

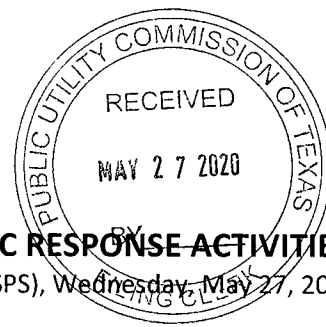


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## COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Wednesday, May 27, 2020

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### CURRENT CONFIRMED NUMBERS (public\*/employee)

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Panhandle	3932 / 0	New Mexico	171 / 0
South Plains	758 / 0		

\*Info per John Hopkins University

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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

#### Media

#### Advertising

- Safety Only Messaging

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### OPERATIONS

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#### General

- All critical infrastructure employees mandated to perform coronavirus symptom self-check prior to coming to work and during their shift.
- Xcel Energy employees working from home will not return to the office before June 1.
- Face coverings have been distributed to employees working in the field
- Face coverings are required in all company facilities
- 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
- New Mexico Governor Lujan Grisham revised the Health Order set to expire on 5/15 and extended with changes that began 5/16, allowing limited reopening of some business. Noted items in the Order for Xcel Energy:
  - Stay at Home Order remains through 5/31
  - Requires face coverings in most public settings
  - Exclusions anticipated in the Energy sector in Executive Orders
- Texas Governor Abbott's executive order, Open Texas, began Phase Two on 5/18, expanding the reopening of services. The order still provides necessary exclusions for the Energy sector.
  - Xcel Energy counties of Randall, Potter, Moore and Deaf Smith are delayed until May 29
- 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
- Distribution Control Center (DCC) has completed 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 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

- Residential meter reading resumed on May 4<sup>th</sup> in Texas
- Residential meter reading resumed on May 18<sup>th</sup> 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 disconnect moratorium extended to at least June 13.
  - NM disconnect moratorium is tied to NM Governor's executive orders 2020-004 thru 2020-010
- 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 using expanded Avaya and CenturyLink tele-conferencing capacity
- Zoom, Skype, and Teams for business video conferencing applications are in place
- Workout facilities closed
- Social distancing guidelines in place

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#### **WATCH ITEMS**

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##### **General**

- Xcel Energy is working with States to determine the possibility of testing control center employees prior to sequester
- New Mexico Department of Health has notified Xcel Energy it will test critical employees