



Control Number: 50664



Item Number: 233

Addendum StartPage: 0





## COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Wednesday, November 11, 2020

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### SERVICE TERRITORY CASES

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	Employee Active Cases
Panhandle	27
South Plains	14
New Mexico	3
Work from Home	1

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### STAKEHOLDER COMMUNICATIONS

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#### State EOC

- Enterprise Preparedness – Tuesday and Thursday

#### PUC/PRC

- Regulatory Affairs – Weekly

#### City/County

- Community Relations – Weekly

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### OPERATIONS

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#### 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.
- Company will continue to evaluate the return to the office for employees that are required for filings or special projects on a monthly basis.
- 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 December 31<sup>st</sup>.
- Governor Lujan Grisham amended New Mexico’s public health order beginning on October 16th:
  - Any establishment that serves alcohol must close at 10:00 pm.
  - Maximum hotel occupancy reduced to 60% for those that have taken the NM Safe Certified training program. Reduction to 25% for those hotels that have not.
  - Individuals arriving from out of state from “higher risk” states will be required to quarantine for 14 days.



- Mass gatherings of greater than 5 are prohibited.
- The New Mexico Governor added amendments to the executive order that will begin Friday, Oct. 23.
  - Businesses that incur four rapid responses – which occur when an employer reports, as required, an incidence of COVID-19 in the workplace to the state Environment Department, which oversees state occupational health and safety efforts – over a two-week period will be required to close for two weeks.
    - This closure requirement will apply to food and drink establishments, close-contact businesses, retail spaces, places of lodging and other places of business presenting an extreme public health risk as determined by the Department of Health.
  - All retail establishments must close by 10 p.m. each night, in alignment with the state's requirement that food and drink establishments serving alcohol must close by 10 p.m.
  - Food and drink establishments that complete the New Mexico Safe Certification training program, which educates workers about the state's required and recommended COVID-Safe Practices, may continue to offer limited indoor dining at a maximum of 25 percent occupancy as of Friday, Oct. 30. Food and drink establishments that are not New Mexico Safe Certified as of Friday, Oct. 30, may continue to provide outdoor dine-in service at 75 percent of maximum occupancy with tables at least six feet apart among other required COVID-Safe Practices but may not provide indoor dine-in service.
    - Restaurants wishing to continue limited indoor dining must consent, as part of the certification program, to spot testing of employees by the state Department of Health. The Department of Health will prioritize spot-testing for establishments in high-risk counties where the spread of the virus is greatest.
    - Restaurants wishing to continue limited indoor dining must require customers who dine on-site to list their name and contact information in a logbook, and retain the information for no less than three weeks, to assist state regulators in contact-tracing efforts. Previously, this contribution to contact-tracing efforts was only recommended as part of the state's COVID-Safe Practices.
  - The state will also close state museums and historical sites
- 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 September 17th, Texas Governor Abbott expanded reopening. In hospital regions with hospitalization rates less than 15% for seven consecutive days, businesses can expand occupancy rates to 75%: Retail, Restaurants, Offices, Manufacturers, Museums, Libraries, Gyms. Elective surgeries can begin again in these regions as well. Bars are to remain closed in all regions. In addition, beginning September 24<sup>th</sup>, all nursing homes, assisted living centers, state supported living centers, and long-term care facilities can reopen for visitation given there are no active cases in the facility. On October 7<sup>th</sup>, Governor Abbott allowed bars to reopen to 50% occupancy in conjunction with county officials in these regions.
- The City of Amarillo raised its Coronavirus Status from Level Orange to Level Red on October 14<sup>th</sup> citing stressed local hospital capacity.
  - Level Red provides recommendations to avoid social gatherings, avoid non-essential travel, and avoid non-essential interactions.
  - The City of Amarillo will remain at Level Red for two weeks at which time it will re-evaluate.
- On October 16, Governor Abbott announced that the Texas Department of State Health



Services (DSHS) and the Texas Division of Emergency Management (TDEM) have surged medical personnel, medical supplies, and personal protective equipment (PPE) to the Panhandle and South Plains areas to support hospitals in their COVID-19 response. These resources will be concentrated in hospitals in Amarillo, Lubbock and the surrounding areas. DSHS has deployed 171 medical personnel to these communities, and an additional 100 personnel arrived Sunday October 18. DSHS has also deployed 100 IV pumps, 56 ventilators, and 25 oxygen concentrators to the region.

- Amarillo hospital capacity exceeds the Governor's 15% requirement for greater than seven days, requiring Amarillo retail businesses to lower occupancy levels to below 50%.
- 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

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## CUSTOMER CARE

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### Customer Care

- 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 expired on August 31. Customer Care began sending final notices to customers mid-September and residential disconnects to begin the week of October 7th. 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 18<sup>th</sup>. The PRC initiated rulemaking that prohibits discontinuation of residential customer utility service for the duration of the time that the governor's executive orders related to covid-19 pandemic are in effect.
- Suppressing New Mexico Residential Late Payment Fees

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## AMARILLO REGIONAL HEADQUARTERS

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- 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

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## NOTED ITEMS

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### 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.