Bear Valley
Electric Service
A Division of Golden State Water Company

March 27, 2020

Via email to Leslie. Palmer@cpuc.ca.gov

Lee Palmer
Director, Safety and Enforcement Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, California 94102

RE: Bear Valley Electric Service's Response to Executive Director Stebbins March 20, 2020 Letter Regarding Business Continuity and COVID-19 Response Plan

Dear Director Palmer:

In response to your letter dated March 20, 2020, Bear Valley Electric Service (BVES) hereby submits its responses to your inquiries. BVES maintains a business continuity plan to address emergency situations such as the COVID-19 pandemic. BVES's business continuity plan is designed to protect its employees, and continue to provide high quality, reliable and safe service for its customers. BVES has been conducting daily calls with senior executives of Golden State Water Company to address concerns and to determine actions following the latest guidance from the Center for Disease Control and Prevention (CDC) and the California Office of Emergency Services (Cal-OES). Federal and state agencies guidance and rules pertaining to this pandemic are distributed to all BVES personnel.

BVES responds below your inquiries about its business continuity plan.

1.) Which essential functions can and cannot be performed remotely or transferred between locations:

Response:

All essential functions can be performed remotely except for the following:

i. Sub-Transmission System, Distribution System, and Generation System Operations and Maintenance (O&M): Field operations including outage response, service connections and problem resolution, other O&M activities required to ensure safe and reliable electrical service distribution to the community, and activities that support wildfire mitigation efforts,
ii. Capital Asset Management: Maintenance and inspection activities in direct support of wildfire mitigation efforts, including continuation of high priority system hardening and other critical programs that need to be completed before wildfire season and are necessary for continued public safety.
iii. Customer Call Center/Customer Service Office: BVES customer service representatives continue to report to the office during normal business hours. After hours calls are responded remotely..
iv. Response to regulatory requirements: Depending on the regulatory agency involved, facility inspections, and legal requirements, attendance at hearings, public meetings and other legal obligations may have to take place without the ability to participate remotely. However, to date BVES has not experienced any requirements to do so and does not anticipate any such circumstances in the near future.

2.) How your company responds when employees are unable to work at their assigned job sites.

Response:
All employees, except those listed above, have been accommodated to work remotely.

3.) How your company is responding to shelter in place orders, including for employees whose homes or job sites are in locations where such orders are in effect.

Response:
The State of California has ordered shelter in place for all locations. Please see the response to Questions 1 and 2, and the opening paragraph for a description of actions taken to accommodate employees.

4.) Whether continuity planning differs for pandemics versus events such as earthquakes or wildfires.

Response:
BVES's business continuity plan is suited to cover most, if not all, catastrophic events. BVES's plan is designed to protect its employees, and to continue to provide high quality, safe and reliable service for its customers.

5.) Whether your company has already activated your business continuity plan in response to COVID-19.

Response:
Yes, BVES has activated its business continuity plan and is monitoring the unprecedented, evolving COVID-19 conditions to make modifications to its plan, where necessary.

Additional Inquiries

Please provide a copy communications distributed to employees or customers about potential impacts to operations and service that may occur as a result of your company's COVID-19 response.

Response:
Please refer to the following attachments for copies of communications distributed to our employees and customers about potential impacts to operations and service resulting from BVES's COVID-19 response.

Attachment A - Employee communications.
Attachment B - Customer communications.
Attachment C - Vendor communication.
Attachment D - Civic communication.

Has your company implemented the CDC's interim guidance?

Response:
The CDC interim guidance has been changing frequently throughout the Government's response to COVID-19. BVES has been monitoring the site, and implementing the guidance as best and as practical. For example, where the CDC guidance has called for increased sanitization of work facilities, BVES has implemented these measures as long as cleaning products have been available. BVES notes that it has been difficult to augment supplies of hand-sanitizers and other cleaning agents given the shortages around the country. BVES has implemented social distancing for those employees who must report to work by implementing staggered shifts or moving employees into conference rooms or offices vacated by teleworkers.

What effects might the spread of COVID-19 have on your call center?

Response:
BVES is able to respond to customer calls via its Golden State Water Company (GSWC) Call Center located in San Dimas, who have the proper equipment to take calls from their homes in the event BVES is unable to respond during normal business hours and for after-hours support. BVES will continue to operate to the best of its ability given the availability of staff at its local Customer Service Area and at remote locations. At both BVES and the Call Center, managers have separated employees to meet the "social distancing" guidelines to ensure proper separation. If employees are impacted by COVID-19 and unable to keep up with call volume, our customer response times will suffer.

What effects might the spread of COVID-19 have on your credit and collections processes?

Response:
BVES may experience delays in our collections process depending on the health and well-being of those employees who are responsible for this function.

Have you taken any actions or are you planning any actions for customers impacted by COVID-19, such as suspending disconnections or implementing bill payment plans?

Response:
BVES has suspended all disconnections for non-payment, and is extending payment plans for our customers. In addition, BVES has suspended the removal of any customers from its Energy Saving Assistance (ESA) and the California Alternate Rates Energy (CARE) programs.

How will you communicate to the public about COVID-19 and your operations?

Response:
BVES has been utilizing its website and social media platforms with frequent updates to inform the public and its customers about actions being taken in response to COVID-19. In addition, BVES has posted flyers at its front door with specific instructions on how to contact BVES for various business needs, including making remote payments. BVES informs local media through press releases and has posted signage at the local office.

In conclusion, please know that BVES puts the health and safety of our customers and employees first and all decisions concerning COVID-19 will continue to be made with that commitment top of mind. BVES stays committed to providing safe, reliable, and high quality electrical service to its customers throughout this unprecedented time.

Sincerely,

/s/Keith Switzer
Keith Switzer
Vice President, Regulatory Affairs

c: Executive Director Alice Stebbins, California Public Utilities Commission
Executive Director Elizabeth Echols, Public Advocates Office of the California Public Utilities Commission
Mark Pocta, Public Advocates Office of the California Public Utilities Commission
Ed Randolph, Director Energy Division of the California Public Utilities Commission

Tel: (909)866-4678 Fax: (909)866-5056

ATTACHMENT A

From: Sprowls, Robert J.
To: *All Employees - GSWC Water and BVES; *All ASUS Employees, Mgrs, Officers
Subject: RE: Update on Actions the Company Is Taking on the Coronavirus Issue
Date: Monday, March 23, 2020 4:36:46 PM

Managers and Supervisors: Please make available to employees who may not have access to e-mail.

To: All Employees of GSWC and ASUS

First of all, thank you for all you have been doing for the Company during this difficult time. Management and the Board greatly appreciate your efforts. Effectively dealing with difficult times is a core competence of this Company and our team has been proving that every day.

As a follow up to the email that I sent on Sunday, March 15th (which is presented below), I want to let you know that in order to help you plan, management has decided to indefinitely extend all proactive measures, including Temporary Telecommuting, and we are committed to giving you at least two weeks' notice before we discontinue the Temporary Telecommuting that is described in my email below.

Sincerely,
Bob Sprowls
President & CEO

From: Sprowls, Robert J. <rsprowls@aswater.com>
Sent: Sunday, March 15, 2020 4:34 PM
To: Sprowls, Robert J. <rsprowls@aswater.com>
Subject: Update on Actions the Company Is Taking on the Coronavirus Issue

Managers and Supervisors: Please make available to employees who may not have access to e-mail.

To: All Employees of GSWC and ASUS

As you all know, our Company provides a critical function to our customers by delivering safe and reliable water and electric services throughout our communities served. In order to do that effectively, we need to do our part to ensure that our employees and our customers are safe and healthy.

The issues regarding the Coronavirus (COVID-19) are changing rapidly, as is the guidance provided by federal, state, and local health authorities and other government officials. On behalf of all management, I want to assure you that we understand and share the concerns that you may have. You have my commitment that we will continue to remain personally engaged in taking measures to update our processes and recommendations as frequently as necessary. I appreciate the work you all do in meeting the needs of our customers, especially in difficult times like this.

Senior management, including myself, and managers with particular knowledge and responsibilities in this specific area (collectively referred to as the "Response Team") have been meeting on a daily basis to evaluate the changing situation with the Coronavirus and to determine whether any additional proactive measures should be implemented by the Company. The measures developed from these meetings were emailed during the past two (2)

weeks to all of your managers for them to share with all of you. Rest assured that our top priority is the safety, health, and well-being of all employees.

Previously communicated guidance and measures regarding travel, attendance at conferences/meetings, and additional cleaning already implemented will continue. In addition, the Response Team has decided to implement the following proactive best practice measures, which will continue through at least April 3 and will be re-evaluated prior to that time:

Temporary Telecommuting
For those employees that can telecommute, the Company encourages you to work from home and refrain from going to any of our facilities. Your supervisor will communicate with you before you begin telecommuting. Even for those employees telecommuting, the Company recognizes that you may be required to make limited visits to Company facilities due to business needs.

Due to the critical responsibility to provide utility services to our customers and communities, not all positions are appropriate for telecommuting. Managers are tasked with identifying employees who can perform their work by telecommuting, and prioritizing making any needed IT resources available for doing so. Managers will then work with Denise Kruger, Eva Tang, Rusty Hodges, and Paul Marconi to make arrangements with IT to facilitate employees' work from home, if they do not already have the technology to do so. This process can be effectuated quickly for some employees, while it may take a couple of days or more to be accomplished for other employees depending on the IT assistance needed. We ask that you all remain patient and understanding during this time.

For obvious reasons, critical infrastructure team members (field staff and others as determined by Management) are required to continue their operations to provide utility services to our customers and communities. We serve an imperative public need, including during emergency situations, that must be sustained at all times. Nevertheless, senior management will provide additional measures to make accommodations to the aforementioned staff to mitigate their in-person interaction with others.

