COVID-19 Actions
New York Power Authority and Canal Corporation
March 24, 2019
NYPAA’s COVID-19 Task Force
COVID-19 Task Force

- Established in January 2020
- Adopted Incident Command Structure (ICS)
- Members from:
  - Enterprise Resilience
  - Environmental, Health, and Safety
  - Crisis Management and Physical Security
  - Law Department
  - Human Resources
  - Risk Management
  - Utility & Commercial Operations
  - Strategic Supply Management
  - Information Technology
  - Labor Relations
  - Project Management
  - Corporate Communications
- Daily briefings beginning on March 5, 2020
- Will remain in place until crisis ends
Employee Awareness and Risk Mitigation
Awareness Training Content

- What is the Coronavirus?
- How does the virus spread?
- Signs and symptoms
- Preventive measures
- Underlying health condition risks
- Minimizing risk of exposure (examples)
  - Hygiene
  - Travel restrictions
  - Training class cancellations
  - Social distancing
Messages from CEO and Task Force

- Unified delivery of information to NYPA and Canals employees and contractors
- Actions taken by New York State that apply to or affect NYPA and Canals
- Actions taken by NYPA to protect its employees and customers
- Direct calls from CEO to control room / operations personnel
- Leveraging:
  - Emails, text messages, robocalls and recurring meetings
NYPAA’s PowerNet
Visit the Powernet for the Latest on NYPa’s Coronavirus Response

(Contact: Sue Keever)

An email was sent to employees last Friday evening with updates on several topics related to NYPa’s response to the coronavirus. Please read it for information on:

- Training – Technical Training & Talent Development
- Selected WPO & SENY Employees – IT Stress Test on March 17
- Travel – International & Domestic
- Payroll

For the latest NYPa-specific information on the coronavirus, visit the Powernet. A coronavirus page has been established there to provide updates and links to relevant information, including hygiene tips and communications sent to employees.

An email account has been established to receive questions from employees about NYPa’s handling of the coronavirus. Send inquiries to COVID-19Questions@nypa.gov.

For benefits-related questions as they relate to the coronavirus, send an email to HR.Services@nypa.gov or call the Benefits Hotline at 914-287-3114.

One-stop COVID shop for employees:

- All NYPA Documents and Messages
- Governor’s Office News
- Helpful IT Hints for Working Remotely
- COVID-19 FAQs
- Hygiene recommendations
- Travel Advisories
- Other information / support resources
- Key NYPA contacts
Business Continuity Plan Implementation
Business Continuity Plan Actions

▪ Delegation of Authorities

▪ Designation of essential and non-essential employees and contractors
  ◦ Applicable to work from home actions / shelter in place

▪ Remind plan backups
  ▪ For plan implementation sustainability

▪ Payroll management
  ◦ Ensure employees continue to be paid
  ◦ Encouraging and supporting employees to use direct deposit

▪ Family support services
  ◦ Ensure families of essential employees are supported
Impacts on Operations
Operations Impacts

- Capability and capacity to support work from home
  - Testing of capabilities, e.g. bandwidth and equipment
- Major capital and O&M projects in progress at NYPA and Canal facilities
- Focus on essential maintenance of facilities / all others deferred
- Janitorial cleaning service management
- Mutual assistance management
- Visitor center closings
- Monitoring load curtailment / customer impacts
- Assessing financial impacts
Control Room Continuity Actions

▪ Sequestration of control room operators
  o 30-day sequestration periods
  o Convert closed visitor centers to mini-hotels (beds, showers, etc.)
  o On site RVs and trailers (beds, showers, laundry, kitchens)
  o 30-day food supply / entertainment items
  o Separate living camps (segregating shifts)
  o Sanitizing control rooms between shifts
  o Labor relations issues – represented workforce

▪ Mutual Assistance
  o Refreshing plans and contacting Mutual Assistance partners to open communication channels
Control Room Continuity Actions (cont’d)

- COVID-19 testing
  - Working with New York State to assess priority

- Questionnaires & temperature testing of personnel
  - Discovered that temperature testing requires a medical professional to administer
  - HIPPA constraints
  - Labor relations issues – represented workforce
  - Three check-ins throughout each shift (one temperature check, two questionnaires)

- Securing additional resources
  - Identifying retirees for essential positions
  - Addressing paperwork upfront to shorten recall time
Remote Working Tools & Capabilities

- NYPA laptops for essential staff
  - Conducted gap analysis of laptops and phones
  - Issued equipment to essential staff
- Other telecommuting capabilities for personal equipment
  - Office 365
  - RSA Tokens
  - Remote Desktop
  - Duo Mobile
- Awareness
  - Provided a training package to all personnel before work from home directive
  - Staffed Help-Desk based on projected demand
Actions Taken by New York State Affecting NYPA and Canals
Actions by New York State

- Actions directed by Gov. Andrew M. Cuomo:
  - Established a “Containment Zone” / restricted area around the City of New Rochelle, NY
  - Large gatherings of people in NY cancelled or postponed, effective March 13, 2020.
  - Certain non-essential NYS employees to work from home for two (2) weeks, effective March 16, 2020.
NYPA and Canals Impacts / Actions

▪ “Containment Zone” around the City of New Rochelle, NY
  o Is 5 miles from NYPA’s HQ office in White Plains, NY
  o Essential and non-essential employees live in the zone
  o There are impacts to operations and business continuity

▪ Large gatherings of people
  o No real impact – NYPA implemented stricter measures

▪ Certain non-essential NYS employees to work from home
  o Initially applied to non-essential NYPA employees that are based in:
    o HQ Office in White Plains, NY
    o Southeast New York Region – fossil generating facilities in New York City and Long Island, NY
  o Now applies throughout all NYS
Next Steps
Next Step Actions

- Continue daily meetings of the Task Force
- Monitor developments in the COVID-19 outbreak
- Continue to plan for and take mitigation actions
- Implement business and operational response plans, as needed
- Respond to New York State actions that apply to NYPA and Canals
Questions