SRF Leadership: Rising to the Unprecedented Challenge of COVID-19

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How Oklahoma Unlocked the Challenges of COVID 19 to Focus on Customer Service
Virtual Monthly Board Meetings

Extend expiring operator renewals

Prohibits out of state travel
Increased Loan Monitoring Of Monthly Payments By Borrowers

Improved Processes Of Electronic Signatures

Handling of Mail and other paper documents

Virtual Site Visits
Virtual Meetings
Looking Into Working From Home More Efficiently
Loan Activity Level During Pandemic
Number of Bond Issues During Pandemic
Piloting VOIP Phone Solutions-TEAMS
Hiring Virtually
Meeting In The Age of COVID 19
  – Virtual meeting through the use of Teams
  – Combined SRF IUP meeting between OWRB and ODEQ

IUP Public Meeting Results
  – Positive Results
Increased Questions During Due Diligence Addressing Covid 19
  - Issuer Level
  - Borrower Level

Preliminary Official Statement
  - Included extra description outlining OWRB operations and how we had been affected
To Assess COVID 19 System Impact

Initial Survey – closed May 2020
- 115 responses out of 205 active borrowers – Response Rate of 56%

Follow Up Survey – closed September 2020
- 99 responses out of 205 active borrowers – Response Rate of 48%
Initial Survey

- **Concerns**
  - Lost Revenue: 45%
  - Operators: 20%
  - Public Meetings: 28%
  - Impact of Shutoff: 32%
  - Health and Safety: 6%
  - Construction Progress: 57%
  - No Concerns at This Time: 30%
  - Other: 1%

Follow Up Survey

- **Concerns**
  - Lost Revenue: 25%
  - Operators: 15%
  - Public Meetings: 27%
  - Impact of Shutoff: 30%
  - Health and Safety: 46%
  - Construction Progress: 41%
  - No Concerns at This Time: 16%
If lost revenue was a concern, Has the system experienced an increase in No Pay/Late Pay/Request for accommodation?

- Yes: 23%
- No: 77%

If lost revenue was a concern, has the system experienced an increase in No Pay/Late Pay/Request for accommodation?

- Yes: 8%
- No: 92%
Initial Survey

Follow Up Survey

Planning Project Status

- On Schedule: 34%
- Delayed: 23%
- N/A: 23%
- Other: 43%

Planning Projects Status

- On Schedule: 41%
- Delayed: 28%
- Cancelled: 1%
- N/A: 24%
Initial Survey

Follow Up Survey

Construction Project Status

- On schedule: 46%
- Delayed: 36%
- N/A: 18%

Construction Projects Status

- On Schedule: 40%
- Delayed: 40%
- N/A: 15%
Customer Service
• Actions Taken From Survey Results
• Resources
• Virtual meetings serves our customers better

Staff Engagement
• Transparency
• Staff led COOP/Safety Policies
• Telework option improves staff morale
Thank You

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