



MARI MCCLURE
President & CEO

Mari.McClure@GreenMountainPower.com
Phone: (802) 655.8749

March 13, 2020

Vermont Public Utility Commission
112 State Street
Montpelier, VT 05620

Dear Chairman Roisman, Commissioner Cheney, and Commissioner Hofmann:

I am writing to provide you an update from Green Mountain Power (GMP) on our preparation, prevention, and action as we focus on the coronavirus disease 2019 (COVID-19).

Safety is at the forefront of everything we do at GMP. Our focus is to keep customers and employees safe, and to continue to deliver reliable service during these unprecedented times. We have an ironclad commitment to health and safety; it guides all of our decisions as we work to provide continuity of service for customers.

GMP is well-prepared to respond to the challenge of COVID-19. Much like our storm plans, we have an infectious disease plan, and we have updated it to reflect the evolving guidance on COVID-19. I have been in constant communication with GMP employees: they are dedicated, focused, and ready to meet whatever challenges may arise in the weeks ahead.

During this period, GMP intends to carry on with normal business operations, but with modified guidelines for customers and employees, as specified below. We understand the situation is dynamic and GMP stands ready to respond as it evolves. We remain in close contact with State officials including daily communications with the Department of Public Service and health officials to plan and coordinate our response.

Here is a summary of key steps we are taking so far to serve our customers reliably, while keeping employees and communities safe:

- **Work from home.** We have asked employees who can work from home to do so for now. By limiting the number of people in our offices, we can help slow the spread of the virus. We expect this to cover the majority of our office team. We have worked hard over the years to put technology in place that allows many of our staff to work from any location. This technology will help ensure that we continue to provide great service to our customers even as we take precautions to limit in-person contact.
- **Support for mission critical teams.** For many control center and field-oriented departments, working from home is not a viable option given their duties. It is our expectation that asking office staff to work from home will minimize the spread of the virus and keep our control center and field crews as safe and healthy as possible.

- **Limiting access to buildings.** We are limiting public access to our facilities, including in downtown Rutland, during this outbreak to make sure we are doing all we can to curb possible exposure. We have asked customers to utilize payment drop boxes that are located outside our facilities in Colchester and Rutland and have provided information at those locations regarding how to get in touch with our customer service team if they need help. As always, we have many options for customers to pay their bills and communicate with us, including by phone and through online tools.
- **Follow safety precautions.** We have asked employees to follow the recommended safety precautions including washing hands frequently, wiping surfaces and exercising “social distancing.” For our field crews, that will include their interactions with customers in the field. Offices are well stocked with soap and disinfectant and our cleaning personnel are taking extra precautions by increasing all disinfecting protocols. As safety experts have been clear, frequent hand washing is the best defense against this virus.
- **Home if sick.** We have told employees if they feel sick, are sick, or have any concerns with exposure to any illness, stay home. We want them to get better and we also want to prevent the spread of any illness to ensure the safety of our workplaces whether in the office or in the field.
- **Remote meetings & travel.** We are also minimizing large gatherings and are utilizing conference calls or video conferencing to stay in touch on our common projects and work. We are asking all employees to communicate personal travel plans they may have and encouraging them to follow guidance regarding whether trips should be made. We will be closely monitoring any travel plans.
- **Frequent communication.** We are sharing information with customers and will continue to provide regular updates. We are providing frequent company-wide updates to employees, and have a team meeting daily on the latest developments and steps to take.
- **Coordinated response.** We are also in close contact with VELCO and other Vermont utilities as we plan together, and work to support each other, much as we do when we coordinate storm response.

This situation will continue to develop and there may be outcomes and consequences to this pandemic that are as yet unforeseen, but GMP’s core remains the same: employee safety, customer safety, and the continuity of operations for the customers we serve.

At this time, we do not expect any challenges in meeting our continuing reporting and other regulatory obligations to the Commission as we navigate this pandemic. We will provide you further updates as the situation unfolds. As always, please be in touch to with any questions or feedback.

Very truly yours,



Mari McClure

Cc: Commissioner June Tierney, Vermont Department of Public Service
Judith C. Whitney, Clerk of the Commission