Additional Details of Temporary Telecommuting
- This is a temporary response to an extraordinary situation and may need to be altered at any time given developments;
- For employees whose job functions cannot be performed remotely, they should seek direction from their manager and continue to perform their work while practicing social distancing (discussed below);
- Each employee who is telecommuting is responsible for ensuring they have a suitable workspace in their home that is safe for performing work tasks;
- Employees working from home have the same responsibilities regarding hours, work product, policies, and reporting requirements and will be held to the same performance standards as if they were in their regular work locations;
- Employees should notify their supervisor in a timely manner for exceptions to their work, such as sick or vacation hours;
- When working from home, employees are expected and required to comply with all information security, privacy, confidentiality, and otherwise as provided by the Company's policies and procedures;
- The Company is not anticipating that any reimbursable personal expenses will be incurred with this temporary teleworking arrangement. If an employee feels a personal expense is necessary, they should consult their supervisor prior to the expense being incurred.
- We want to emphasize that this is a temporary arrangement that is being provided as we all are working through this difficult time. We look forward to resuming normal, standard arrangements with all employees working at our facilities and in the field

once the Coronavirus threat subsides. In short, except for this temporary period, we will not be able to allow for telecommuting in the future due to business and operational requirements.

Higher Risk Employees
The Company has decided to implement an exception to requiring certain critical staff, and certain office staff that cannot telecommute, from continued work. Per the guidelines of the U.S. Centers for Disease and Prevention ("CDC"), staff unable to telecommute who are 60 to 64 years old, or have a serious chronic medical condition (such as heart disease, diabetes, lung disease, cancer, or other immune compromised illness), have the option to continue reporting to work at their regular location or to use sick leave. The CDC advised that these individuals are at a "higher risk of getting very sick from COVID-19," and, thus, the Company wants to take the precaution to provide this certain group of employees with the option to continue working or to utilize sick leave during this period. Any applicable employees who desire the option to utilize sick leave must contact Christine Sadipe, HCM Manager of Compensation & Benefits, at (909) 538-5214, or Maria Uranga, HCM Compensation & Benefits Specialist at (909) 422-5471. Please also contact Christine or Maria if you have a concern regarding depletion of your sick leave.

For any employee 65 years old or older, the Company requires that you telecommute if available. If telecommuting is not possible, then the Company requires that you not work and use sick leave during this time. This proactive measure is based on guidelines issued by certain government officials to protect individuals in the higher risk group. HCM will contact any applicable employees.

Social Distancing
To limit the potential spread of illness, we ask employees to limit in-person interactions in close proximity to other individuals, and to avoid holding in-person group meetings and instead use teleconferencing options when possible. A good practice is to maintain at least a 6-foot distance from others and avoid handshaking during heightened exposure risk. As an example, an inspector in the field overseeing a capital project can speak with contractors on site at a safe distance.

Events
Employees are prohibited from hosting or participating in work-related in-person gatherings involving 25 people or more, and then should participate only if absolutely necessary. They are furthermore encouraged to not attend any non-work related gatherings under the same pretense.

Personal Activities
Your health and that of your family and co-workers, as well as that of our customers and communities, is important to the Company. If you or any of your household family members exhibits any respiratory illness (flu like symptoms, which includes Coronavirus), we require that you stay home and use sick leave. If you or any of your household family members are diagnosed with the Coronavirus AND you may have exposed any co-worker to the Coronavirus, we require you to confidentially disclose the possible exposure of a co-worker to HCM to implement the appropriate protective measures.

We realize that all of us are subject to exposure during work and in our personal lives. In addition to exercising social distancing where possible, good health habits and hygiene can be your best prevention, including:

- Practice good hand hygiene;
- Exercise proper cough and sneeze etiquette;
- Avoid touching your face, especially your eyes, nose, and mouth; and
- Stay home when you are sick.

Each of you serve a critical role in helping to ensure that all proactive measures are appropriately and effectively implemented, practiced, and enforced. Thank you for your efforts during this time. We are constantly reviewing and assessing our response to this extraordinary situation and appreciate your support as we all work together to move forward. The Response Team will provide you with any updates as deemed necessary along the way.

Sincerely,
Bob Sprowls
President & CEO

From:	Currie, Matthew
To:	*All Golden State Water Managers; *All Supervisors and Superintendents GSWC BVE; *All ASUS Managers; *All ASUS Supervisors
Cc:	*All Officers GSWC; *All Officers ASUS; *All G.O. Dept. HCM
Subject:	Families First Coronavirus Response Act
Date:	Thursday, March 19, 2020 3:46:14 PM
Importance:	High

All Managers and Supervisors:

The Families First Coronavirus Response Act was passed by the Senate and approved by the President yesterday. As a result, we will be implementing the important provisions of the Act to comply with and, for certain areas, go beyond the requirements of the Act as follows:

Emergency Expansion of FMLA

- Eligible employee is one employed for at least 30 days;
- Applies to employers of 50 or more employees;
- Qualifying need is care for child under 18 years old due to school/daycare closures due to the Coronavirus (COVID-19);
- First 10 days of this leave is unpaid – employees may elect to use accrued sick/vacation/PTO leave during this 10 day period;
- Thereafter, employer must pay at two-thirds regular pay not to exceed $200 per day and an aggregate of $10K; and
- Paid leave for the period of 12 weeks after the date on which employee's leave commenced.

Based on the recommendations of the Response Team, senior management decided to apply the emergency expansion provisions across all entities regardless of any entity's number of employees. Thus, doing so will be our policy and practice.

Emergency Paid Sick Leave

- Eligible employee is one that has anything related to Coronavirus (COVID-19) – employee is sick or tested positive for the virus, quarantined, required to care for a sick family member, school/daycare closures, and the like;
- Paid sick time of 80 hours – does not carry over to next year; sunset of the provisions is the end of 2020;
- No minimum time of employment for eligibility, e.g., new employee working only a day is eligible for the benefit;
- Paid sick time of 80 hours is first to be exhausted before exhausting any accrued sick/vacation/PTO leave time provided by the employer;
- Employer must post a notice of this benefit in a conspicuous location at all locations for all employees to read – lunch room bulletin boards and other appropriate posting locations must be done;
- Department of Labor ("DOL") will issue a model notice in the next 7 days and we can use this model. HCM will provide the notice once issued for all locations, and will also send an email to all employees of the notice.
- Applies to employers of less than 500 employees; and
- DOL may issue exemptions within 15 days of small businesses with fewer than 50 employees.

Based on the recommendations of the Response Team, senior management decided to apply the emergency paid sick leave provisions across all entities regardless of any entity's number of employees. Thus, doing so will be our policy and practice.

Health Provisions

- Group health plans and insurance shall pay 100% with no cost sharing to an employee of any Coronavirus (COVID-19) testing, urgent care, doctor's visits, emergency room or other care/treatment related thereto.

Effective Date

- 15 days after the issuance of the Act, which was yesterday. Therefore, these emergency provisions are effective April 2, 2020.

Based on the recommendations of the Response Team, senior management decided to apply the aforementioned requirements retroactively to Monday, March 16, 2020, and we will not wait until the effective date of April 2, 2020.

Please share these benefits that are being provided by the Company with all of your staff. If you have any questions regarding the foregoing or any HCM related matters, please feel free to contact Christine Sadipe at (909) 538-5214 or Maria Uranga at (626) 422-5471.

Thank you very much,
Matt

Matt Currie
Director of HCM, Risk Services, and Senior Counsel
Golden State Water Company
a subsidiary of American States Water Company
909-394-3600 Ext. 774
matthew.currie@gswater.com

U.S. Department of Homeland Security
Cybersecurity & Infrastructure Security Agency
Office of the Director
Washington, DC 20528

March 19, 2020

MEMORANDUM ON IDENTIFICATION OF ESSENTIAL CRITICAL INFRASTRUCTURE WORKERS DURING COVID-19 RESPONSE

FROM: Christopher C. Krebs
Director
Cybersecurity and Infrastructure Security Agency (CISA)

As the Nation comes together to slow the spread of COVID-19, on March 16th, the President issued updated Coronavirus Guidance for America. This guidance states that:

> *"If you work in a critical infrastructure industry, as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule."*

The Cybersecurity and Infrastructure Security Agency (CISA) executes the Secretary of Homeland Security's responsibilities as assigned under the Homeland Security Act of 2002 to provide strategic guidance, promote a national unity of effort, and coordinate the overall federal effort to ensure the security and resilience of the Nation's critical infrastructure. CISA uses trusted partnerships with both the public and private sectors to deliver infrastructure resilience assistance and guidance to a broad range of partners.

In accordance with this mandate, and in collaboration with other federal agencies and the private sector, CISA developed an initial list of "Essential Critical Infrastructure Workers" to help State and local officials as they work to protect their communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security. The list can also inform critical infrastructure community decision-making to determine the sectors, sub-sectors, segments, or critical functions that should continue normal operations, appropriately modified to account for Centers for Disease Control (CDC) workforce and customer protection guidance.

The attached list identifies workers who conduct a range of operations and services that are essential to continued critical infrastructure viability, including staffing operations centers, maintaining and repairing critical infrastructure, operating call centers, working construction, and performing management functions, among others. The industries they support represent, but are not necessarily limited to, medical and healthcare, telecommunications, information technology systems, defense, food and agriculture, transportation and logistics, energy, water and wastewater, law enforcement, and public works.

We recognize that State, local, tribal, and territorial governments are ultimately in charge of implementing and executing response activities in communities under their jurisdiction, while the Federal Government is in a supporting role. As State and local communities consider COVID-19-related restrictions, CISA is offering this list to assist prioritizing activities related to continuity of operations and incident response, including the appropriate movement of critical infrastructure workers within and between jurisdictions.

