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COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Wednesday, December 16, 2020

PUBLIC UTILITY COMMISSION OF
NEW MEXICO
FILING CLERK

SERVICE TERRITORY CASES

	Employee Active Cases	Public Change from Last Report
Texas	8	7,761
New Mexico	3	1,990

STAKEHOLDER COMMUNICATIONS

State EOC

- Enterprise Preparedness – Tuesday and Thursday

PUC/PRC

- Regulatory Affairs – Weekly

City/County

- Community Relations – Weekly

OPERATIONS

General

- 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. It is planned that Phase 2 and Phase 3 employees will continue to work from home until at least April 2021.
- Company is limiting access to offices and service centers during the holiday season to protect frontline workers.
- Company will continue to evaluate the return to the office for employees that are required for filings or special projects on a monthly basis.
- 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 31st.
- 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.
- 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 30th. 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.

- The City of Amarillo raised its Coronavirus Status from Level Orange to Level Red on October 14th 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 remains at Level Red.
- Amarillo hospital capacity continues (30.56%) to exceed 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

CUSTOMER CARE

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
 - NM residential disconnect moratorium is tied to NM Governor's executive orders 2020-004 thru 2020-010.
- Suppressing New Mexico Residential Late Payment Fees

AMARILLO REGIONAL HEADQUARTERS

- Most employees working from home
- Semi-daily cleaning of surfaces
- Workout facilities closed
- Social distancing guidelines in place

NOTED ITEMS

General

- 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.