



Control Number: 50664



Item Number: 268

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## COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Wednesday, April 28, 2021

### SERVICE TERRITORY CASES

	Employee Active Cases
Texas	3
New Mexico	0

### STAKEHOLDER COMMUNICATIONS

#### State EOC

- Enterprise Preparedness – Tuesday and Thursday

#### PUC/PRC

- Regulatory Affairs – Weekly

#### City/County

- Community Relations – As Needed

### OPERATIONS

#### General

- Governor Abbott issued an Executive Order lifting the mask mandate in Texas. Beginning Wednesday, March 10, all businesses of any type may open to 100% capacity. Businesses may still limit capacity or implement additional safety protocols at their own discretion.
- The State of NM transitioned to a tiered county by county COVID-19 risk system to allow local communities flexibility to operate day to day activities after the two-week reset period that ended November 30<sup>th</sup>. Counties will operate under three levels: Red, signifying very high risk; Yellow, signifying high risk; and Green, signifying medium risk. Each level carries its own set of restrictions. Counties that are Turquoise have reached Green status for two consecutive biweekly map updates.
  - Chaves and Eddy Counties returned to yellow in the State's last report, reducing capacity to 33% for dining and retail.
  - Quay, Roosevelt, and Lea Counties have remained at the State's highest level of Turquoise – 75% dining capacity and retail capacity at 50%
- All employees mandated to perform coronavirus symptom self-check prior to coming to company offices or the jobsite and during their shift.
- Daily "well checks" w/ temperature readings required in addition to numerous other protocols for employee entry.
- Employees will continue to work from home until vaccinations are widely available to the general population and the pandemic is beginning to recede.

- Company continues to evaluate the return to the office for employees that are required for filings or special projects and will tentatively schedule the return of another small contingent on May 17th.
- Face coverings are required in all company facilities
- 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.
- 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 Credit is working with customers and encouraging customers who are behind on bills to make payment arrangements.
- Suspension of Disconnection of Service to any residential service
  - NM residential disconnect moratorium was extended for 100 days, after which, a 90-day transition period will begin.
- 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
- Workout facilities closed
- Social distancing guidelines in place

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#### NOTED ITEMS

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General