Accordingly, this list is advisory in nature. It is not, nor should it be considered to be, a federal directive or standard in and of itself.

In addition, these identified sectors and workers are not intended to be the authoritative or exhaustive list of critical infrastructure sectors and functions that should continue during the COVID-19 response. Instead, State and local officials should use their own judgment in using their authorities and issuing implementation directives and guidance. Similarly, critical infrastructure industry partners will use their own judgment, informed by this list, to ensure continued operations of critical infrastructure services and functions. All decisions should appropriately balance public safety while ensuring the continued delivery of critical infrastructure services and functions.

CISA will continue to work with you and our partners in the critical infrastructure community to update this list as the Nation's response to COVID-19 evolves. We also encourage you to submit how you might use this list so that we can develop a repository of use cases for broad sharing across the country.

Should you have questions about this list, please contact CISA at CISA.CAT@cisa.dhs.gov.

Attachment: "Guidance on the Essential Critical Infrastructure Workforce: Ensuring Community and National Resilience in COVID-19 Response"

Guidance on the Essential Critical Infrastructure Workforce: Ensuring Community and National Resilience in COVID-19 Response

Version 1.0 (March 19, 2020)

THE IMPORTANCE OF ESSENTIAL CRITICAL INFRASTRUCTURE WORKERS

Functioning critical infrastructure is imperative during the response to the COVID-19 emergency for both public health and safety as well as community well-being. Certain critical infrastructure industries have a special responsibility in these times to continue operations.

This guidance and accompanying list are intended to support State, Local, and industry partners in identifying the critical infrastructure sectors and the essential workers needed to maintain the services and functions Americans depend on daily and that need to be able to operate resiliently during the COVID-19 pandemic response.

This document gives guidance to State, local, tribal, and territorial jurisdictions and the private sector on defining essential critical infrastructure workers. Promoting the ability of such workers to continue to work during periods of community restriction, access management, social distancing, or closure orders/directives is crucial to community resilience and continuity of essential functions.

CONSIDERATIONS FOR GOVERNMENT AND BUSINESS

This list was developed in consultation with federal agency partners, industry experts, and State and local officials, and is based on several key principles:

1. Response efforts to the COVID-19 pandemic are locally executed, State managed, and federally supported

2. Everyone should follow guidance from the CDC, as well as State and local government officials, regarding strategies to limit disease spread.

3. Workers should be encouraged to work remotely when possible and focus on core business activities. In-person, non-mandatory activities should be delayed until the resumption of normal operations.

4. When continuous remote work is not possible, businesses should enlist strategies to reduce the likelihood of spreading the disease. This includes, but is not necessarily limited to, separating staff by off-setting shift hours or days and/or social distancing. These steps can preserve the workforce and allow operations to continue.

5. All organizations should implement their business continuity and pandemic plans, or put plans in place if they do not exist. Delaying implementation is not advised and puts at risk the viability of the business and the health and safety of the employees.

6. In the modern economy, reliance on technology and just-in-time supply chains means that certain workers must be able to access certain sites, facilities, and assets to ensure continuity of functions.

7. Government employees, such as emergency managers, and the business community need to establish and maintain lines of communication.

8. When government and businesses engage in discussions about critical infrastructure workers, they need to consider the implications of business operations beyond the jurisdiction where the asset or facility is located. Businesses can have sizeable economic and societal impacts as well as supply chain dependencies that are geographically distributed.

9. Whenever possible, jurisdictions should align access and movement control policies related to critical infrastructure workers to lower the burden of workers crossing jurisdictional boundaries.

IDENTIFYING ESSENTIAL CRITICAL INFRASTRUCTURE WORKERS

The following list of sectors and identified essential critical infrastructure workers are an initial recommended set and are intended to be overly inclusive reflecting the diversity of industries across the United States. CISA will continually solicit and accept feedback on the list (both sectors/sub sectors and identified essential workers) and will evolve the list in response to stakeholder feedback. We will also use our various stakeholder engagement mechanisms to work with partners on how they are using this list and share those lessons learned and best practices broadly. We ask that you share your feedback, both positive and negative on this list so we can provide the most useful guidance to our critical infrastructure partners. **Feedback can be sent to** CISA.CAT@CISA.DHS.GOV.

HEALTHCARE / PUBLIC HEALTH

- Workers providing COVID-19 testing; Workers that perform critical clinical research needed for COVID-19 response
- Caregivers (e.g., physicians, dentists, psychologists, mid-level practitioners, nurses and assistants, infection control and quality assurance personnel, pharmacists, physical and occupational therapists and assistants, social workers, speech pathologists and diagnostic and therapeutic technicians and technologists)
- Hospital and laboratory personnel (including accounting, administrative, admitting and discharge, engineering, epidemiological, source plasma and blood donation, food service, housekeeping, medical records, information technology and operational technology, nutritionists, sanitarians, respiratory therapists, etc.)
- Workers in other medical facilities (including Ambulatory Health and Surgical, Blood Banks, Clinics, Community Mental Health, Comprehensive Outpatient rehabilitation, End Stage Renal Disease, Health Departments, Home Health care, Hospices, Hospitals, Long Term Care, Organ Pharmacies, Procurement Organizations, Psychiatric Residential, Rural Health Clinics and Federally Qualified Health Centers)
- Manufacturers, technicians, logistics and warehouse operators, and distributors of medical equipment, personal protective equipment (PPE), medical gases, pharmaceuticals, blood and blood products, vaccines, testing materials, laboratory supplies, cleaning, sanitizing, disinfecting or sterilization supplies, and tissue and paper towel products
- Public health / community health workers, including those who compile, model, analyze and communicate public health information
- Blood and plasma donors and the employees of the organizations that operate and manage related activities
- Workers that manage health plans, billing, and health information, who cannot practically work remotely
- Workers who conduct community-based public health functions, conducting epidemiologic surveillance, compiling, analyzing and communicating public health information, who cannot practically work remotely
- Workers performing cybersecurity functions at healthcare and public health facilities, who cannot practically work remotely
- Workers conducting research critical to COVID-19 response
- Workers performing security, incident management, and emergency operations functions at or on behalf of healthcare entities including healthcare coalitions, who cannot practically work remotely
- Workers who support food, shelter, and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals, such as those residing in shelters
- Pharmacy employees necessary for filling prescriptions
- Workers performing mortuary services, including funeral homes, crematoriums, and cemetery workers
- Workers who coordinate with other organizations to ensure the proper recovery, handling, identification, transportation, tracking, storage, and disposal of human remains and personal effects; certify cause of death; and facilitate access to mental/behavioral health services to the family members, responders, and survivors of an incident

LAW ENFORCEMENT, PUBLIC SAFETY, FIRST RESPONDERS

- Personnel in emergency management, law enforcement, Emergency Management Systems, fire, and corrections, including front line and management
- Emergency Medical Technicians
- 911 call center employees
- Fusion Center employees
- Hazardous material responders from government and the private sector.
- Workers – including contracted vendors -- who maintain digital systems infrastructure supporting law enforcement and emergency service operations.

FOOD AND AGRICULTURE

- Workers supporting groceries, pharmacies and other retail that sells food and beverage products
- Restaurant carry-out and quick serve food operations - Carry-out and delivery food employees
- Food manufacturer employees and their supplier employees—to include those employed in food processing (packers, meat processing, cheese plants, milk plants, produce, etc.) facilities; livestock, poultry, seafood slaughter facilities; pet and animal feed processing facilities; human food facilities producing by-products for animal food; beverage production facilities; and the production of food packaging
- Farm workers to include those employed in animal food, feed, and ingredient production, packaging, and distribution; manufacturing, packaging, and distribution of veterinary drugs; truck delivery and transport; farm and fishery labor needed to produce our food supply domestically
- Farm workers and support service workers to include those who field crops; commodity inspection; fuel ethanol facilities; storage facilities; and other agricultural inputs
- Employees and firms supporting food, feed, and beverage distribution, including warehouse workers, vendor-managed inventory controllers and blockchain managers
- Workers supporting the sanitation of all food manufacturing processes and operations from wholesale to retail
- Company cafeterias - in-plant cafeterias used to feed employees
- Workers in food testing labs in private industries and in institutions of higher education
- Workers essential for assistance programs and government payments
- Employees of companies engaged in the production of chemicals, medicines, vaccines, and other substances used by the food and agriculture industry, including pesticides, herbicides, fertilizers, minerals, enrichments, and other agricultural production aids
- Animal agriculture workers to include those employed in veterinary health; manufacturing and distribution of animal medical materials, animal vaccines, animal drugs, feed ingredients, feed, and bedding, etc.; transportation of live animals, animal medical materials; transportation of deceased animals for disposal; raising of animals for food; animal production operations; slaughter and packing plants and associated regulatory and government workforce
- Workers who support the manufacture and distribution of forest products, including, but not limited to timber, paper, and other wood products
- Employees engaged in the manufacture and maintenance of equipment and other infrastructure necessary to agricultural production and distribution

ENERGY

Electricity industry:

- Workers who maintain, ensure, or restore the generation, transmission, and distribution of electric power, including call centers, utility workers, reliability engineers and fleet maintenance technicians
- Workers needed for safe and secure operations at nuclear generation
- Workers at generation, transmission, and electric blackstart facilities
- Workers at Reliability Coordinator (RC), Balancing Authorities (BA), and primary and backup Control Centers (CC), including but not limited to independent system operators, regional transmission organizations, and balancing authorities
- Mutual assistance personnel
- IT and OT technology staff – for EMS (Energy Management Systems) and Supervisory Control and Data Acquisition (SCADA) systems, and utility data centers; Cybersecurity engineers; cybersecurity risk management
- Vegetation management crews and traffic workers who support
- Environmental remediation/monitoring technicians
- Instrumentation, protection, and control technicians

