



ERCOT Pandemic Plan Preparations for Coronavirus (COVID-19)

March 31, 2020

ERCOT's Pandemic Plan may be found online at:

http://www.ercot.com/content/wcm/lists/200199/ERCOT_Pandemic_Preparedness_Plan_20200204_Redacted_Public.pdf

This document is intended to share steps taken by ERCOT in response to the Coronavirus (COVID-19), to protect its employees and ensure ERCOT can continue to provide its key business functions and ongoing operations.

Pandemic Actions

I. Active Measures

a. Grid Operations

ERCOT has implemented a number of measures to help protect the health and safety of its grid operators.

- At this time, anyone reporting to an ERCOT facility must agree to a temperature screen every time they come on-site. On-site workers have committed to rigorous social distancing, including inside the control room.
- ERCOT is alternating shifts between its primary and backup control rooms. This allows for greater social distancing between grid operators.
- Additionally, ERCOT is doing extensive cleaning of the control room and associated areas in between shifts, and each grid operator is also cleaning his/her own station and equipment again prior to the start of their shift. There are also established methods for disinfecting the doors used to enter the control rooms.
- During this time, only grid operators and cleaning crews are allowed inside ERCOT's control rooms.
- Grid operators have received an on-site critical infrastructure verification letter allowing them to continue working on-site during the shelter-in-place order.
- ERCOT has also contracted with a company who specializes in biological hazard disinfecting, which is designed to kill COVID-19. If a grid operator or anyone else working on-site becomes ill, this company will be brought in to deep clean the impacted area(s).

b. Measures for Entire Business

- Mobilized Pandemic Planning Team and put Disaster Management Team on notice in early March
 - Pandemic Planning Team meets regularly to discuss evolving situation and identify ways to mitigate risk
 - Engages in discussions with other Regional Transmission Operators (RTOs)/ Independent System Operators (ISOs) and Transmission Operators for best practices
- Effective March 18, 2020, moved from voluntary work from home to mandatory work from home for employees and contractors who do not need to be on-site to perform their job responsibilities
 - Implemented special screening measures for staff required to work on-site at any ERCOT facility during this time
 - Must be on pre-determined list of required on-site workers (some exceptions may apply at discretion of management)
 - Must agree to a temperature screen each time employee/contractor enters an ERCOT facility
 - On-site staff must practice social distancing as much as possible
- Enforcing other business measures through May 3:
 - Using conference calls, WebEx, Skype and other technical means for conducting business with external parties
 - Hosting ERCOT stakeholder meetings via WebEx
 - Canceled all non-essential business travel
 - Canceled and/or rescheduled non-essential meetings, conferences, speaking engagements, trainings
 - Implemented visitation restrictions on all ERCOT facilities
 - No non-essential vendors, caterers, visitors
- Implemented extra measures for deep cleaning of all ERCOT facilities
 - Weekly electrostatic cleaning
 - Increased wipe down of work areas, conference rooms and door handles
 - Additional cleaning of surfaces in the control room and Day-Ahead Market operator areas
 - Increased availability of cleaning/disinfecting supplies to common areas
 - Installed wall hand sanitizers in high traffic areas

II. Previously Implemented Measures During Pre-Work from Home Status

- Monitoring international travel of ERCOT staff and their household members
 - Implemented international travel log for employees and contractors; Human Resources (HR) provides risk assessment to determine whether ERCOT staff may return to work

- Some ERCOT staff have been directed to work from home for a time period based on risk assessment
 - Implemented a policy requiring employees and contractors who travel to or through a country with a U.S. Department of State travel advisory rating of 2, 3 or 4 for the Coronavirus or who have been on a cruise to work from home a minimum of two weeks prior to returning to work; also applies to employees or contractors who have someone in their household who has traveled to or through the countries identified or been on a cruise
 - As of March 30, new travel restrictions were added for the state of Texas. Anyone traveling from, to or through the states of California, Connecticut, Louisiana, New Jersey, New York and Washington or through the cities of Atlanta, Chicago, Detroit and Miami must follow the same procedures that are in place for cruises and international travel.
 - ERCOT workers – whether working from home or on-site – should complete a travel log if they or a household member has traveled from, to or through the above-mentioned areas any time after March 6, or have plans to travel from, to or through any of these areas. Those with planned trips should submit their travel log at least 30 days prior to the trip.
 - Employees and contractors must contact HR and be authorized to return to work.
- Instructed ERCOT staff with illness or symptoms of illness to stay home
 - Enhanced immediate cleaning of work areas of ERCOT staff who are sent home
 - Employees and contractors must report any symptoms to HR and must be authorized to return to work
- Increased communication to encourage healthy hygiene; employees are encouraged to take the following actions:
 - Enhance social distancing
 - No handshaking or other physical contact
 - Sanitize hands and meeting spaces
 - Clean workspace daily
 - Wash hands frequently and maintain good personal hygiene
 - Cover mouth and nose when coughing or sneezing
 - Avoid touching face, mouth and eyes
 - Seek medical attention if employee experiences any cold or flu-like symptoms, especially fever or shortness of breathe
- Canceled 2020 Black Start Training indefinitely
 - Will reassess the possibility of rescheduling at a later date
- Canceled on-site recruiting interviews until further notice
 - All interviews will be conducted via conference calls and WebEx

III. Market Notices

ERCOT has issued the following market notices in response to COVID-19:

March 3

http://www.ercot.com/services/comm/mkt_notices/archives/4449

March 6

http://www.ercot.com/services/comm/mkt_notices/archives/4467

March 9

http://www.ercot.com/services/comm/mkt_notices/archives/4468

March 16

http://www.ercot.com/services/comm/mkt_notices/archives/4479