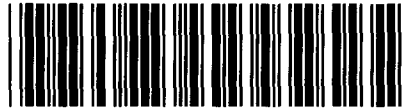




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## **RIO GRANDE ELECTRIC COOPERATIVE, INC.**

### **PANDEMIC PREPARATIONS PLANNING FOR CORONAVIRUS (COVID-19)**



## **MESSAGE FROM THE CEO**

This document is intended to share steps taken by Rio Grande Electric Cooperative, Inc. (RGEN) in preparation for Coronavirus (COVID-19) to protect its employees and ensure RGEN can continue to provide its key business functions and ongoing operations.

**Rogelio Andrade**  
**Chief Executive Officer**  
**Rio Grande Electric Cooperative, Inc.**


## REVISION HISTORY

**Document Name:** Pandemic Preparations Planning for Coronavirus (COVID-19)

**Document prepared by:** Conrad Dalton, Chief Technical Officer

Brandi Riojas, RGEC Department Specialist

**Document approval by Rio Grande Electric Cooperative, Inc.**

  
\_\_\_\_\_  
Rogelio Andrade  
Chief Executive Officer

4/01/2020  
Date

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### Document Revisions\*

Revision Date(s)	Revision Description(s)
04/01/2020	Original

\*Note – This version of the Pandemic Preparations Planning for Coronavirus (COVID-19) remains in effect until replaced / superseded by new version.

## PRE - PANDEMIC ACTIONS

As of April 1, 2020, RGEC has taken the following actions:

- **Enforcing non-essential business measures (to be revisited as needed):**
  - Instructed RGEC staff to use conference calls, WebEx, and other technical means for conducting business
  - Cancelled all non-essential meetings, conferences, and trainings
  - Implemented visitation restrictions on all RGEC office lobbies
  - No non-essential vendors, caterers, visitors to RGEC facilities
  - Establish designated outside drop points for contractors and vendors to minimize exposure
  - Member Advisory Committee (MAC) Meetings transitioned to teleconference upon request
- **Instructing RGEC employees with illness or symptoms of illness to stay home**
  - Enhanced immediate cleaning of work areas of RGEC employees who are sent home
- **Implemented extra measures for deep cleaning of all RGEC offices**
  - Increased wipe down of desks, work areas, conference rooms, and “high-touch” areas
  - Increased availability of cleaning/disinfecting supplies
- **Increased communication to encourage healthy hygiene; employees are being encouraged to take the following actions:**
  - No handshaking or other physical contact
  - Practice social distancing (6 feet)
  - Sanitize hands and meeting spaces
  - Clean workspaces twice daily
  - Frequent handwashing and maintaining good personal hygiene
  - Cover mouth and nose when coughing or sneezing
  - Avoid touching face, mouth, and eyes
  - Seek medical attention if employee experiences cold or flu-like symptoms, especially fever or shortness of breath
  - Sanitize shared vehicles, tools, and PPE
- **Provided RGEC employees information and updates as they become available regarding medical benefits and the coronavirus (COVID-19)**
- **Reviewed work from home capabilities**
  - A mandatory work from home exercise was scheduled to test current capabilities to work remotely and ensure access to necessary tools

- Identified essential RGEC employees and vendors required to be onsite to maintain critical functions if RGEC transitions to a work from home posture
- Implemented telecommuting for selected employees
- Implemented a Pandemic Preparedness Plan and policies to mitigate the direct impacts of a pandemic outbreak
  - Develop Pandemic Planning Team to meet regularly to discuss evolving situation and identify ways to mitigate risk
  - Developing thresholds and triggers for implementing increase flexible workforce arrangements
  - Assessing availability of critical components, materials, and support resources with supply chains
- Will assess and/or adjust planned construction and maintenance activities scheduled to prioritize the most important projects. Continue activities essential for RGEC operations.
- Deployed cyber training to all RGEC employees to mitigate opportunistic social engineering, phishing, and PII attacks
- Communications posted to RGEC website, office doors and social media platforms to inform the membership of office closures, bill payment and contact options
- CEO video up-to-date message to employees relating to current actions and information
- Establish account to track emergency response plan expenses
- Waiving late fees and extending payment due dates to customers facing hardships due to the Coronavirus outbreak
- Discontinued Non-Pay disconnect and offered deferred payment agreements to residential rate classes
- RGEC Bylaws amendment to provide flexibility regarding regular board meetings during emergency circumstances
- Review RGEC board policy regarding Member Advisory Committee to include meeting flexibility during emergency circumstances
- New employee orientations to be completed through video conferencing, when necessary, during outbreak
- RGEC letter of exemption from travel restrictions for employees as Critical Infrastructure Workers
- Hiring freeze implemented April 1 to minimize exposure