Petroleum workers:

- Petroleum product storage, pipeline, marine transport, terminals, rail transport, road transport
- Crude oil storage facilities, pipeline, and marine transport
- Petroleum refinery facilities
- Petroleum security operations center employees and workers who support emergency response services
- Petroleum operations control rooms/centers
- Petroleum drilling, extraction, production, processing, refining, terminal operations, transporting, and retail for use as end-use fuels or feedstocks for chemical manufacturing
- Onshore and offshore operations for maintenance and emergency response
- Retail fuel centers such as gas stations and truck stops, and the distribution systems that support them

Natural and propane gas workers:

- Natural gas transmission and distribution pipelines, including compressor stations
- Underground storage of natural gas
- Natural gas processing plants, and those that deal with natural gas liquids
- Liquefied Natural Gas (LNG) facilities
- Natural gas security operations center, natural gas operations dispatch and control rooms/centers natural gas emergency response and customer emergencies, including natural gas leak calls
- Drilling, production, processing, refining, and transporting natural gas for use as end-use fuels, feedstocks for chemical manufacturing, or use in electricity generation
- Propane gas dispatch and control rooms and emergency response and customer emergencies, including propane leak calls
- Propane gas service maintenance and restoration, including call centers

- Processing, refining, and transporting natural liquids, including propane gas, for use as end-use fuels or feedstocks for chemical manufacturing
- Propane gas storage, transmission, and distribution centers

WATER AND WASTEWATER

Employees needed to operate and maintain drinking water and wastewater/drainage infrastructure, including:

- Operational staff at water authorities
- Operational staff at community water systems
- Operational staff at wastewater treatment facilities
- Workers repairing water and wastewater conveyances and performing required sampling or monitoring
- Operational staff for water distribution and testing
- Operational staff at wastewater collection facilities
- Operational staff and technical support for SCADA Control systems
- Chemical disinfectant suppliers for wastewater and personnel protection
- Workers that maintain digital systems infrastructure supporting water and wastewater operations

TRANSPORTATION AND LOGISTICS

- Employees supporting or enabling transportation functions, including dispatchers, maintenance and repair technicians, warehouse workers, truck stop and rest area workers, and workers that maintain and inspect infrastructure (including those that require cross-border travel)
- Employees of firms providing services that enable logistics operations, including cooling, storing, packaging, and distributing products for wholesale or retail sale or use.
- Mass transit workers
- Workers responsible for operating dispatching passenger, commuter and freight trains and maintaining rail infrastructure and equipment
- Maritime transportation workers - port workers, mariners, equipment operators
- Truck drivers who haul hazardous and waste materials to support critical infrastructure, capabilities, functions, and services
- Automotive repair and maintenance facilities
- Manufacturers and distributors (to include service centers and related operations) of packaging materials, pallets, crates, containers, and other supplies needed to support manufacturing, packaging staging and distribution operations
- Postal and shipping workers, to include private companies
- Employees who repair and maintain vehicles, aircraft, rail equipment, marine vessels, and the equipment and infrastructure that enables operations that encompass movement of cargo and passengers
- Air transportation employees, including air traffic controllers, ramp personnel, aviation security, and aviation management
- Workers who support the maintenance and operation of cargo by air transportation, including flight crews, maintenance, airport operations, and other on- and off- airport facilities workers

PUBLIC WORKS

- Workers who support the operation, inspection, and maintenance of essential dams, locks and levees
- Workers who support the operation, inspection, and maintenance of essential public works facilities and operations, including bridges, water and sewer main breaks, fleet maintenance personnel, construction of critical or strategic infrastructure, traffic signal maintenance, emergency location services for buried utilities, maintenance of digital systems infrastructure supporting public works operations, and other emergent issues
- Workers such as plumbers, electricians, exterminators, and other service providers who provide services that are necessary to maintaining the safety, sanitation, and essential operation of residences
- Support, such as road and line clearing, to ensure the availability of needed facilities, transportation, energy and communications
- Support to ensure the effective removal, storage, and disposal of residential and commercial solid waste and hazardous waste

COMMUNICATIONS AND INFORMATION TECHNOLOGY

Communications:

- Maintenance of communications infrastructure- including privately owned and maintained communication systems- supported by technicians, operators, call-centers, wireline and wireless providers, cable service providers, satellite operations, undersea cable landing stations, Internet Exchange Points, and manufacturers and distributors of communications equipment
- Workers who support radio, television, and media service, including, but not limited to front line news reporters, studio, and technicians for newsgathering and reporting
- Workers at Independent System Operators and Regional Transmission Organizations, and Network Operations staff, engineers and/or technicians to manage the network or operate facilities
- Engineers, technicians and associated personnel responsible for infrastructure construction and restoration, including contractors for construction and engineering of fiber optic cables
- Installation, maintenance and repair technicians that establish, support or repair service as needed
- Central office personnel to maintain and operate central office, data centers, and other network office facilities
- Customer service and support staff, including managed and professional services as well as remote providers of support to transitioning employees to set up and maintain home offices, who interface with customers to manage or support service environments and security issues, including payroll, billing, fraud, and troubleshooting
- Dispatchers involved with service repair and restoration

Information Technology:

- Workers who support command centers, including, but not limited to Network Operations Command Center, Broadcast Operations Control Center and Security Operations Command Center
- Data center operators, including system administrators, HVAC & electrical engineers, security personnel, IT managers, data transfer solutions engineers, software and hardware engineers, and database administrators
- Client service centers, field engineers, and other technicians supporting critical infrastructure, as well as

manufacturers and supply chain vendors that provide hardware and software, and information technology equipment (to include microelectronics and semiconductors) for critical infrastructure
- Workers responding to cyber incidents involving critical infrastructure, including medical facilities, SLTT governments and federal facilities, energy and utilities, and banks and financial institutions, and other critical infrastructure categories and personnel
- Workers supporting the provision of essential global, national and local infrastructure for computing services (incl. cloud computing services), business infrastructure, web-based services, and critical manufacturing
- Workers supporting communications systems and information technology used by law enforcement, public safety, medical, energy and other critical industries
- Support required for continuity of services, including janitorial/cleaning personnel

OTHER COMMUNITY-BASED GOVERNMENT OPERATIONS AND ESSENTIAL FUNCTIONS

- Workers to ensure continuity of building functions
- Security staff to maintain building access control and physical security measures
- Elections personnel
- Federal, State, and Local, Tribal, and Territorial employees who support Mission Essential Functions and communications networks
- Trade Officials (FTA negotiators; international data flow administrators)
- Weather forecasters
- Workers that maintain digital systems infrastructure supporting other critical government operations
- Workers at operations centers necessary to maintain other essential functions
- Workers who support necessary credentialing, vetting and licensing operations for transportation workers
- Customs workers who are critical to facilitating trade in support of the national emergency response supply chain
- Educators supporting public and private K-12 schools, colleges, and universities for purposes of facilitating distance learning or performing other essential functions, if operating under rules for social distancing
- Hotel Workers where hotels are used for COVID-19 mitigation and containment measures

CRITICAL MANUFACTURING

- Workers necessary for the manufacturing of materials and products needed for medical supply chains, transportation, energy, communications, food and agriculture, chemical manufacturing, nuclear facilities, the operation of dams, water and wastewater treatment, emergency services, and the defense industrial base.

HAZARDOUS MATERIALS

- Workers at nuclear facilities, workers managing medical waste, workers managing waste from pharmaceuticals and medical material production, and workers at laboratories processing test kits
- Workers who support hazardous materials response and cleanup
- Workers who maintain digital systems infrastructure supporting hazardous materials management operations

FINANCIAL SERVICES

- Workers who are needed to process and maintain systems for processing financial transactions and services (e.g., payment, clearing, and settlement; wholesale funding; insurance services; and capital markets activities)
- Workers who are needed to provide consumer access to banking and lending services, including ATMs, and to move currency and payments (e.g., armored cash carriers)
- Workers who support financial operations, such as those staffing data and security operations centers

CHEMICAL

- Workers supporting the chemical and industrial gas supply chains, including workers at chemical manufacturing plants, workers in laboratories, workers at distribution facilities, workers who transport basic raw chemical materials to the producers of industrial and consumer goods, including hand sanitizers, food and food additives, pharmaceuticals, textiles, and paper products.
- Workers supporting the safe transportation of chemicals, including those supporting tank truck cleaning facilities and workers who manufacture packaging items
- Workers supporting the production of protective cleaning and medical solutions, personal protective equipment, and packaging that prevents the contamination of food, water, medicine, among others essential products
- Workers supporting the operation and maintenance of facilities (particularly those with high risk chemicals and/or sites that cannot be shut down) whose work cannot be done remotely and requires the presence of highly trained personnel to ensure safe operations, including plant contract workers who provide inspections
- Workers who support the production and transportation of chlorine and alkali manufacturing, single-use plastics, and packaging that prevents the contamination or supports the continued manufacture of food, water, medicine, and other essential products, including glass container manufacturing

DEFENSE INDUSTRIAL BASE

- Workers who support the essential services required to meet national security commitments to the federal government and U.S. Military. These individuals, include but are not limited to, aerospace; mechanical and software engineers, manufacturing/production workers; IT support; security staff; security personnel; intelligence support, aircraft and weapon system mechanics and maintainers
- Personnel working for companies, and their subcontractors, who perform under contract to the Department of Defense providing materials and services to the Department of Defense, and government-owned/contractor-operated and government-owned/government-operated facilities

ATTACHMENT B

COVID-19 BVES Material Timeline:

March 16, 2020

Posted a COVID-19 update on our Website: 4:18pm

Reply Reply All Forward IM

Mon 3/16/2020 4:18 PM

Orrick, Natalie

Posted on FB and Website.

