



Control Number: 50664



Item Number: 256

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2021 FEB 24 COVID-19 PANDEMIC RESPONSE ACTIVITIES  
Southwestern Public Service Company (SPS), Wednesday, February 24, 2021  
PUBLIC UTILITY COMMISSION  
FILING CLERK

SERVICE TERRITORY CASES

	Employee Active Cases	Public Change from Last Report
Texas	0	751
New Mexico	0	191

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.
- 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 return a small contingent on February 15th.
- Face coverings are required in all company facilities
- 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.
- **City of Amarillo**
  - **The City of Amarillo’s hospital occupancy (6.10%) continues to be below the Governor’s 15% requirement. Occupancy rates continue to be at 75%.**
- 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

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- 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

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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