



Electricity Subsector
Coordinating Council

Pandemic Mutual Assistance Checklist

This checklist is designed to provide host and responding investor-owned electric companies, public power utilities, and electric cooperatives guidance on how to conduct mutual assistance during the COVID-19 pandemic.

Investor-owned electric companies, electric cooperatives, and public power utilities are committed to protecting the people working for them and to ensuring energy operations and infrastructure are supported throughout an emergency. The items in this checklist can help provide guidance for mutual assistance efforts while protecting the health and safety of employees, customers, and communities. These practices are suggested for all organizations, regardless of the number of confirmed COVID-19 cases in the area.

This checklist may be used when providing mutual assistance for outage incidents during the COVID-19 pandemic. It also may be used when providing mutual assistance if a host organization is so impacted by COVID-19 cases that it is not able to conduct normal daily operations without assistance.

Work Practices

- ☐ Responding crews should follow their organization's policies and procedures, and each crew member is asked to complete a COVID-19 Questionnaire before traveling to the host organization. ([See COVID-19 Mutual Assistance Questionnaire.](#))
- ☐ Host investor-owned electric companies, public power utilities, and electric cooperatives should minimize movement of crews to different regions in their territory. By assigning the same crews to the same work areas, cross pollination and potential exposures are limited. Note, this may require organizations to need additional resources and could impact restoration times.
- ☐ Investor-owned electric companies, public power utilities, and electric cooperatives should consider moving toward more isolated and self-contained responding teams to limit the exposure between host and responding crews. Keep crew teams intact to minimize exposure and execute "transfer of control" best practices for restoration when possible to limit exposure between host and responding crews.
- ☐ When information is available, host investor-owned electric companies, public power utilities, and electric cooperatives should avoid sending responding crews into areas with significant COVID-19 outbreaks. The host company should restore in those areas.

- ☐ When information is available, the host organization should provide full situational awareness of the COVID-19 impact, the number of cases in the community (or region), and what protective measures are in place to responding crews and their organization, with regular updates.
- ☐ Host investor-owned electric companies, public power utilities, and electric cooperatives should clarify how long they expect responding crews to be in their area.
- ☐ Host organizations should identify a liaison who can work with each responding entity to provide information about local conditions. Consider providing this information in advance of receiving responding crews.
- ☐ Host organizations should try to minimize person-to-person contact for material distribution and use drop points.
- ☐ Host organizations should use technology for onboarding and briefings (e.g., online conferencing services, conference calls) or conduct briefings in the field to reduce large meetings. Have safety onboarding on videos that can be distributed to crews in advance, with conference calls for Q&A. Conduct daily briefings remotely where feasible.
- ☐ If practicable, pre-staging should be avoided unless the threat is imminent.
- ☐ Host organizations should look for opportunities within the restoration process to execute the function remotely [dispatching functions, advanced metering infrastructure (AMI) functionality, assessment, etc.].

General COVID-19 Safety Practices

- ☐ If you are sick or have any flu-/virus-like symptoms, report this immediately to your supervisor and consult your physician.
- ☐ Cover your coughs and sneezes with a tissue, then immediately throw the tissue in the trash.
- ☐ Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- ☐ Avoid touching your eyes, nose, and mouth with unwashed hands.
- ☐ Regularly clean your phones and handheld devices as these are some of the dirtiest items we carry.
- ☐ Maintain social distancing whenever possible [six (6) feet distance from anyone coughing or sneezing]. Avoid shaking hands and touching others.
- ☐ Use “non-circulating mode” for vehicle air conditioning/heating/ventilation.

Staging Sites

- ☐ Instead of large staging sites, host organizations should consider having multiple, smaller staging sites to limit contact with/exposure to crews. Design smaller staging sites to allow CDC distancing recommendations to be followed (currently 6 feet of distancing at all times). Note: this may require organizations to request more self-sufficient resources, such as crews from investor-owned electric companies, public power utilities, and/or electric cooperatives rather than contractors.
- ☐ Cleaning supplies, hand sanitizer, sanitation supplies, etc. should be available for all crews located at staging areas.

