

currents

POWERING YOUR GREATNESS

PACIFICORP

Pacific Power
Rocky Mountain Power

IT support to make working remotely work for you

LEADERSHIP MESSAGE



Dear colleagues,

Our COVID-19 response includes more and more colleagues working from home. I'm pleased to report that our IT "stress test," which we spoke about at last week's all-hands meeting and conducted on Tuesday, revealed our network capacity is strong and able to support our uptick in the number of colleagues working remotely.

The Utah earthquake also added an *unplanned* stress test on Tuesday, and our IT systems and teams performed beautifully.

We're seeing this work-from-home trend on the rise, and naturally this is adding increased traffic for home internet service and phone providers and creating some sluggishness for web-based meetings and group conference calls.

Some tips to help mitigate any sluggishness you might experience include:

- Schedule meetings to start at an unusual time. Instead of at the top or bottom of the hour, try 10, 15 or 20 minutes before or after the hour.
- If your meeting starts at the top or bottom of the hour, you can still try to avoid the surge by dialing in 10 minutes early.
- If you are using a web-based conferencing system, have the system call you rather than calling in.
- If you have to call in to the conference, use the direct-dial number, not the toll free number.

MARCH 23, 2020


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SAFE & SECURE

PacifiCorp safety results as of 3/20/2020

RECORDABLE INCIDENTS

YTD 13	ON TRACK? 
TARGET 36	

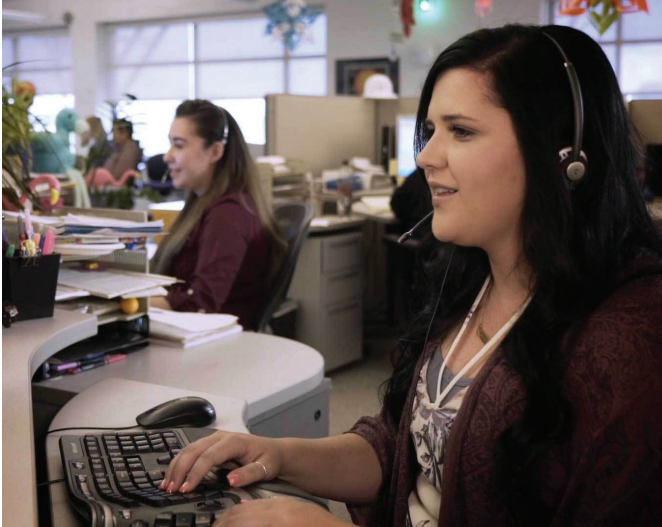
VEHICLE ACCIDENTS

YTD 5	ON TRACK? 
TARGET 32	

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COVID-19 prompts swift company action to suspend service disconnects

BUSINESS UPDATES



Pacific Power and Rocky Mountain Power are temporarily suspending disconnections and late fees for non-payment to support the state of emergency response to the COVID-19 virus. The company will continue to evaluate other ways to support our customers for the duration of this quickly evolving public health emergency.

We want our customers to know our customer care center agents are ready around the clock to answer any questions about their electrical service and to help any customers who are having difficulty paying their electrical bills.

Our company's focus continues to be on maintaining the reliability of our service and the safety of our customers, communities and colleagues.

These messages were conveyed to customers in a news release last week, and posted on our customer websites, pacificpower.net and rockymountainpower.net, as well as on our social media channels.

Customers can call 1-888-221-7070 at any time to speak with a customer care agent who can help answer any questions. We will continue to work closely with state and federal emergency response teams to support all our customers throughout this event.

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- If your bandwidth is low and you're on a video call, try shutting down other programs to lighten the load on your connection.
- If your connection is choppy, shut off the video portion of a call and participate with audio only.

IT equipment at home

We are also aware of PacifiCorp employees having questions about home technology equipment and support, as many of us are working remotely for the first time. Based on these questions, it's important to remember that company laptops are for employees and company business only. Family members should not be using company laptops for any reason.

I've addressed some of your other questions related to home technology support in the ["Working From Home" section in our online COVID-19 FAQ document updated March 20.](#)

We are all adjusting our habits and routines in this time of social distancing. Our IT teams are here to support you as together we make working remotely easy and productive. If you need help or have questions, the Enterprise Service Desk is available 24/7 [by email](#) or at 503-813-5555 or 801-220-5555.

Take care,

Nancy Lahti
Vice President
IT and Corporate Security

10 work-from-home tips in the era of social distancing

EMPLOYEE COMMITMENT



Many of us are adjusting to working from home – perhaps for the first time – while school closures and kids at home may be adding to the challenge.

Here are 10 suggestions to keep you focused and energized, and to help you mitigate isolation and avoid burnout.

1. Create a workspace. It's hard to draw a sharp distinction between home and office when you're at home. But to the extent possible, create a space at home that looks and feels like workspace. If you have a home office or an extra room with a door, that's ideal. If space is limited, your dining room table works too. The point is to have a designated workspace away from distractions.

