

UTILITY PANDEMIC RESPONSE PLANNING

Summary of Best Practices – COVID 19

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Pandemic Planning for Electric Utilities

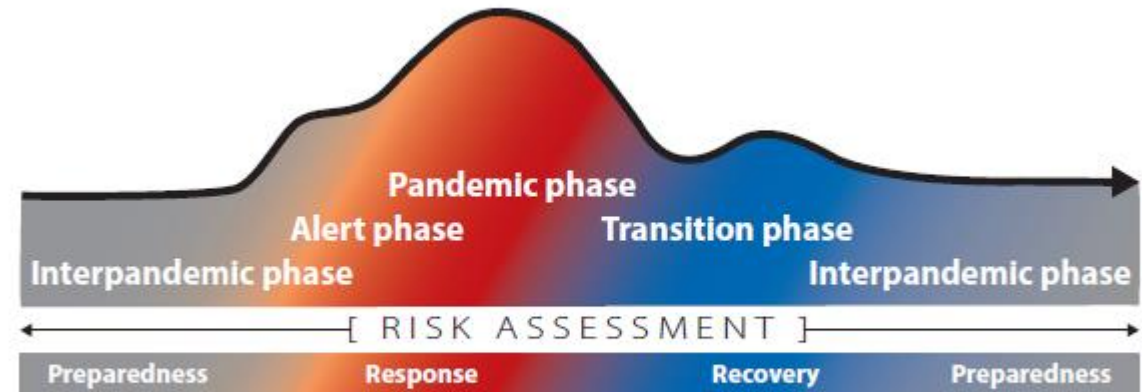
- Pandemic Planning is a core component of a company's Disaster Plan.
- Not only an health hazard, but a revenue and operational threat
- As a health hazard, has some unique impact on business continuity planning
 - Required to prepare to operate with a significantly smaller workforce
 - Reduced revenue stream to support operations
 - Threatened supply chain
 - Duration of impact could be extended for a period of time at an unknown date in the future



PANDEMIC PLANNING FOR ELECTRIC UTILITIES

- One method of pandemic planning is a risk based approach as utilized by WHO and the CDC.
- Three Major stages
 - Interpandemic* - Preparedness
 - Alert – Response
 - Transition – Recovery

Figure 1. The continuum of pandemic phases^a

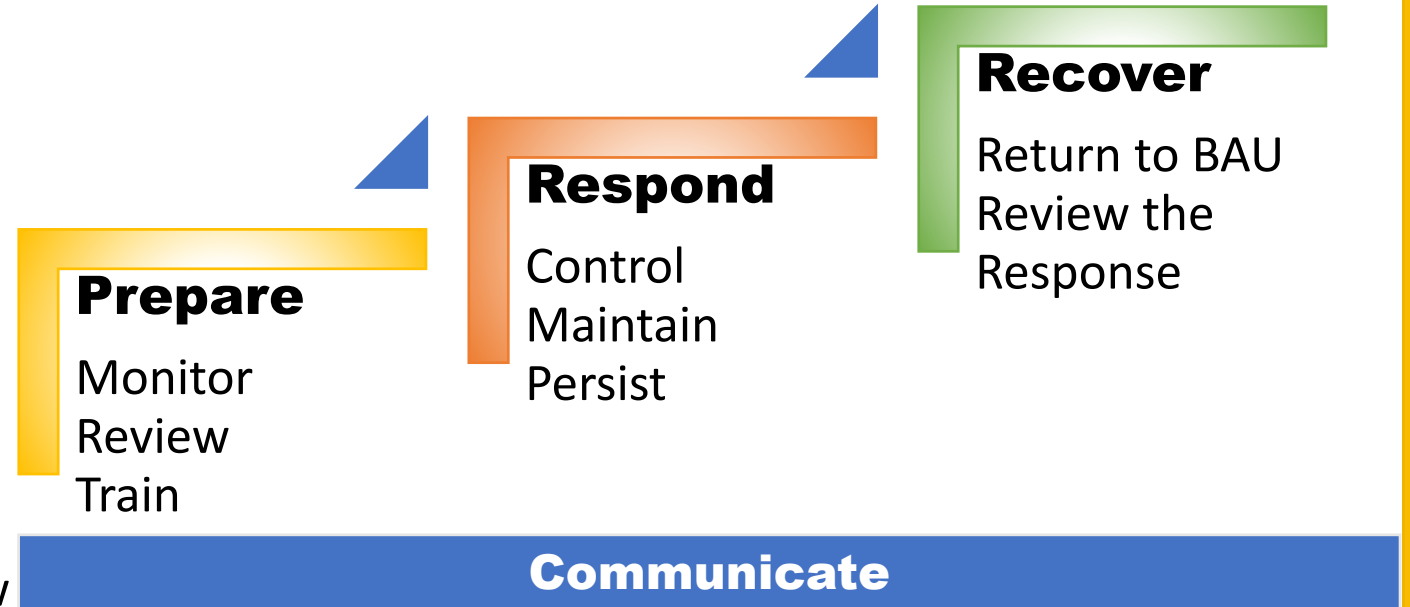


^a This continuum is according to a "global average" of cases, over time, based on continued risk assessment and consistent with the broader emergency risk management continuum.

