

Pacific Power Employee Communications Samples

COVID-19 Update: Stay-at-home orders

March 24, 2020

Dear colleagues,

A few important updates as we forge ahead together this week to help each other and serve our customers. This update includes detailed information about how we are managing employee concerns regarding COVID-19 cases in the workplace as well as recent stay-at-home state orders in California, Oregon and Washington that are requiring new and heightened measures for self-identification.

COVID-19 cases in the workplace

In these changing and uncertain times, having fact-based information about the spread of the virus within our workplace is key. The best way to prevent rumor or speculation about a potential case of COVID-19 in the workplace is to know and understand that our HR team is the source for all employee health-related information. This means, if there is a confirmed case within our workplace or your team, the company would take action and you would be informed of that case directly by our HR team and your manager. Any other discussion about a case is likely speculation and rumor.

Stay-at-home orders and PacifiCorp identification requirements

As states continue to issue stay-at home orders to help prevent the spread and transmission of the COVID-19 virus (currently Oregon, California and Washington in PacifiCorp's service territory), it is important to understand these orders identify electric utilities as an essential service and stipulate that utility company employees, along with other essential workers (contractors, vendors, suppliers, etc.), are exempt from the stay-at-home directive while performing their job functions.

As a company we will comply with these state orders to the fullest extent, recognizing that as we go about our business of keeping the lights on for our customers we must be ready to identify ourselves as an essential service provider.

To that end, we are asking employees in Pacific Power states to always carry their company ID badge with them at all times. Furthermore, we are asking our Pacific Power employees to carry an official note of identification with them, either in hardcopy or on a mobile device. Employees can get a copy of this letter from their manager; a sample of the letter is attached. Both of these items will help local officials and customers know you're on the job and at work keeping the power on for our customers and communities.

It is possible that other states within our service area will issue stay-at-home orders in the future. If that happens, we will similarly update procedures for our employees in those states.

Here are a few more reminders on how we are working together as a company to stay on the job, and stay well.

- At this time, employees in Pacific Power states are required to work from home if they can, accounting for position duties, availability of teleworking equipment and network adequacy. Please consult with your manager to ensure continued work performance.
- Employees required to be onsite should continue to show up unless otherwise directed by your manager.
- We continue to follow [health and safety recommendations](#) from the Centers for Disease Control and Prevention (CDC), which include social distancing and rigorous hand washing.
- Our work facilities will remain open, and we will continue to apply heightened sanitation practices to ensure our facilities are safe and comfortable.
- Work is being reprioritized to focus on wildfire mitigation, projects critical to delivering power to customers, compliance obligations, and outage response.

Thank you, and please take care.

Erik Brookhouse
Vice President, System Operations
Incident Commander, PacifiCorp

Julie Lewis
Vice President of People
PacifiCorp

Keeping the lights on during COVID-19 emergency

Dear colleagues,

With several states either implementing or considering stay-at-home protocols in response to the evolving COVID-19 public health emergency, I want to make sure we all understand our roles and responsibilities as we meet our obligation to safely provide reliable electric service to our customers.

California's Governor Gavin Newsom issued a [stay-at-home directive](#) for all residents in the state on Thursday, March 19, 2020, and we may see other state leaders across our service area follow suit.

The California order stipulates that utility company employees, along with other essential workers, are exempted from the stay-at-home directive while performing their job functions. As a critical infrastructure service provider, we expect other states to allow the same exemption.

As a company, we will continue to do our work to keep the lights on for our customers and ask that our employees continue to work safely and remain focused on the task at hand. **PacifiCorp employees should have their ID badge on them at all times** in the event you are asked to present it. In addition:

- All employees who *can* should work from home.
- Employees required to be onsite should continue to show up unless otherwise directed by your manager.
- We continue to follow [health and safety recommendations](#) from the Centers for Disease Control and Prevention (CDC), which include social distancing and rigorous hand washing.
- Our work facilities will remain open, and we will continue to apply heightened sanitation practices to ensure our facilities are safe and comfortable.
- All non-essential, planned outages are being reconsidered, except work pursuant to wildfire mitigation, projects critical to delivering power to customers, compliance obligations, and outage response.