2. Maintain your routine. It's tempting to sleep in when you don't have a commute, but that can lead to delayed start times or a lax mentality. Wake up when you normally would. Then use your normal commute time to do the things that might distract you during your workday, like doing a load of laundry, watching the news, or prepping your grocery list.

3. Get dressed. Mentally, it helps with focus when you get dressed in your typical business clothes

instead of wearing sweatpants or staying in your pajamas. It tells your body and mind that you're in work mode and not lounge mode.

4. Keep the kids occupied. If you are working from home with kids in tow, make a plan for education and entertainment. Stock up on books and puzzles. Common Sense Media has [good recommendations](#) for child-appropriate content on streaming services.

5. Keep the TV off. The news is changing by the minute, and it's tempting to keep it running in the background, but it can pull your attention away from your work. Save it for outside of work hours – just as you would if you were in the office.

6. Boost your bandwidth. Is your home internet access robust enough for video conferencing? Are the kids at home hogging all the bandwidth? Call your internet service provider and talk about the increased use that may occur while you and others in the household are working at home. If needed, set some ground rules about when kids can be online, or stagger video meetings with your other family members.

Credible contacts for COVID-19

HEALTH AND SAFETY



Digesting all the news and information about COVID-19 can feel like being on the receiving end of a firehose. Yet having access to credible information from reliable sources is key to staying safe and sane.

Company leaders, including our Unified Incident Management Team, have been following up-to-date recommendations from trusted federal, state and local authorities in order to make the best-informed decisions for our business and our workforce. You can do the same for your home, family and community.

In addition to the trusted resources listed below, check with your county health officials for the most localized information and guidelines.

You can always get the latest [company updates and FAQs](#) on the intranet portal.

And in case you missed our All-Hands discussion on Monday, March 16, the [video replay is available here](#).

National and Global

- [U.S. Centers for Disease Control and Prevention](#)
- [World Health Organization](#)
- [U.S. Department of Health & Human Services](#)

California

- [California Department of Public Health](#)

Idaho

- [Idaho Department of Health and Welfare](#)

Oregon

- [Oregon Health Authority](#)

Utah

- [Utah Department of Health](#)

Washington

- [Washington Department of Health](#)

Wyoming

- [Wyoming Department of Health](#)

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7. Communication is key. Don't lose touch with your work team and work friends. When you can't get together in person, take advantage of the increasingly useful and innovative tools available, including Skype and Webex Teams, to stay close.

8. Take breaks. If you don't take a breather and change your venue at some point during the day, you risk burnout. Get up every so often to refill your water glass, look out the window or do some stretching. During lunch, take a walk to get your steps in and get some fresh air.

9. Close your computer. When your workday is over, shut it down. With your work computer right there at home, it's easy to keep checking your inbox and answering "quick" emails, but that can lead to long hours and lost sleep. Signal the close of the workday by shutting down your computer.

10. Get FaceTime. During this time of social distancing, you may feel isolated when you're at home all day. After work, call a friend or family member via FaceTime, Facebook Portal, Skype, etc., and talk about your day. Embrace the webcam – seeing the person you're talking with will help you feel less isolated.

Let us learn from your experience What works for you when you work from home? Tell us your tips at [Internal Communications](#).

Take steps to slow the spread of COVID-19

Even if you are healthy and feel fine, your activities can increase the risk for others. Each of us must do our part. Listen to and follow the directions of the CDC to slow the spread of the COVID-19 coronavirus.



Clean your hands often

- **Wash your hands** often with soap and water for at least 20 seconds. Get more [handwashing tips and information from the CDC](#).
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.



Cover coughs and sneezes

- **Cover your mouth and nose** with a tissue when you cough or sneeze, or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands**.



Practice social distancing

- Put distance between yourself and other people if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of getting very sick.
- Avoid social gatherings of more than 10 people.
- **Stay home** if you are sick, except to get medical care. Learn [what to do if you are sick](#).



Clean and disinfect

- **Clean AND disinfect frequently touched surfaces daily**. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.

IT UPDATES

UPDATE CITRIX FOR A BETTER REMOTE EXPERIENCE

In light of recent remote access readiness testing involving Citrix, it has come to IT's attention that many users have older versions of Citrix installed. For a better user experience, do the following.

If you are using a personal computer, check the version of Citrix currently installed. If it is not at least version 19.09, you should uninstall and install version 19.09 from <https://citrix.com/products/receiver.html> as appropriate for your system.

If you are using a company computer, we recommend installing version 19.09 from Software Center.

If you have questions, contact the [Enterprise Service Desk](#) at 503-813-5555 or 801-220-5555.

CONNECT WITH US ON LIVESAFE

PacifiCorp uses the LiveSafe app to connect with employees during emergencies. LiveSafe enables direct two-way communication, location sharing, and access to safety resources.

Take a moment to install the LiveSafe app on your phone today, and be sure to connect with PacifiCorp.