PUBLIC UTILITY COMMISSION OF TEXAS
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Xcel Energy®

COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Wednesday, August 26, 2020

SERVICE TERRITORY CASES

	Employee	
	Active Cases	Recovered
Panhandle	3	12
South Plains	2	13
New Mexico	1	2

STAKEHOLDER COMMUNICATIONS

State EOC
- Enterprise Preparedness – Tuesday and Thursday

PUC/PRC
- Regulatory Affairs – Weekly

City/County
- Community Relations – Weekly

OPERATIONS

General
- All employees mandated to perform coronavirus symptom self-check prior to coming to company offices or the jobsite and during their shift.
- Reentry of Phase 1 Wave 1 employees began on July 6. The employees who are in Wave 1 are unable to perform their entire job duties remotely. Daily "well checks" w/ temperature readings required in addition to numerous other protocols for employee entry. It is planned that Phase 2 and Phase 3 employees will continue to work from home until at least January 2021.
- Employees are to avoid in-person meetings with members of the public and to utilize Zoom and Teams
- FR rated face coverings have been distributed to employees working in the field
- Face coverings are required in all company facilities
- Xcel Energy medical coverage expanded to cover all COVID-19 medical costs for those enrolled in medical or retiree medical plans through October 22nd
- Governor Lujan Grisham paused New Mexico's opening on 6/25. Governor Lujan Grisham announced additional actions that are set to begin on July 13:
  - Indoor restaurants and brewery seating are prohibited
    - Only 50% for outdoor dining
  - Fall contact sports such as football and soccer for public schools and rec leagues for all ages are cancelled. All other sports will be cancelled if school is delayed.
  - People exercising outdoors now expected to wear masks.
  - State parks are closed to anyone from out of state

    - Continue to require face coverings in all public settings
    - Continue to require 14-day quarantine for all visitors coming to New Mexico (utility exemption)
- New Mexico Environment Department (NMED) filed an emergency rule that requires employers to report positive cases the NMED within four hours of being notified of the case, effective August 5.
- On 6/26, Texas Governor Abbott closed all bars except for delivery and take out. In addition, restaurants were reduced to 50% indoor capacity, rafting and tubing businesses must close and outdoor gatherings of 100 or more must gain approval by local governments. On July 2, Governor Abbott issued an executive order requiring facemask in public (some limited exceptions) beginning July 3rd, with fines allowed for 2nd violation. Additionally, the Governor issued a proclamation giving mayors and county judges to impose restrictions on some outdoor gatherings of over 10 people.
- 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.
    - 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 residential disconnect moratorium was reinstated on July 17th and will run through August 31. Customer Care has flexible payment plans in place for customers if needed.
    - NM residential disconnect moratorium is tied to NM Governor's executive orders 2020-004 thru 2020-010 and PRC temporary order until September 18th.
- 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
- Zoom 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.
- New Mexico Environment Department is requiring employers to report positive cases within four hours of a positive test result.