To Patricia Lopez (Patricia.Lopez@bves.com); Susan Walter (Susan.Walter@bves.com); Portillo, Roseana; Tawny Re (Tawny.Re@BVES.com)

Cc Portillo, Roseana

You replied to this message on 3/16/2020 4:18 PM.

Bear Valley Electric Service Covid19 Flyer.docx 92 KB

Talking Points - COVID-19 - Rev.3.doc 147 KB

Hi Girls,

Please see attached. I just posted the following content for Facebook and our Website. The future Facebook posts will be post at the date provided. Feel free to check the website and our Facebook to see the content also!

Second email is coming, because content is too large.

Let me know if you have any questions.

Thank you,

Natalie Orrick | Public Purpose Program Coordinator

BVES has proactively implemented an action plan to protect the health of our customers and employees and provide accommodations for customers impacted by COVID-19.

Bill Payment Options

BVES strongly encourages customers to explore our remote bill payment options, including paying by mail or phone, signing up for automatic payments or using KUBRA, our online digital platform. Further information is available at www.bves.com/customer-service/bill-payment-options/.

For customers who can only pay with cash, we plan to have limited staff available at the local BVES office to support you with your payment needs until further notice.

We encourage customers to contact our Customer Service Center at **(800) 808-2837** to discuss all payment options.

Online Service Application

BVES offers an Online Service Application so you can sign up for electric service using your computer or smart phone. Simply follow this link to access the online application: www.bves.com/forms/application-for-electric-service.

Additional Information

The health and safety of our customers and employees are a top priority. To learn more about COVID-19, customers are encouraged to visit the Centers for Disease Control and Prevention website at www.cdc.gov/coronavirus/.

Posted a COVID-19 update on Facebook: 7:20pm

March 19, 2020

Posted the flyer on the external doors of our office: 2:43pm

Effective immediately Flyer- 3

From: Re, Tawny <Tawny.Re@BVES.com>
Sent: Thursday, March 19, 2020 2:43 PM
To: Orrick, Natalie <Natalie.Orrick@bves.com>
Subject: RE: Please post with flyer on the doors where customer try to come in.

Hey Natalie,

I will put it on the door now ☺

From: Orrick, Natalie <Natalie.Orrick@bves.com>
Sent: Thursday, March 19, 2020 2:31 PM
To: Re, Tawny <Tawny.Re@BVES.com>
Subject: Please post with flyer on the doors where customer try to come in.

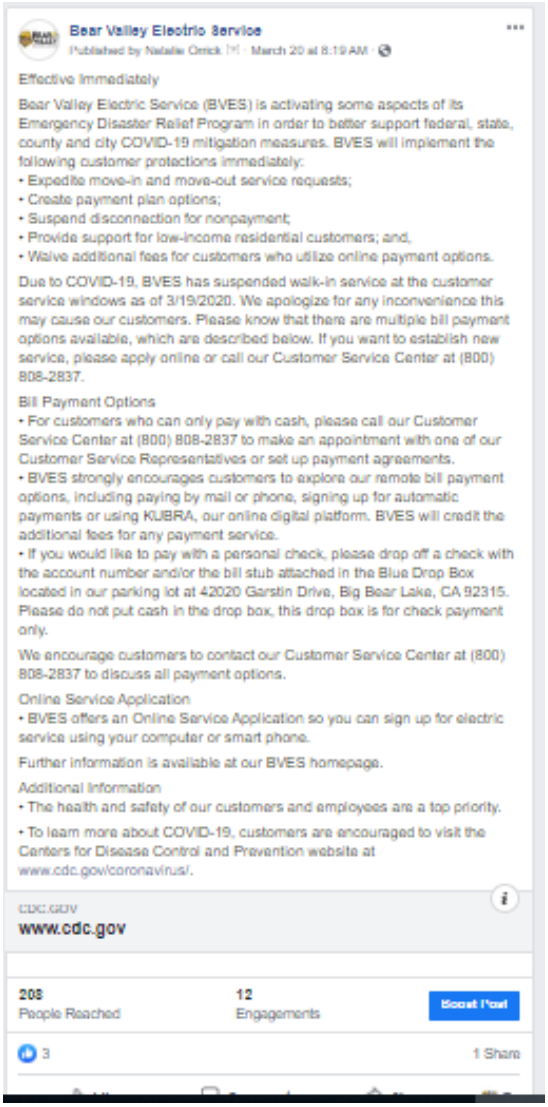
Hi Tawny,

Please print and post on the external doors.

Let me know if you have questions.

March 20, 2020:

Posted the EDPR COVID-19 Version Content to the Website and Facebook: 8:19am



Bear Valley Electric Service
Published by Natalie Orrick [?] · March 20 at 8:19 AM ·

Effective Immediately

Bear Valley Electric Service (BVES) is activating some aspects of its Emergency Disaster Relief Program in order to better support federal, state, county and city COVID-19 mitigation measures. BVES will implement the following customer protections immediately:
• Expedite move-in and move-out service requests;
• Create payment plan options;
• Suspend disconnection for nonpayment;
• Provide support for low-income residential customers; and,
• Waive additional fees for customers who utilize online payment options.

Due to COVID-19, BVES has suspended walk-in service at the customer service windows as of 3/19/2020. We apologize for any inconvenience this may cause our customers. Please know that there are multiple bill payment options available, which are described below. If you want to establish new service, please apply online or call our Customer Service Center at (800) 808-2837.

Bill Payment Options
• For customers who can only pay with cash, please call our Customer Service Center at (800) 808-2837 to make an appointment with one of our Customer Service Representatives or set up payment agreements.
• BVES strongly encourages customers to explore our remote bill payment options, including paying by mail or phone, signing up for automatic payments or using KUBRA, our online digital platform. BVES will credit the additional fees for any payment service.
• If you would like to pay with a personal check, please drop off a check with the account number and/or the bill stub attached in the Blue Drop Box located in our parking lot at 42020 Garstin Drive, Big Bear Lake, CA 92315. Please do not put cash in the drop box, this drop box is for check payment only.

We encourage customers to contact our Customer Service Center at (800) 808-2837 to discuss all payment options.

Online Service Application
• BVES offers an Online Service Application so you can sign up for electric service using your computer or smart phone.

Further information is available at our BVES homepage.

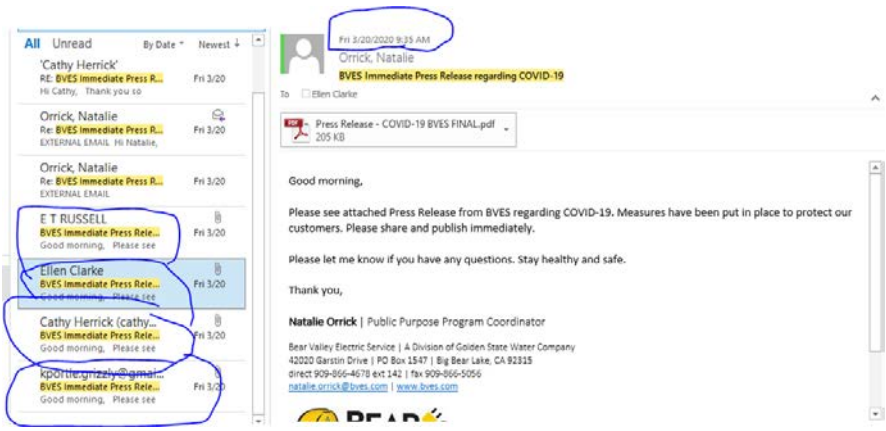
Additional Information
• The health and safety of our customers and employees are a top priority.
• To learn more about COVID-19, customers are encouraged to visit the Centers for Disease Control and Prevention website at www.cdc.gov/coronavirus/.

CDC.GOV
www.cdc.gov

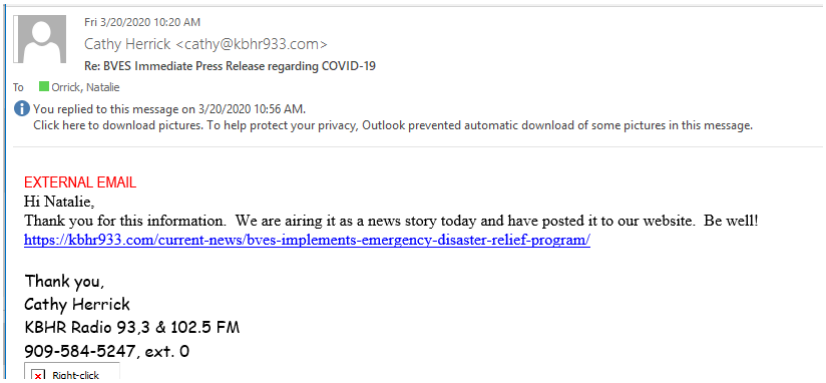
208 People Reached
12 Engagements
Boost Post
3
1 Share

Sent the news outlets (KBHR, The Grizzly, ET News Room, and the Chamber) the Press Release: 9:34/9:35am

Press Release - COVID-19 BVES FINA

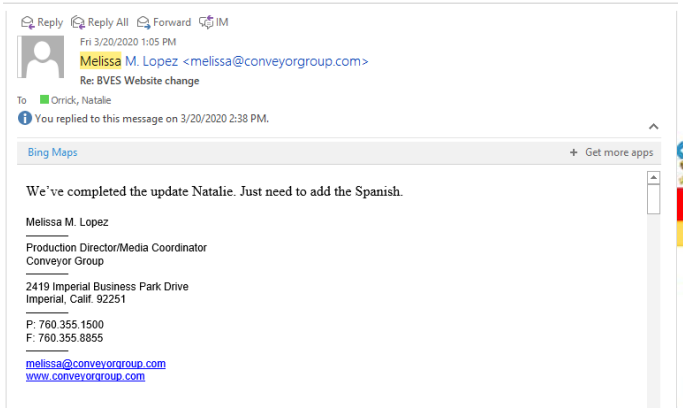


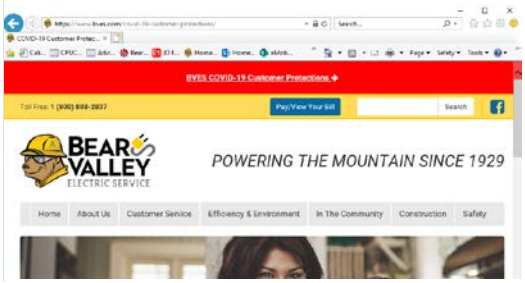
KBHR 93.3 aired our Customer Protections as a news story: 10:56am



Posted the English Flyer on the website: 1:05pm

Effective immediately Flyer - F





Posted the Spanish Flyer on the website: 5:31pm

website material Effective immediatel

Reply Reply All Forward IM

Fri 3/20/2020 5:31 PM

Orrick, Natalie

RE: BVES Website change

To Melissa M. Lopez'

website material Effective immediately Flyer - Spanish.docx
87 KB

Perfect! I figured it out! Thank you!

