

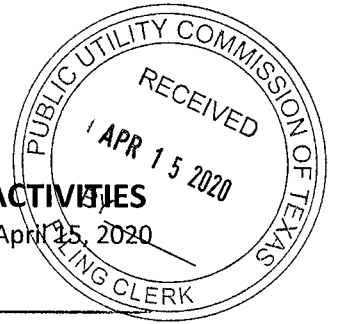


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COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Wednesday, April 15, 2020

CURRENT CONFIRMED NUMBERS (public*/employee)

Panhandle	232 / 0	New Mexico	40 / 0
South Plains	361 / 0		

*Info per John Hopkins University

STAKEHOLDER COMMUNICATIONS

State EOC

- Enterprise Preparedness – Tuesday and Thursday

PUC/PRC

- Regulatory Affairs – Weekly

City/County

- Community Relations – Weekly

Media

- News release noting crews are critical workers and requesting public not to approach

Advertising

- Safety Only Messaging

OPERATIONS

General

- All critical infrastructure employees mandated to perform coronavirus symptom self-check prior to coming to work and during their shift.
- Face coverings have been distributed to employees working in the field
- 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
- Averaging 11,500 Xcel Energy corporate-wide remote connections
- Both Texas and New Mexico have excluded the Energy sector in Executive Orders
 - A March 31st Texas EO establishes Essential Services Protocol (per CISA) for entire state of Texas
- City of Amarillo and Potter and Randall County issued a Stay at Home order
- City of Canyon issued a Stay at Home order
- City of Pampa and Gray County issued a Stay at Home order
- City of Hereford and Deaf Smith County issued a Stay at Home order
- City of Plainview and Hale County issued a Stay at Home order
- Castro County issued a Shelter in Place order
- Hansford County issued a Stay at Home order
- City of Lubbock issued a Stay at Home order

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- City of Perryton and Ochiltree County issued an Order to Adhere
- Crosby County issued a Stay at Home Order
- Swisher County issued a Stay at Home Order
- Terry County issued a Stay at Home Order
- Wheeler County issued a Stay at Home Order
- Armstrong County issued a Stay at Home Order
- Briscoe County issued a Stay at Home Order
- 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
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- Distribution Control Center (DCC) completing sequester plan w/trigger
 - Trailers are staged on site should sequester plan be triggered
- DCC is considered sterile environment with restricted access
 - Employees are cleaning
- Distribution crews being called out for after hour emergency work will now be called out by crew to maintain unique crew makeup. (Prior process called out individuals with lowest overtime first, process continued until a qualified crew was formed)
- Distribution crews are patrolling and performing infrared (IR) inspections on regional hospital circuits.
- Xcel Energy employees will NOT enter into 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) completing 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
- Power plant Control Room has cots and food provisions on hand

Supply Chain

- Pre purchased fundamental supplies such as wire, poles, and cross-arms
- Established work from home guidelines for key vendors and consultants
- Established vetting of key operational contractors

CUSTOMER CARE

Customer Care

- Residential meters will be estimated beginning April 13th to protect meter readers from encounters in the field.
- Customer Care agents near completion (97%) for total Work from Home
- 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
- 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 and Skype for business video conferencing applications are in place
- Workout facilities closed
- Social distancing guidelines in place

WATCH ITEMS

General

- Xcel Energy is working with States to determine the possibility of testing control center employees prior to sequester