Lodging and Meals

- ☐ Host organizations should establish lodging and dining sites where social distancing can be established, and the host can manage and control access and direct sanitation.
 - This can include appropriately sized sleeper trailers, tents, renting out entire hotels/motels, or nontraditional spaces for crew-only use.
 - Keep crews that are working together in the same lodging and dining facilities.
 - Have a plan for feeding crews in the event restaurants are closed by government order.
 - Have lodging, dining, and common areas cleaned following CDC guidelines. ([See CDC Recommendations.](#))
 - Cleaning supplies, hand sanitizer, sanitation supplies, etc. should be available for all crews located at all lodging and meals areas.
 - Provide laundry service, if needed.
 - Minimize travel in large vehicles such as buses by having crews use trucks for transportation between lodging and work sites.
 - Have vehicles cleaned following CDC guidelines. ([See CDC Recommendations.](#))
 - Try to minimize exposure by providing box lunches, snacks, water, etc.

External Outreach and Communication

- ☐ Host organizations proactively should communicate to regulators and government partners that power restoration and recovery may be slower due to the new response regime. Establish and disseminate information to customers that travel and restoration times may be longer.
- ☐ Host organizations proactively should communicate with customers about social distancing efforts. Ensure responding crews have consistent messaging and practices.

Health Issues

- ☐ Host organizations and responding crews should utilize the COVID-19 Visitor Questionnaire to evaluate health risks. ([See COVID-19 Visitor Questionnaire.](#))
- ☐ Workers' temperatures should be taken daily. If a worker has a temperature above 100.4 F, he/she should be removed from the workforce and should follow CDC guidelines on what to do if you are sick. ([See CDC Recommendations.](#))
- ☐ Workers who become ill should follow CDC guidelines. ([See CDC Recommendations.](#))
- ☐ Workers should minimize the use of currency and use credit cards instead to avoid hand-to-hand contact.

Current as of March 19, 2020

CDC Recommendations

Interim Guidance for Business and Employers:

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Cleaning and Disinfection Recommendations:

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

What to Do If You Are Sick:

<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

Guidance for Large Events:

<https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/index.html>

COVID-19 Mutual Assistance Questionnaire

Updated as of 03/19/2020

The health and well-being of employees, strategic partners, families, and visitors remains our industry's top priority. To prevent the spread of COVID-19 and to reduce the potential risk of exposure to our workforce, contractors, and visitors, we are requesting mutual assistance workers fill out a simple screening questionnaire. The participation of the screening questionnaire is required for all visitors/contractors who are expected onsite and for employees who are responding to a mutual assistance request at another investor-owned electric company, public power utility, and/or electric cooperative. This will be required for each contract employee or visitor prior to coming onsite or travelling to another investor-owned electric company, public power utility, and electric cooperative.

Visitor's Name:	Personal Phone Number (mobile/home):
Visitor's Organization:	Name of Host Organization Sponsor:
Facility Name:	
SELF-DECLARATION BY VISITOR	
Have you returned from any of the countries listed by the CDC as a travel/health advisory warning for Covid-19 Level 3 or higher in the last 14 days? Current list can be found here: https://wwwnc.cdc.gov/travel/notices <input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you been in close contact with anyone who has traveled within the last 14 days to one of the countries listed as a level 3 or higher travel/health advisory by the CDC for Covid-19? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you experienced any cold or flu-like symptoms in the last 14 days (to include fever of 100.4 degrees F or higher, dry cough, difficulty breathing, or shortness of breath)? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you or any member of your household traveled on a cruise ship within the last 14 days? <input type="checkbox"/> Yes <input type="checkbox"/> No Please report any air travel, cruise ship travel, and/or destinations visited within the last 14 days, both work-related and personal travel.	

If you answer “yes” to any of the questions above, access to the facility will be denied.

Signature (Visitor): _____ Date: _____

Note: If you plan to be on host’s property for consecutive days and your response to this self-declaration changes, please notify your host organization sponsor immediately.

Please complete and return this form electronically to: POC

ACCESS TO FACILITY (circle one): APPROVED DENIED