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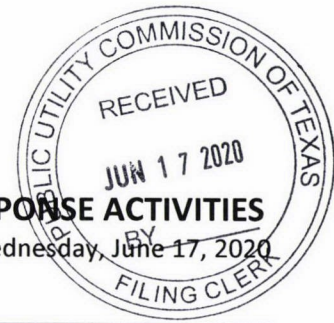
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COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Wednesday, June 17, 2020



CHANGE IN CONFIRMED CASES FROM PREVIOUS REPORT (public*/employee)

Panhandle	5,099 / 0	New Mexico	297 / 0
South Plains	1,111 / 1		

*Info per John Hopkins University

STAKEHOLDER COMMUNICATIONS

State EOC

- Enterprise Preparedness – Tuesday and Thursday

PUC/PRC

- Regulatory Affairs – Weekly

City/County

- Community Relations – Weekly

OPERATIONS

General

- All critical infrastructure employees mandated to perform coronavirus symptom self-check prior to coming to work and during their shift.
- Xcel Energy is working to establish policies and procedures for the safe return to workplace for Phase I reentry employees
- Face coverings have been distributed to employees working in the field
- Face coverings are required in all company facilities
- Xcel Energy pay extended for employees at home, but not working (non-medical reasons)
- Xcel Energy medical coverage expanded to cover all COVID-19 medical costs for those enrolled in medical or retiree medical plans through July 31
- Averaging 11,500 Xcel Energy corporate-wide remote connections
- New Mexico Governor Lujan Grisham revised the Health Order set to expire on 5/31 and extended with changes that began 6/1, allowing limited reopening of some business. Noted items in the Order for Xcel Energy:
 - Requires face coverings in most public settings
- Texas Governor Abbott's executive order, Open Texas, began Phase Three on 6/3, expanding the reopening of services. Texas opening were further expanded on 6/12 allowing occupancy up to 75% for restaurants.
- Xcel Energy Business travel policy restricts travel to an CDC country Level 3 and DOS Level 4
- Xcel Energy employees are encouraged not to travel to identified restricted regions and any cruises.
 - Employees who choose to travel to these areas or take a cruise are required not to return to work for two weeks after returning to the United States

- No visitor policy at all locations
- Only vendor delivery of essential goods and services are allowed

Distribution

- Distribution Control Center (DCC) is conducting “well checks” w/ temperature readings for employee entry
- Distribution Control Center (DCC) has completed sequester plan w/trigger
 - Trailer contracts have been established to provide onsite 48 hour delivery upon activation.
- DCC is considered sterile environment with restricted access
 - Employees are cleaning
- Distribution crews have performed and completed infrared (IR) inspections on circuits containing regional hospitals and made all identified repairs.
- Xcel Energy employees will NOT enter residential customer dwellings
- Servicemen are reporting directly from home to job site
- Crews are on staggered start times to increase social distancing
- Design Engineers and Designers working from home but still visiting job sites while maintain social distancing guidelines

Transmission

- Transmission Control Center (TCC) has installed a temperature station for mission critical employees approved to enter the building.
 - All TCC personnel are required to wear masks inside the control room
 - All TCC personnel are cleaning their workspace throughout their shift
- All non-operators are working from home
- Transmission Control Center (TCC) has completed sequester plan w/trigger
- Substation O&M crews and Relay Technicians are reporting from home to job site
 - All personnel are traveling in individual vehicles
- Transmission Construction employees reporting to job site

Energy Supply

- Power plant Control Room Employees have been isolated
- Isolated contractors performing capital work
- Control Room has completing sequester plan with trigger
- Power plant Control Room has cots and food provisions on hand

Supply Chain

- Established work from home guidelines for key vendors and consultants
- Established vetting of key operational contractors

CUSTOMER CARE

Customer Care

- Residential meter reading resumed on May 4th in Texas
- Residential meter reading resumed on May 18th in New Mexico
 - Load research residential meters resumed reading on May 4th
- Customer Care agents are scripting customer calls, inquiring if anyone has COVID-19 or is quarantined at the location
 - Informs customer that our worker will not shake hands and will maintain social distance
- Suspension of Disconnection of Service to any residential service

- TX disconnect moratorium expired on June 13. Customer Care is completing plans to work with customers on payment plans and beginning collection processes. A communication plan is being developed in conjunction with the process.
- NM disconnect moratorium is tied to NM Governor's executive orders 2020-004 thru 2020-010
- Suppressing New Mexico Residential Late Payment Fees

AMARILLO REGIONAL HEADQUARTERS

- Most employees working from home
- Semi-daily cleaning of surfaces
- In-person meetings changed to only phone-in meetings using expanded Avaya and CenturyLink tele-conferencing capacity
- Zoom, Skype, and Teams for business video conferencing applications are in place
- Workout facilities closed
- Social distancing guidelines in place

WATCH ITEMS

General

- Texas medical offices have reached out to notify Xcel Energy it has available tests for critical employees
- New Mexico Department of Health has notified Xcel Energy it will test critical employees. Additionally, the Department of Health has reached out and offered testing and established specific times for testing of utility employees.