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COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Wednesday, March 09, 2022

SERVICE TERRITORY CASES

	Employee Tested Positive
Texas	0
New Mexico	0

STAKEHOLDER COMMUNICATIONS

PUC/PRC

- Regulatory Affairs – Biweekly

City/County

- Community Relations – As Needed

OPERATIONS

General

- Xcel Energy returned remaining office employees March 07th.
 - Employees are on a flexible work model
 - Pandemic policies are retired

CUSTOMER CARE

Customer Care

- Customer Credit is working with customers and encouraging customers who are behind on bills to make payment arrangements.
 - Assisting NM customers with ERAP application
 - 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.