus hot spot areas
4. How the PPE is standardised to protect domestic wastewater operators
INTERNET RELIABILITY AND SECURITY
1. High dependence on the Internet.
2. Cyber security Risks
3. Unreliable connections in remote/remote workplaces
4. Increase of personal cost for communication needs, Internet etc.
OPERATING patterns, distributions, etc
1. Optimisation of supply to demand area due to changes in usage patterns
2. Flow disruption, that is usually low, has increased
3. Some customers of commercial buildings that already have a contract with the wastewater provider are postponing the desludging schedule because their employees do WFH (less sludge/wastewater)
FINANCE, BUDGET, COST
1. Budget balancing strategies for business continuity due to increased costs for prevention and handling of Covid-19
2. Some customers of tall/commercial buildings are proposing waivers or arrears on their waste water bills, which affects the Company's income
3. Increase of personal cost for communication needs, Internet etc.
OCCUPATIONAL ENVIRONMENT HEALTH AND SAFETY PROTOCOLS
1. Effective *new* socialization pattern and improved adherence to health protocols

2. Work situation in some rooms still can not apply *physical distancing* while the working situation in the field is not enough to implement the maximum distance guard.
3. The difficulty of avoiding contact with many communities for employees who work in public
4. Facilities such as spraying disinfectant still not periodic, and still depends only with multivitamins and *hand sanitizer*.
5. Staff isolation, keeping employees in a healthy, conducive and productive condition
6. Agreements with external parties (contractors and suppliers) have been limited as there is no gurantee that their employees and products are free from COVID. (Guarantee that people / materials / equipment entering the work environment are free from COVID-19)

HR MANAGEMENT (WORKFORCE), productivity, psychological, ETC.
1. Effective pattern workforce setting and Monitoring productivity Status of WFH employees
2. Limitation of employees, because employees that have existing conditions are not working from home
3. Modern Engagement Methods
4. Some staff have stress.
5. Not sharing information (silo mentality)
6. Difficulty in recruitment and training.

CUSTOMER SIDE
1. Responding to customers ' needs & feedback