

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
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March 20, 2020  
VIA E-MAIL

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

Please provide the California Public Utilities Commission (CPUC) with your company's policies for responding to and continuing operations through the current spread of COVID-19. This should include policies relating to providing safe working environments for your employees and business continuity plans for continuing all business and service delivery operations in the event of further community transmission. As an example, the Centers for Disease Control and Prevention ("CDC") has published Interim Guidance for Businesses and Employers. <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

As part of your business continuity plan, please indicate: (1) which essential functions can and cannot be performed remotely or transferred between locations; (2) how your company responds when employees are unable to work at their assigned job sites; (3) how your company is responding to shelter in place orders, including for employees whose homes or job sites are in locations where such orders are in effect; (4) whether continuity planning differs for pandemics versus events such as earthquakes or wildfires; and (5) whether your company has already activated your business continuity plan in response to COVID-19.

Please also provide any communications distributed to your employees or customers about potential impacts to operations and service that may occur as a result of your company's COVID-19 response.

Additionally, please provide the following information, if applicable:

- Has your company implemented the CDC's interim guidance?
- What effects might the spread of COVID-19 have on your call center?
- What effects might the spread of COVID-19 have on your credit and collections processes?
- Have you taken any actions or are you planning any actions for customers impacted by COVID-19, such as suspending disconnections or implementing bill payment plans?

- How will you communicate to the public about COVID-19 and your operations?

For broadband providers and Multi-Line Telephone System operators, please provide the CPUC:

- Web addresses to any public commitments or pledges announced or made (including to the Federal Communications Commission);
- the best all-hours phone and email contact(s) for the CPUC to reach you;
- the best public contact(s) for the CPUC to include on a public COVID-19 website.

The purpose of this request is to ensure that utilities regulated by the CPUC will continue to provide safe, reliable and reasonable service to customers during the pendency of the COVID-19 pandemic. Please note that this request does not supersede any other requests for information issued by the CPUC, including the Safety Alerts, and that companies must continue to respond to all requests for information from the CPUC.

Please submit public and confidential versions of your responses electronically to Lee Palmer, Director of the Safety and Enforcement Division, at [Leslie.Palmer@cpuc.ca.gov](mailto:Leslie.Palmer@cpuc.ca.gov) by Friday, March 27, 2020.

Sincerely,



Alice Stebbins  
Executive Director

CC: President Marybel Batjer, CPUC  
Commissioner Martha Guzman Aceves, CPUC  
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Commissioner Clifford Rechtschaffen, CPUC  
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Service List to R.18-03-011  
Service List to R.18-10-007