



COVID-19 Emergency Plan of Operations - EPO & Major Emergency Plan of Operation MEPO

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E& O Division

EPO/MEPO - INFECTIOUS DISEASE PLAN – HR- EOP

Start 3/3/20

- RMLD MANAGEMENT
 - Emergency Response Team (Business Finance, IT, Engineering, Operations, Integrated Resources, Purchasing/Materials, Facilities, Fleet, HR, GM) meets/Zooms daily at 10:00am with full agenda
 - EMPLOYEES
 - Social Distancing, separate trucks, individual iphones & ipads, Zoom/Teams meetings including with operations personnel and unions
 - HR sends out employee updates via email discussing CDC, Town Public Health, Federal laws, internal notifications, etc. Federal FFCRA non-exempt, HR processing requests
 - FACILITIES
 - Referenced facilities EOP – MERV building filters, cleaning contractor, cleaning product upgrades, notices/postings, gloved mail, MSDS review
 - Suspend non-essential PM work, do emergency Generator PM work,
 - Building closure per Board of Health: May 4th (as of April 6)
 - MATERIALS AND SUPPLIES
 - 1 month minimal supplies – electric and business – contact suppliers of all essential equipment electric, health, etc.
 - Review emergency purchasing laws, etc.
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EPO/MEPO - INFECTIOUS DISEASE PLAN – HR- EOP

Start 3/3/20

- IT
 - Referenced IT EOP - Establishing VPNs for remote work home
 - Assess vulnerability risk, update users & watch all NERC compliance issues
 - TOWNS/CUSTOMERS
 - Town of Reading Emergency Planning Committee – GM
 - Press releases, constant contact, BOS Zoom presentations – Reading, North Reading, Wilmington, Lynnfield
 - Notification to all customers that operations has switched from proactive projects to maintenance directly connected to the immediate threat of sustained reliability, outages , emergencies, service connects/disconnects.
 - Hardship discussion on moratorium, payments plans, rate doctrine inability to waive or discount, discounts are not a late fee (lien provisions, rate classes, etc.)
 - All business and electric continuity in-tact (as of April 13)
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EPO/MEPO - INFECTIOUS DISEASE PLAN – HR- EOP

Start 3/3/20

- EPO/MEPO
 - Emergency Plan of Operation (greater than minimum staffing) versus Major Emergency Plan of Operation (less than minimum staffing)
 - Establish all electric and business continuity functions, establish remote work capabilities
 - Evaluate work plan, move from large capital to direct impact on system reliability with phasing to emergency only through MEPO
 - Maintain all on-site OH/UG contractors for qualified knowledge of RMLD system
 - Maintain facilities crews and stockpersons on site physically separated within campus
 - Review union contracts (3) for flexibility, establish Teams/Zoom with unions for separation and phase implementation
 - Review previously identified and mapped Towns' Critical Infrastructure
 - Town Halls/Police Depts/Fire Depts/Water/Sewer Pumping Stations
 - Assisted Living Houses/Nursing Homes/Assisted Living Facilities
 - Review contingency plans for loss of substation
 - Check substations maintenance status:
 - Maintenance Equipment Testing: Up-to-Date
 - Wilmington Substation remains on 'Close Watch'
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EPO/MEOP - INFECTIOUS DISEASE PLAN – HR- EOP

Start 3/3/20

- Employee Phasing I – EPO > Minimum Staffing
 - Business Team A & B home/office
 - Electronic signatures: contracts, bids, wires, etc. – complete AP & Payroll (April 20)
 - Operations Team A & B
 - Line/Substation Team A & B physical distance at separate locations within service territory – on-call duties, weekend trouble shift
 - Engineering – 5 control authorities, 3 remote home and 2 physical distance with field and call-in duties
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EPO/MEPO - INFECTIOUS DISEASE PLAN – HR- EOP

Start 3/3/20

- Employee Phasing II – EPO > Minimum Staffing (April 13)
 - Business Team A & B implement all Adobe signatures, prepare for residential & commercial payment plans. Develop revenue impact study on rate classification shifts, weather, COVID, cash flow, and fund subsidization.
 - Operations and Engineering Teams A & B
 - Line/Substation Team A & Team B alternate weeks leave with on-call duties.
 - Storm response both Team A & B with physical distance report locations and trouble response/restoration assignments
 - Weekend OT suspended for non-emergency work
 - 8 hour shifts per day; no 16 hours shifts scheduled. 12 hours shift on Saturday and Sunday – Troublemaker, unless storm related
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EPO/MEPO- INFECTIOUS DISEASE PLAN – HR- EOP

Start 3/3/20

- Employee Phasing III - MEPO < Minimum staffing - COVID coincident with storm or major substation loss
 - Business impact on Team A & B - home - redefine and extend process: AP, Payroll, Billing, Paper payment box pick-up
 - Operations and Engineering Teams A & B
 - Flex qualified personnel in Control Room , line operations, substations
 - Secure hazardous areas during storm, post storm restoration efforts
 - Contact Mutual Aid
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COVID LESSONS BEING LEARNED

- Daily: Instilling hope, lightheartedness, respect and gratitude in self and in employees
 - Remote work location processes and procedures
 - Daily challenges with public health and law interpretation and applicability
 - Union contract language (3) - Zoom meeting with iphones/headsets employee understanding of ever-changing laws and objectives of essential duties as energy provider.
 - Cleaning supplies – assigned cleaning supplies
 - FEMA & work order assignments to all COVID time and materials
 - Zoom Bombing (invitees only – do not share – public meetings have emails sent in with video only through RCTV) & Zoom Neck (stand up, drink water, stretch)
 - Revenue Projection Analysis – obtain information from other IOUs already performed. Fund balances, operating revenues, capital project money, grace periods from power suppliers Credit rating – must stay high for non-collateral power supply contracts
 - Person Property Tax deferrals – MLPs rate doctrine no discount or waiver – payment plans quasi-enterprise – early payment discount is not a late fee
 - Town communications on RMLD impacts of operation: Town of Reading Board of Health orders
 - State orders: non-essential construction projects: essential to the direct reliability of the system only, plus campus building roof leaking Categorized projects to Town for feedback
 - Capital to expense money shifting – RMLD due to lack of maintenance, much is in capital, part of analysis
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Thank You

The RMLD is working hard to ensure continued reliable and safe electric service during these unprecedented times. The RMLD will keep you informed of any changes to our ability to meet that commitment with the excellent customer service you are accustomed to.



Stay safe!

RMLD is Your Reliable Partner