Please see attached translation in Spanish. Please let me know when it is live.

Thank you,

Natalie Orrick | Public Purpose Program Coordinator

Bear Valley Electric Service | A Division of Golden State Water Company
42020 Garstin Drive | PO Box 1547 | Big Bear Lake, CA 92315
direct 909-866-4678 ext 142 | fax 909-866-5056

March 24, 2020

Sent the e-news customers the flyer: 1:31pm

E-News email, Emergency Disaster

Reply Reply All Forward IM

Bear Valley Electric Service <customerservice@bves.com> Orrick, Natalie Tue 1:31 PM

Emergency Disaster Relief Program, COVID-19 Customer Protections

If there are problems with how this message is displayed, click here to view it in a web browser.

Bing Maps Action Items + Get more apps

Good afternoon,

Bear Valley Electric Service (BVES) is activating some aspects of its Emergency Disaster Relief Program in order to better support federal, state, county and city COVID-19

ATTACHMENT C

Bear Valley
Electric Service
A Division of Golden State Water Company

March 20, 2020

Rick Mowbray
The Original Mowbrays Tree Service Inc.
1845 Business Center Dr. Ste 215
San Bernardino, Ca. 92408

To whom it may concern,

The role of electric utilities has been identified as "essential infrastructure" during the current COVID-19 situation, and it is critical to Bear Valley Electric Service that The Original Mowbrays Tree Service, Inc. continue to provide vegetation management services.

Additionally, any key suppliers or other companies providing services or other support to Mowbrays for these operations should be considered essential too. Without Mowbrays vegetation management services, for even a short duration, it will impact our ability to fulfil our vital responsibility to the community to provide safe and reliable power.

Sincerely,

Marc Stern
Operations and Planning Manager, Bear Valley Electric Service
Golden State Water Company

P.O. Box 1547, 42020 Garstin Drive, Big Bear Lake, California 92315
Tel: (909) 866-4678 Fax: (909) 866-5056

Bear Valley
Electric Service
A Division of Golden State Water Company

March 20, 2020

Matthew Bates
Outsource Utility Contractor Corp.
8015 E Crystal Dr.
Anaheim, CA 92807

To whom it may concern,

The role of electric utilities has been identified as "essential infrastructure" during the current COVID-19 situation, and it is critical to Bear Valley Electric Service that Outsource Utility Contractor Corp. continue to provide pole loading, tree attachment removal, and covered conductor replacement services, as well as be available for emergency services if called upon.

Additionally, any key suppliers or other companies providing services or other support to Outsource for these operations should be considered essential too. Without Outsource's services, for even a short duration, it will impact our ability to fulfil our vital responsibility to the community to provide safe and reliable power.

Sincerely,

Marc Stern
Operations and Planning Manager, Bear Valley Electric Service
Golden State Water Company

P.O. Box 1547, 42020 Garstin Drive, Big Bear Lake, California 92315
Tel: (909) 866-4678 Fax: (909) 866-5056

From:	Hauer, Kimberly
To:	Marconi, Paul; Stern, Marc; Matlock, Sean; Quan, Nguyen
Subject:	FW: COVID-19 EMAIL ANNOUNCEMENT
Date:	Thursday, March 26, 2020 8:40:56 AM
Attachments:	image003.png image001.jpg
Importance:	High

See below:

Thank you,
Kimberly Hauer
Accounting Supervisor • Bear Valley Electric Service
A Division of Golden State Water Company
42020 Garstin Dr • PO Box 1547 • Big Bear Lake, CA 92315
☎909-866-4678 ext 124 I 🖷909-866-5056 fax
✉ kimberly.hauer@bves.com

BVES-Color-Logo

From: Trethewey, Michael <MTrethewey@wescodist.com>
Sent: Tuesday, March 17, 2020 7:51 AM
To: Hauer, Kimberly <Kimberly.Hauer@bves.com>; Cardella, Eric <Eric.Cardella@bves.com>; Chou, Tom Tzu-Tong <Tom.Chou@bves.com>; Sears, Brenda <Brenda.Sears@BVES.com>; Duchateau, Sherri <Sherri.Duchateau@bves.com>; Stern, Marc <Marc.Stern@bves.com>; Hoffman, George <George.Hoffman@bves.com>
Cc: Capra, Jeffrey <JCapra@wescodist.com>
Subject: COVID-19 EMAIL ANNOUNCEMENT
Importance: High

EXTERNAL EMAIL

Good morning Bear Valley Team,

I'm writing to inform you that we (WESCO) have made some changes to our daily operations to get in front of the COVID-19 spread. With that said, we will be operating w/ a skeleton warehouse crew and remotely for our sales staff.

What this means for you the customer.

- Emergent material needs will take precedence.
- Orders will still be processed and quotes will be completed as timely as possible.
- We will be asking for bid extensions for all open bids (please list the current open bid

numbers, RFP's/IFB's)

- Please let us know what your COVID-19 prevention product list looks like.

I will be sending out an email confirming delivery of the outsource material so George can have someone there to offload material. All other deliveries will be made on a case by case basis depending on the urgency of the material.

If you have any questions or concerns, please feel free to let me know.

Thank you,

All quotes are per WESCO Distribution terms/conditions.
http://www.wesco.com/terms_and_conditions_of_sale.pdf

Michael Trethewey, ***Inside Sales***
13140 ALONDRA BLVD. | CERRITOS, CA 90703
Direct : (562) 356-2980

ATTACHMENT D

From: Marconi, Paul
To: Frank Rush
Cc: John Harris (jharris@citybigbearlake.com)
Subject: BVES Tour Next Week
Date: Thursday, March 19, 2020 10:14:00 AM

Frank,

Given the current COVID-19 situation, I propose we postpone the BVES tour scheduled for next week on March 26. With the exception of field staff and some customer service staff, most of our employees are telecommuting. We are committed to keeping power on for all of our customers while complying to CDC, State, County and City guidance. We have suspended all disconnects until further notice. Our crews have been trained on social distancing, best sanitary practices, and other CDC recommended actions to mitigate COVID-19. We are only performing critical maintenance and operations to keep the system operating reliably and to keep the public safe.

I will cancel the Calendar invite.

Thanks and V/r,

Paul Marconi
Director
Bear Valley Electric Service
A Division of Golden State Water Co.
909.866.4678 x100 (Office)
909.202.9539 (Mobile)
909.866.5056 (Fax)

42020 Garstin Drive
P.O. Box 1547
Big Bear Lake, CA 92315
Paul.Marconi@bves.com
www.bves.com

U.S. Department of Homeland Security
Cybersecurity & Infrastructure Security Agency
Office of the Director
Washington, DC 20528

March 19, 2020

MEMORANDUM ON IDENTIFICATION OF ESSENTIAL CRITICAL INFRASTRUCTURE WORKERS DURING COVID-19 RESPONSE

FROM: Christopher C. Krebs
Director
Cybersecurity and Infrastructure Security Agency (CISA)

As the Nation comes together to slow the spread of COVID-19, on March 16th, the President issued updated Coronavirus Guidance for America. This guidance states that:

> *"If you work in a critical infrastructure industry, as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule."*

The Cybersecurity and Infrastructure Security Agency (CISA) executes the Secretary of Homeland Security's responsibilities as assigned under the Homeland Security Act of 2002 to provide strategic guidance, promote a national unity of effort, and coordinate the overall federal effort to ensure the security and resilience of the Nation's critical infrastructure. CISA uses trusted partnerships with both the public and private sectors to deliver infrastructure resilience assistance and guidance to a broad range of partners.

In accordance with this mandate, and in collaboration with other federal agencies and the private sector, CISA developed an initial list of "Essential Critical Infrastructure Workers" to help State and local officials as they work to protect their communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security. The list can also inform critical infrastructure community decision-making to determine the sectors, sub-sectors, segments, or critical functions that should continue normal operations, appropriately modified to account for Centers for Disease Control (CDC) workforce and customer protection guidance.

The attached list identifies workers who conduct a range of operations and services that are essential to continued critical infrastructure viability, including staffing operations centers, maintaining and repairing critical infrastructure, operating call centers, working construction, and performing management functions, among others. The industries they support represent, but are not necessarily limited to, medical and healthcare, telecommunications, information technology systems, defense, food and agriculture, transportation and logistics, energy, water and wastewater, law enforcement, and public works.

