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COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Wednesday, June 09, 2021

SERVICE TERRITORY CASES

	Employee Active Cases
Texas	0
New Mexico	0

STAKEHOLDER COMMUNICATIONS

PUC/PRC

- Regulatory Affairs – Weekly

City/County

- Community Relations – As Needed

OPERATIONS

General

- Effective June 7th
 - Xcel Energy will allow employees who are fully vaccinated and have completed the voluntary vaccine reporting form to return to facilities in New Mexico and Texas.
 - Group spaces and amenities will be reopened. This includes break rooms, fitness centers, and conference rooms.
- Xcel Energy is targeting Labor Day 2021 for a broad return of employees to the office locations.
- Onsite employees who have been fully vaccinated and have reported their vaccination are no longer required to wear face coverings or practice social distancing at worksites, unless state or local mandates are more restrictive.
- Crews are allowed to ride together, provided they are fully vaccinated. One employee who is not fully vaccinated and who is wearing a face covering may ride with fully vaccinated individuals.
- Travel restrictions for fully vaccinated employees are lifted, though unvaccinated employees must continue to follow CDC travel guidance.
- Temperature screening stations will be removed from our facilities, except where still required by state or local mandates.
- Offsite, in-person customer/stakeholder meetings will be allowed for employees who have been fully vaccinated.
- The “no visitor” policy at all our facilities remains in effect.
- The State of NM transitioned to a tiered county by county COVID-19 risk system. 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. Counties that are Turquoise have reached Green status for two consecutive biweekly map updates.
 - Chaves, Eddy, Quay, Roosevelt, and Lea Counties are at the State’s highest level of Turquoise – 75% dining capacity and retail capacity at 50%.

- Xcel Energy Business travel policy restricts travel to an CDC country Level 3 and DOS Level 4
- Only vendor delivery of essential goods and services are allowed

Distribution

- Distribution Control Center (DCC) has completed sequester plan w/trigger
 - Trailer contracts have been established to provide onsite 48-hour delivery upon activation.

Transmission

- Transmission Control Center (TCC) has completed sequester plan w/trigger
- Substation O&M crews and Relay Technicians can report from home to job site
- 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

Supply Chain

- Established work from home guidelines for key vendors and consultants

CUSTOMER CARE

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.
- Personal Accounts or PAR Department is working with the New Mexico Salvation Army to launch an EnergyShare program for customers in need of assistance with their bills. These are funded through a combination of customer donations and corporate contributions and provide an additional resource and allows for customer donations to stay within the community. The NM Salvation Army will distribute the funds to customers in need in the counties throughout New Mexico.