



ERCOT Pandemic Plan Preparations for Coronavirus (COVID-19)

March 12, 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 preparation for Coronavirus (COVID-19) to protect its employees and ensure ERCOT can continue to provide its key business functions and ongoing operations.

1. Pre-Pandemic Actions

As of March 12, 2020, ERCOT has taken the following actions specific to the control room:

- Reinforcing hygiene messages
- Additional cleaning of surfaces, including wipe downs between shifts
- Contracted with company that specializes in biological hazard disinfecting, to be used as needed
- Established methods to wipe down biometric readers used to enter control room
- Suspended tours of the control room
- Suspended daily in-person control room meetings
- Encouraging control room staff to limit time spent outside of the control room
- Restricted support staff from entering the control room and control room support area
- Alternating facilities and implementing procedures to enhance social distancing for grid operators

In addition, ERCOT has taken the following actions for its entire operations:

- Mobilized Pandemic Planning Team and put Disaster Management Team on notice
 - Pandemic Planning Team is meeting regularly to discuss evolving situation and identify ways to mitigate risk
 - Engaging in discussions with other Regional Transmission Operators (RTOs)/ Independent System Operators (ISOs) and Transmission Operators for best practices
- Enforcing non-essential business measures through March 31 (timeframe to be reassessed before the end of March):
 - Instructed ERCOT staff to use 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 to ERCOT facilities
- 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 pending and future interviews will be conducted via conference calls and WebEx
- Monitoring international travel of ERCOT staff and their household members
 - Implemented international travel log for employees and contractors; Human Resources (HR) is providing 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
 - Employees and contractors must contact HR and be authorized to return to work.
 - Policy will be assessed weekly
- Instructing 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
- 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
- Increased communication to encourage healthy hygiene; employees are being encouraged to take the following actions:
 - Enhance social distancing
 - No handshaking or other physical contact
 - Sanitize hands and meeting spaces
 - Clean workspace daily
 - Frequent handwashing and maintaining 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 breath
- Reviewing work from home capabilities
 - A mandatory work from home exercise was conducted to test current capabilities to work remotely and ensure access to necessary tools
 - Identifying ERCOT staff and vendors who are needed on-site to maintain critical functions
 - Implemented voluntary work from home policy for employees and contractors who do not need to be on-site to perform their job responsibilities, pending manager approval

ERCOT has issued the following market notices in response to the Coronavirus (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