We recognize that State, local, tribal, and territorial governments are ultimately in charge of implementing and executing response activities in communities under their jurisdiction, while the Federal Government is in a supporting role. As State and local communities consider COVID-19-related restrictions, CISA is offering this list to assist prioritizing activities related to continuity of operations and incident response, including the appropriate movement of critical infrastructure workers within and between jurisdictions.

Accordingly, this list is advisory in nature. It is not, nor should it be considered to be, a federal directive or standard in and of itself.

In addition, these identified sectors and workers are not intended to be the authoritative or exhaustive list of critical infrastructure sectors and functions that should continue during the COVID-19 response. Instead, State and local officials should use their own judgment in using their authorities and issuing implementation directives and guidance. Similarly, critical infrastructure industry partners will use their own judgment, informed by this list, to ensure continued operations of critical infrastructure services and functions. All decisions should appropriately balance public safety while ensuring the continued delivery of critical infrastructure services and functions.

CISA will continue to work with you and our partners in the critical infrastructure community to update this list as the Nation's response to COVID-19 evolves. We also encourage you to submit how you might use this list so that we can develop a repository of use cases for broad sharing across the country.

Should you have questions about this list, please contact CISA at CISA.CAT@cisa.dhs.gov.

Attachment: "Guidance on the Essential Critical Infrastructure Workforce: Ensuring Community and National Resilience in COVID-19 Response"

Guidance on the Essential Critical Infrastructure Workforce: Ensuring Community and National Resilience in COVID-19 Response

Version 1.0 (March 19, 2020)

THE IMPORTANCE OF ESSENTIAL CRITICAL INFRASTRUCTURE WORKERS

Functioning critical infrastructure is imperative during the response to the COVID-19 emergency for both public health and safety as well as community well-being. Certain critical infrastructure industries have a special responsibility in these times to continue operations.

This guidance and accompanying list are intended to support State, Local, and industry partners in identifying the critical infrastructure sectors and the essential workers needed to maintain the services and functions Americans depend on daily and that need to be able to operate resiliently during the COVID-19 pandemic response.

This document gives guidance to State, local, tribal, and territorial jurisdictions and the private sector on defining essential critical infrastructure workers. Promoting the ability of such workers to continue to work during periods of community restriction, access management, social distancing, or closure orders/directives is crucial to community resilience and continuity of essential functions.

CONSIDERATIONS FOR GOVERNMENT AND BUSINESS

This list was developed in consultation with federal agency partners, industry experts, and State and local officials, and is based on several key principles:

1. Response efforts to the COVID-19 pandemic are locally executed, State managed, and federally supported

2. Everyone should follow guidance from the CDC, as well as State and local government officials, regarding strategies to limit disease spread.

3. Workers should be encouraged to work remotely when possible and focus on core business activities. In-person, non-mandatory activities should be delayed until the resumption of normal operations.

4. When continuous remote work is not possible, businesses should enlist strategies to reduce the likelihood of spreading the disease. This includes, but is not necessarily limited to, separating staff by off-setting shift hours or days and/or social distancing. These steps can preserve the workforce and allow operations to continue.

5. All organizations should implement their business continuity and pandemic plans, or put plans in place if they do not exist. Delaying implementation is not advised and puts at risk the viability of the business and the health and safety of the employees.

6. In the modern economy, reliance on technology and just-in-time supply chains means that certain workers must be able to access certain sites, facilities, and assets to ensure continuity of functions.

7. Government employees, such as emergency managers, and the business community need to establish and maintain lines of communication.

8. When government and businesses engage in discussions about critical infrastructure workers, they need to consider the implications of business operations beyond the jurisdiction where the asset or facility is located. Businesses can have sizeable economic and societal impacts as well as supply chain dependencies that are geographically distributed.

9. Whenever possible, jurisdictions should align access and movement control policies related to critical infrastructure workers to lower the burden of workers crossing jurisdictional boundaries.

IDENTIFYING ESSENTIAL CRITICAL INFRASTRUCTURE WORKERS

The following list of sectors and identified essential critical infrastructure workers are an initial recommended set and are intended to be overly inclusive reflecting the diversity of industries across the United States. CISA will continually solicit and accept feedback on the list (both sectors/sub sectors and identified essential workers) and will evolve the list in response to stakeholder feedback. We will also use our various stakeholder engagement mechanisms to work with partners on how they are using this list and share those lessons learned and best practices broadly. We ask that you share your feedback, both positive and negative on this list so we can provide the most useful guidance to our critical infrastructure partners. **Feedback can be sent to** CISA.CAT@CISA.DHS.GOV.

HEALTHCARE / PUBLIC HEALTH

- Workers providing COVID-19 testing; Workers that perform critical clinical research needed for COVID-19 response
- Caregivers (e.g., physicians, dentists, psychologists, mid-level practitioners, nurses and assistants, infection control and quality assurance personnel, pharmacists, physical and occupational therapists and assistants, social workers, speech pathologists and diagnostic and therapeutic technicians and technologists)
- Hospital and laboratory personnel (including accounting, administrative, admitting and discharge, engineering, epidemiological, source plasma and blood donation, food service, housekeeping, medical records, information technology and operational technology, nutritionists, sanitarians, respiratory therapists, etc.)
- Workers in other medical facilities (including Ambulatory Health and Surgical, Blood Banks, Clinics, Community Mental Health, Comprehensive Outpatient rehabilitation, End Stage Renal Disease, Health Departments, Home Health care, Hospices, Hospitals, Long Term Care, Organ Pharmacies, Procurement Organizations, Psychiatric Residential, Rural Health Clinics and Federally Qualified Health Centers)
- Manufacturers, technicians, logistics and warehouse operators, and distributors of medical equipment, personal protective equipment (PPE), medical gases, pharmaceuticals, blood and blood products, vaccines, testing materials, laboratory supplies, cleaning, sanitizing, disinfecting or sterilization supplies, and tissue and paper towel products
- Public health / community health workers, including those who compile, model, analyze and communicate public health information
- Blood and plasma donors and the employees of the organizations that operate and manage related activities
- Workers that manage health plans, billing, and health information, who cannot practically work remotely
- Workers who conduct community-based public health functions, conducting epidemiologic surveillance, compiling, analyzing and communicating public health information, who cannot practically work remotely
- Workers performing cybersecurity functions at healthcare and public health facilities, who cannot practically work remotely
- Workers conducting research critical to COVID-19 response
- Workers performing security, incident management, and emergency operations functions at or on behalf of healthcare entities including healthcare coalitions, who cannot practically work remotely
- Workers who support food, shelter, and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals, such as those residing in shelters
- Pharmacy employees necessary for filling prescriptions
- Workers performing mortuary services, including funeral homes, crematoriums, and cemetery workers
- Workers who coordinate with other organizations to ensure the proper recovery, handling, identification, transportation, tracking, storage, and disposal of human remains and personal effects; certify cause of death; and facilitate access to mental/behavioral health services to the family members, responders, and survivors of an incident

LAW ENFORCEMENT, PUBLIC SAFETY, FIRST RESPONDERS

- Personnel in emergency management, law enforcement, Emergency Management Systems, fire, and corrections, including front line and management
- Emergency Medical Technicians
- 911 call center employees
- Fusion Center employees
- Hazardous material responders from government and the private sector.
- Workers – including contracted vendors -- who maintain digital systems infrastructure supporting law enforcement and emergency service operations.

FOOD AND AGRICULTURE

- Workers supporting groceries, pharmacies and other retail that sells food and beverage products
- Restaurant carry-out and quick serve food operations - Carry-out and delivery food employees
- Food manufacturer employees and their supplier employees—to include those employed in food processing (packers, meat processing, cheese plants, milk plants, produce, etc.) facilities; livestock, poultry, seafood slaughter facilities; pet and animal feed processing facilities; human food facilities producing by-products for animal food; beverage production facilities; and the production of food packaging
- Farm workers to include those employed in animal food, feed, and ingredient production, packaging, and distribution; manufacturing, packaging, and distribution of veterinary drugs; truck delivery and transport; farm and fishery labor needed to produce our food supply domestically
- Farm workers and support service workers to include those who field crops; commodity inspection; fuel ethanol facilities; storage facilities; and other agricultural inputs
- Employees and firms supporting food, feed, and beverage distribution, including warehouse workers, vendor-managed inventory controllers and blockchain managers
- Workers supporting the sanitation of all food manufacturing processes and operations from wholesale to retail
- Company cafeterias - in-plant cafeterias used to feed employees
- Workers in food testing labs in private industries and in institutions of higher education
- Workers essential for assistance programs and government payments
- Employees of companies engaged in the production of chemicals, medicines, vaccines, and other substances used by the food and agriculture industry, including pesticides, herbicides, fertilizers, minerals, enrichments, and other agricultural production aids
- Animal agriculture workers to include those employed in veterinary health; manufacturing and distribution of animal medical materials, animal vaccines, animal drugs, feed ingredients, feed, and bedding, etc.; transportation of live animals, animal medical materials; transportation of deceased animals for disposal; raising of animals for food; animal production operations; slaughter and packing plants and associated regulatory and government workforce
- Workers who support the manufacture and distribution of forest products, including, but not limited to timber, paper, and other wood products
- Employees engaged in the manufacture and maintenance of equipment and other infrastructure necessary to agricultural production and distribution

ENERGY

Electricity industry:

- Workers who maintain, ensure, or restore the generation, transmission, and distribution of electric power, including call centers, utility workers, reliability engineers and fleet maintenance technicians
- Workers needed for safe and secure operations at nuclear generation
- Workers at generation, transmission, and electric blackstart facilities
- Workers at Reliability Coordinator (RC), Balancing Authorities (BA), and primary and backup Control Centers (CC), including but not limited to independent system operators, regional transmission organizations, and balancing authorities
- Mutual assistance personnel
- IT and OT technology staff – for EMS (Energy Management Systems) and Supervisory Control and Data Acquisition (SCADA) systems, and utility data centers; Cybersecurity engineers; cybersecurity risk management
- Vegetation management crews and traffic workers who support
- Environmental remediation/monitoring technicians
- Instrumentation, protection, and control technicians