As a company, we have a strong history of preparing for emergencies that could impact our ability to generate or deliver electricity to our customers and the communities we serve. Our business continuity planning includes preparing for health emergencies that require our employees to make adjustments. These plans are designed to protect our customers and employees and to ensure energy operations and infrastructure are properly supported.

As always, you have my unwavering commitment to keeping you safe and well. I appreciate your continued focus on delivering the essential service our customers need to run their homes, businesses and communities.



Stefan Bird
President and CEO
Pacific Power

COVID-19 Update – March 13, 2020

Dear colleagues,

The COVID-19 situation continues to evolve rapidly, with new announcements, school and event closures, and declarations from our federal, state and local leaders and health authorities each day. We want to assure you that we continue to carefully monitor the situation and make adjustments to our business practices and policies for your safety and to maintain the essential service we provide to our customers.

As such, we need to take specific measures in certain communities now, given what's happening on the ground.

For employees located in Washington, Oregon and California, where more significant outbreaks are being reported, we are taking the following actions to help prevent the spread and transmission of the COVID-19 virus:

- We are encouraging any employee who can work from home to do so. Please consult with your manager to ensure continued work performance.
- For work groups such as our customer call center agents, operations and field employees in Oregon, Washington and California, we realize working from home is likely not feasible. For immediate time off needs due to these circumstances, please continue to work with local management as we work through these challenging times.

For all of our employees across PacifiCorp, we want you to know that our work facilities will remain open, and we will continue to apply heightened sanitation practices to ensure our facilities are safe and comfortable.

- We ask employees who come to work to avoid in-person meetings. Please change all large, in-person meetings to conference calls or web-based gatherings, and practice social distancing measures, including keeping 3 to 6 feet distance from others where possible.
- Continue rigorous handwashing and sanitation, which is critical to minimize the spread of the virus.

Please know you have our clear and unwavering focus on keeping you safe and well. At the same time, our customers are counting on us to deliver an essential service needed for their own safety and stability.

To ensure we're fulfilling that promise, we will continue to provide you with the latest information available to help you stay safe while continuing to do what you do best – serve our customers.

Thank you,



Stefan Bird
President and CEO
Pacific Power



Gary Hoogeveen
President and CEO
Rocky Mountain Power

COVID-19 Coronavirus – Important Updates

March 6, 2020

Dear colleagues,

Like other businesses across the globe, we are closely monitoring the spread of the COVID-19 coronavirus. As you know, this virus has made its way into communities where we live and work.

We take the safety and well-being of our employees and our customers extremely seriously. For that reason, a companywide incident management team has been activated to help protect our workplace, track daily updates from local and national health authorities, and review our internal policies and protocols to ensure they are appropriate for the evolving COVID-19 situation.

On our intranet portal, you will see a [new link for COVID-19 information and updates](#). There you'll find new information regarding:

- Temporary updates to our company travel policies
- What to do if you become sick
- What precautions you should take when working with customers

Please review this information, speak with your manager or our HR team if you have questions or concerns, and continue to check back for the latest updates impacting your area. You should also continue to follow updates from trusted sources like your state health authorities and the [U.S. Centers for Disease Control and Prevention](#).

We also ask everyone to make sure you understand and follow the guidance from health experts on how to stay healthy and limit the spread of the virus. Some of the easiest things you can do include washing your hands often and thoroughly, staying home when you feel sick, and avoiding touching your eyes, nose, and mouth.

Let's work together during this evolving situation to keep ourselves, our co-workers and our customers safe and well.



Stefan Bird
President and CEO
Pacific Power



Gary Hoogeveen
President and CEO
Rocky Mountain Power