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Vermont Public Utility Commission
112 State Street
Montpelier, VT 05620

Dear Chairman Roisman, Commissioner Cheney, and Commissioner Hofmann:

I'm writing to provide you an update about Green Mountain Power (GMP), and also thank you for the steps the Public Utility Commission is taking to keep everyone safe as we all try to stop the spread of this virus. We have never seen an act of social solidarity as big as this in our lifetime and I am so encouraged by the unity across our communities and state. I would also like to thank the Department of Public Service for their leadership and for the steps they all are taking to stay well connected with all utilities and providers throughout the state and to keep everyone safe during this time.

Our focus at GMP remains clear. Every employee is committed to being here for our customers in the long term, providing them with reliable power and keeping them connected at this critical time as the pandemic continues to unfold with new developments hourly.

In addition to the precautions and operational changes provided in my previous updates, here are further steps we are now taking:

- **Dispatch From Home For Essential Services Only:** We will now be dispatching our field teams from home to essential services only in an effort to do all we can to provide critical service to our customers and the state, to keep our employees as safe as possible, and to prevent the spread of this virus. We will continue to respond to all emergencies, outages, and safety-related matters, and also to any necessary service quality work. Large capital projects that are not essential will be postponed. We are doing all we can to also keep our field employees out of the same truck and reporting to necessary field work separately. This includes lineworkers, relay techs, substation workers, power production workers, and meter workers. These important preventive steps are necessary to keep our field teams strong and healthy and available to serve customers. These changes start today, March 18, and will go for at least two weeks through April 1. We will re-evaluate then what steps are needed.
- **Storm Preparedness:** GMP operational leads have been working to modify our storm planning to ensure we are ready in the event Vermont experiences any storm activity during this time of remote dispatch and other disruptions. Beyond our teams being prepared to respond and working with our mutual aid partners, this is extremely important as many restaurants, businesses, and accommodations are temporarily shutting down or revising their operations for the time being. These are places we typically rely on to feed and house our crews during storm restorations so they can continue to work safely and efficiently. Our logistics team has reached out to our usual partners in this work, and while we know we will have limited options in places, we are encouraged to hear that many restaurants and hotels are committed to doing all they can to help

our field crews in the event of storm activity. We will be watching this closely and revising plans as needed.

- **Staggered Work Shifts:** We continue to have our office and call center teams working from home, and are staggering work shifts with social distancing for other critical teams who work in the field, garages, and stockrooms. Technology put in place before the pandemic is helping ensure we can continue to serve customers. We are also continuing to follow guidelines from the CDC and State of Vermont. Our offices remain closed to the public and we continue to communicate the various ways customers can interact with us online or over the phone.

I have told the entire GMP team that while many of us are working separately from each other and our customers right now, we do not need to feel alone, as we are connected even more deeply in this unprecedented time by our shared commitment to be there for our state. It is a commitment that is shared by so many, as we at GMP are in regular communication sharing information, plans, and ideas with other Vermont utilities, VELCO, and the Department of Public Service. Every step we have taken and the focus of every conversation we have is about one thing: serving customers safely and reliably.

We remain very concerned about the economic impact of this virus for our customers, which is why as my previous updates have noted, we stopped disconnections through the end of April, and also filed a plan to delay quarterly adjusters. We will continue to evaluate these steps and others as this pandemic unfolds. We continue to post updates for customers on all safety and COVID-19 related updates at: <https://greenmountainpower.com/covid-19/>. In addition, we are using social media and our call center to communicate information.

I will continue to provide you updates as this pandemic unfolds. We also stand ready to help in any other way the Department or Commission identifies. Please don't hesitate to reach out with any questions or feedback.

Be well,

Mari McClure

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