Petroleum workers:

- Petroleum product storage, pipeline, marine transport, terminals, rail transport, road transport
- Crude oil storage facilities, pipeline, and marine transport
- Petroleum refinery facilities
- Petroleum security operations center employees and workers who support emergency response services
- Petroleum operations control rooms/centers
- Petroleum drilling, extraction, production, processing, refining, terminal operations, transporting, and retail for use as end-use fuels or feedstocks for chemical manufacturing
- Onshore and offshore operations for maintenance and emergency response
- Retail fuel centers such as gas stations and truck stops, and the distribution systems that support them

Natural and propane gas workers:

- Natural gas transmission and distribution pipelines, including compressor stations
- Underground storage of natural gas
- Natural gas processing plants, and those that deal with natural gas liquids
- Liquefied Natural Gas (LNG) facilities
- Natural gas security operations center, natural gas operations dispatch and control rooms/centers natural gas emergency response and customer emergencies, including natural gas leak calls
- Drilling, production, processing, refining, and transporting natural gas for use as end-use fuels, feedstocks for chemical manufacturing, or use in electricity generation
- Propane gas dispatch and control rooms and emergency response and customer emergencies, including propane leak calls
- Propane gas service maintenance and restoration, including call centers

- Processing, refining, and transporting natural liquids, including propane gas, for use as end-use fuels or feedstocks for chemical manufacturing
- Propane gas storage, transmission, and distribution centers

WATER AND WASTEWATER

Employees needed to operate and maintain drinking water and wastewater/drainage infrastructure, including:

- Operational staff at water authorities
- Operational staff at community water systems
- Operational staff at wastewater treatment facilities
- Workers repairing water and wastewater conveyances and performing required sampling or monitoring
- Operational staff for water distribution and testing
- Operational staff at wastewater collection facilities
- Operational staff and technical support for SCADA Control systems
- Chemical disinfectant suppliers for wastewater and personnel protection
- Workers that maintain digital systems infrastructure supporting water and wastewater operations

TRANSPORTATION AND LOGISTICS

- Employees supporting or enabling transportation functions, including dispatchers, maintenance and repair technicians, warehouse workers, truck stop and rest area workers, and workers that maintain and inspect infrastructure (including those that require cross-border travel)
- Employees of firms providing services that enable logistics operations, including cooling, storing, packaging, and distributing products for wholesale or retail sale or use.
- Mass transit workers
- Workers responsible for operating dispatching passenger, commuter and freight trains and maintaining rail infrastructure and equipment
- Maritime transportation workers - port workers, mariners, equipment operators
- Truck drivers who haul hazardous and waste materials to support critical infrastructure, capabilities, functions, and services
- Automotive repair and maintenance facilities
- Manufacturers and distributors (to include service centers and related operations) of packaging materials, pallets, crates, containers, and other supplies needed to support manufacturing, packaging staging and distribution operations
- Postal and shipping workers, to include private companies
- Employees who repair and maintain vehicles, aircraft, rail equipment, marine vessels, and the equipment and infrastructure that enables operations that encompass movement of cargo and passengers
- Air transportation employees, including air traffic controllers, ramp personnel, aviation security, and aviation management
- Workers who support the maintenance and operation of cargo by air transportation, including flight crews, maintenance, airport operations, and other on- and off- airport facilities workers

PUBLIC WORKS

- Workers who support the operation, inspection, and maintenance of essential dams, locks and levees
- Workers who support the operation, inspection, and maintenance of essential public works facilities and operations, including bridges, water and sewer main breaks, fleet maintenance personnel, construction of critical or strategic infrastructure, traffic signal maintenance, emergency location services for buried utilities, maintenance of digital systems infrastructure supporting public works operations, and other emergent issues
- Workers such as plumbers, electricians, exterminators, and other service providers who provide services that are necessary to maintaining the safety, sanitation, and essential operation of residences
- Support, such as road and line clearing, to ensure the availability of needed facilities, transportation, energy and communications
- Support to ensure the effective removal, storage, and disposal of residential and commercial solid waste and hazardous waste

COMMUNICATIONS AND INFORMATION TECHNOLOGY

Communications:

- Maintenance of communications infrastructure- including privately owned and maintained communication systems- supported by technicians, operators, call-centers, wireline and wireless providers, cable service providers, satellite operations, undersea cable landing stations, Internet Exchange Points, and manufacturers and distributors of communications equipment
- Workers who support radio, television, and media service, including, but not limited to front line news reporters, studio, and technicians for newsgathering and reporting
- Workers at Independent System Operators and Regional Transmission Organizations, and Network Operations staff, engineers and/or technicians to manage the network or operate facilities
- Engineers, technicians and associated personnel responsible for infrastructure construction and restoration, including contractors for construction and engineering of fiber optic cables
- Installation, maintenance and repair technicians that establish, support or repair service as needed
- Central office personnel to maintain and operate central office, data centers, and other network office facilities
- Customer service and support staff, including managed and professional services as well as remote providers of support to transitioning employees to set up and maintain home offices, who interface with customers to manage or support service environments and security issues, including payroll, billing, fraud, and troubleshooting
- Dispatchers involved with service repair and restoration

Information Technology:

- Workers who support command centers, including, but not limited to Network Operations Command Center, Broadcast Operations Control Center and Security Operations Command Center
- Data center operators, including system administrators, HVAC & electrical engineers, security personnel, IT managers, data transfer solutions engineers, software and hardware engineers, and database administrators
- Client service centers, field engineers, and other technicians supporting critical infrastructure, as well as

manufacturers and supply chain vendors that provide hardware and software, and information technology equipment (to include microelectronics and semiconductors) for critical infrastructure
- Workers responding to cyber incidents involving critical infrastructure, including medical facilities, SLTT governments and federal facilities, energy and utilities, and banks and financial institutions, and other critical infrastructure categories and personnel
- Workers supporting the provision of essential global, national and local infrastructure for computing services (incl. cloud computing services), business infrastructure, web-based services, and critical manufacturing
- Workers supporting communications systems and information technology used by law enforcement, public safety, medical, energy and other critical industries
- Support required for continuity of services, including janitorial/cleaning personnel

OTHER COMMUNITY-BASED GOVERNMENT OPERATIONS AND ESSENTIAL FUNCTIONS

- Workers to ensure continuity of building functions
- Security staff to maintain building access control and physical security measures
- Elections personnel
- Federal, State, and Local, Tribal, and Territorial employees who support Mission Essential Functions and communications networks
- Trade Officials (FTA negotiators; international data flow administrators)
- Weather forecasters
- Workers that maintain digital systems infrastructure supporting other critical government operations
- Workers at operations centers necessary to maintain other essential functions
- Workers who support necessary credentialing, vetting and licensing operations for transportation workers
- Customs workers who are critical to facilitating trade in support of the national emergency response supply chain
- Educators supporting public and private K-12 schools, colleges, and universities for purposes of facilitating distance learning or performing other essential functions, if operating under rules for social distancing
- Hotel Workers where hotels are used for COVID-19 mitigation and containment measures

CRITICAL MANUFACTURING

- Workers necessary for the manufacturing of materials and products needed for medical supply chains, transportation, energy, communications, food and agriculture, chemical manufacturing, nuclear facilities, the operation of dams, water and wastewater treatment, emergency services, and the defense industrial base.

HAZARDOUS MATERIALS

- Workers at nuclear facilities, workers managing medical waste, workers managing waste from pharmaceuticals and medical material production, and workers at laboratories processing test kits
- Workers who support hazardous materials response and cleanup
- Workers who maintain digital systems infrastructure supporting hazardous materials management operations

FINANCIAL SERVICES

- Workers who are needed to process and maintain systems for processing financial transactions and services (e.g., payment, clearing, and settlement; wholesale funding; insurance services; and capital markets activities)
- Workers who are needed to provide consumer access to banking and lending services, including ATMs, and to move currency and payments (e.g., armored cash carriers)
- Workers who support financial operations, such as those staffing data and security operations centers

CHEMICAL

- Workers supporting the chemical and industrial gas supply chains, including workers at chemical manufacturing plants, workers in laboratories, workers at distribution facilities, workers who transport basic raw chemical materials to the producers of industrial and consumer goods, including hand sanitizers, food and food additives, pharmaceuticals, textiles, and paper products.
- Workers supporting the safe transportation of chemicals, including those supporting tank truck cleaning facilities and workers who manufacture packaging items
- Workers supporting the production of protective cleaning and medical solutions, personal protective equipment, and packaging that prevents the contamination of food, water, medicine, among others essential products
- Workers supporting the operation and maintenance of facilities (particularly those with high risk chemicals and/or sites that cannot be shut down) whose work cannot be done remotely and requires the presence of highly trained personnel to ensure safe operations, including plant contract workers who provide inspections
- Workers who support the production and transportation of chlorine and alkali manufacturing, single-use plastics, and packaging that prevents the contamination or supports the continued manufacture of food, water, medicine, and other essential products, including glass container manufacturing

DEFENSE INDUSTRIAL BASE

- Workers who support the essential services required to meet national security commitments to the federal government and U.S. Military. These individuals, include but are not limited to, aerospace; mechanical and software engineers, manufacturing/production workers; IT support; security staff; security personnel; intelligence support, aircraft and weapon system mechanics and maintainers
- Personnel working for companies, and their subcontractors, who perform under contract to the Department of Defense providing materials and services to the Department of Defense, and government-owned/contractor-operated and government-owned/government-operated facilities