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COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Monday, January 10, 2022

SERVICE TERRITORY CASES

	Employee Tested Positive
Texas	12
New Mexico	5

STAKEHOLDER COMMUNICATIONS

PUC/PRC

- Regulatory Affairs – Biweekly

City/County

- Community Relations – As Needed

OPERATIONS

General

- Xcel Energy will begin a phased return of office employees beginning November 1st.
 - November 1st: Director level employees have returned to the office
 - December 1st: Manager's and supervisors with direct reports returned to office
 - January 31, 2022: Return of remaining office employees
 - Each respective phase will implement the flexible work model
- All employees are required to wear face coverings in the office regardless of vaccination.
- Travel restrictions for fully vaccinated employees are lifted, though unvaccinated employees must continue to follow CDC travel guidance.
- 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.
- 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

CUSTOMER CARE

Customer Care

- Customer Credit is working with customers and encouraging customers who are behind on bills to make payment arrangements.
 - NM disconnect notices began distribution to customers owing greater than \$280 on July 26th. On November 1st, the threshold was reduced to \$180.

- Physical disconnects began for NM customers owing greater than \$500 on January 1st.
- 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.

AMARILLO REGIONAL HEADQUARTERS

Update provided under General Section