Reference: [cdc.gov/flu/pandemic-resources/planning-preparedness](https://www.cdc.gov/flu/pandemic-resources/planning-preparedness)

PADNEMIC PLANNING for ELECTRIC UTILITIES

- *Prepare:*
 - Create a Plan that is robust and exhaustive in detail
 - Consult with legal, medical and insurance partners
- *Respond:*
 - Coordinate efforts with other utilities
 - Guidance from the global and national health organizations
- *Recover:*
 - Restore operations to “Normal/New Normal”
 - Lessons learned for future events



Success of the Utility Pandemic Plan will be determined by the early preparation phases prior to the pandemic

ELEMENTS OF A UTILITY PANDEMIC PLAN

- **PEOPLE FIRST**

- Plan must include communication plan and clear instructions for employees, customers, vendors and partners

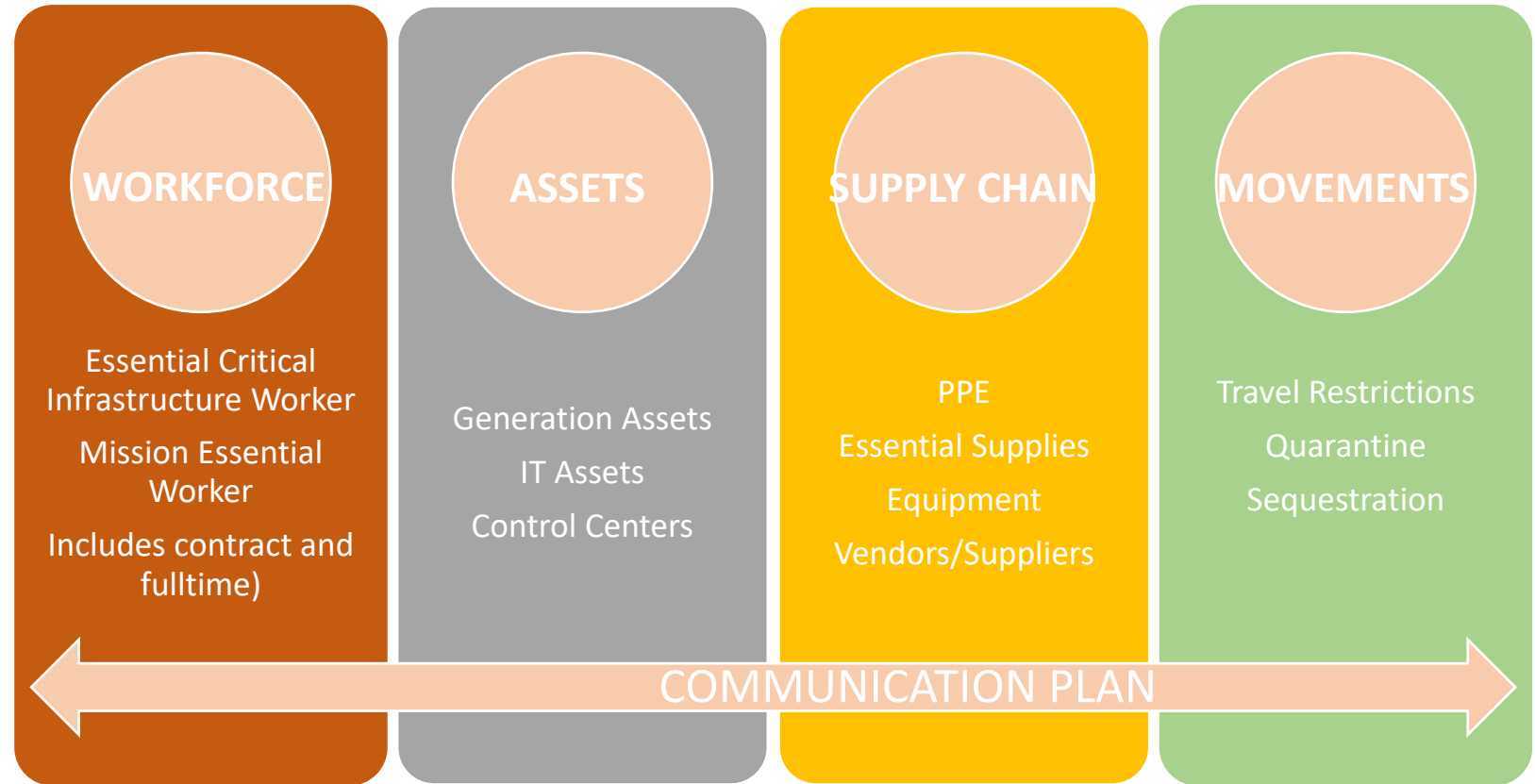
- **CONTINUITY OF SERVICE**

- A robust plan will outline how the utility expects to maintain reliable service to customers

- **PLAN FOR THE WORSE**

- Consider N-2 Scenarios
- 60, 90, 120, 180 days and beyond
- The new normal

- **COMMUNICATE**



ELEMENTS OF A UTILITY PANDEMIC PLAN

Initial Response

- **Pre-Pandemic Phase** Typically Before any employee cases are identified
- Plan initiation
- Awareness Campaign
- Travel Restrictions, Quarantine and Sequestration

Ongoing Actions

- **Pandemic Phase**
- Rollout of Communication Plan
- Employee work from home
- Daily Incident Briefings
- Prioritization of work plan

Future Planning

- Scenario Analysis
- Lessons Learned
- Plan Update

ELEMENTS OF A UTILITY PANDEMIC PLAN



QUESTIONS

