



COVID-19 Actions

New York Power Authority and Canal Corporation

March 24, 2019

March 26, 2020

NYPA'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

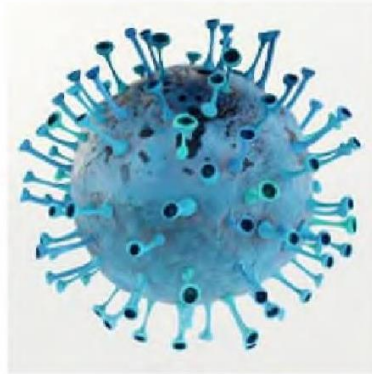
- **Unified delivery of information to NYPA and Canals employees and contractors**
- **Actions taken by New York State that apply to or affect NYPA and Canals**
- **Actions taken by NYPA to protect its employees and customers**
- **Direct calls from CEO to control room / operations personnel**
- **Leveraging:**
 - **Emails, text messages, robocalls and recurring meetings**

NYPA'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**
 - 30-day sequestration periods
 - Convert closed visitor centers to mini-hotels (beds, showers, etc.)
 - On site RVs and trailers (beds, showers, laundry, kitchens)
 - 30-day food supply / entertainment items
 - Separate living camps (segregating shifts)
 - Sanitizing control rooms between shifts
 - Labor relations issues – represented workforce
- **Mutual Assistance**
 - 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**
 - Is 5 miles from NYPA’s HQ office in White Plains, NY
 - Essential and non-essential employees live in the zone
 - There are impacts to operations and business continuity
- **Large gatherings of people**
 - No real impact – NYPA implemented stricter measures
- **Certain non-essential NYS employees to work from home**
 - Initially applied to non-essential NYPA employees that are based in:
 - **HQ Office in White Plains, NY**
 - **Southeast New York Region – fossil generating facilities in New York City and Long Island, NY**
 - 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