

West Coast Gas Company, Inc.

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March 25, 2020

West Coast Gas Company Inc. (U-910-G)

Public Utilities Commission of the State of California
Energy Division

SUBJECT

Business Continuity and COVID-19 (Novel Coronavirus) Response Plans.

PURPOSE

Pursuant to California Public Utilities Commission (Commission) Executive Director Alice Stebbins's March 20, 2020 letter, "Business Continuity and COVID-19 (Novel Coronavirus) Response Plans", (Stebbins Letter), West Coast Gas Company Inc. (WCG) hereby responds to that request.

RESPONSE

1. The COVID-19 has neither resulted in the loss or disruption of the delivery or receipt of utility services. Nor has it resulted in the degradation of the quality of utility service.
2. WCG currently has no affected employees. All employees are encouraged to comply with CDC guidelines for mitigating the spread of the Coronavirus, such as washing hands thoroughly, observing social safe distancing, limiting contact with customers and maintaining a healthy work environment.
3. Yes, WCG has implemented CDC mitigation strategies.
4. Yes, WCG had suspended disconnection to our customers and is offering extended grace periods and payment agreements.
5. WCG will communicate the information on its billing statements, which go out next week.

Emailed to Lee Palmer, Leslie.palmer@cpuc.ca.gov on March 26, 2020.