

IR 20-089 - Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers

New Hampshire Public Utilities Commission

June 17, 2020



NHEC Status

- No known employees w/COVID-19 symptoms
- No employees tested positive for COVID-19
- No employees currently under quarantine
- 140 employees w/remote work capability

Pandemic Response Plan

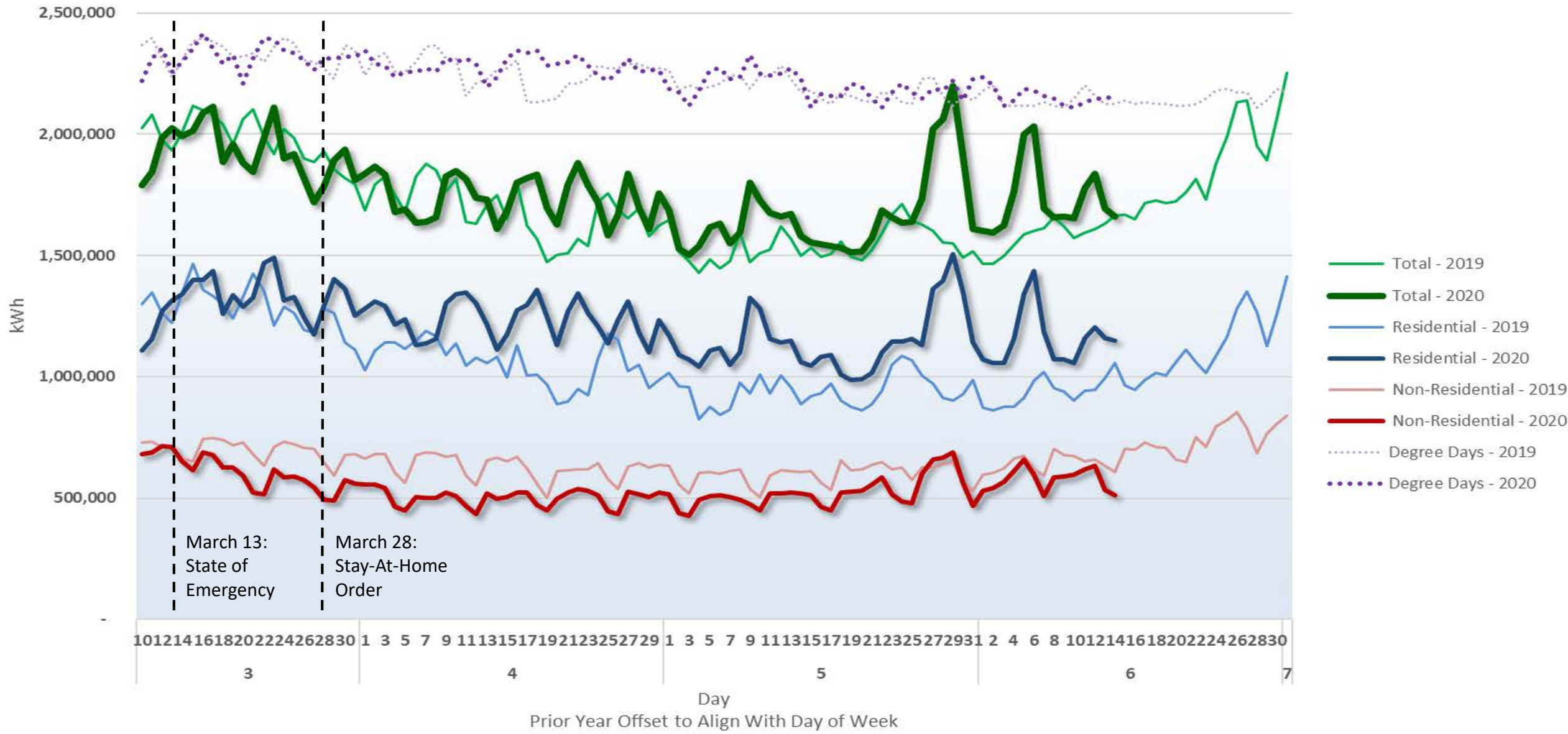
- Subset of Business Continuity Plan
- Review of other cooperatives and utilities plans, WHO, and CDC guidance
- Developed by multi-department team at NHEC
- Pandemic Response Team



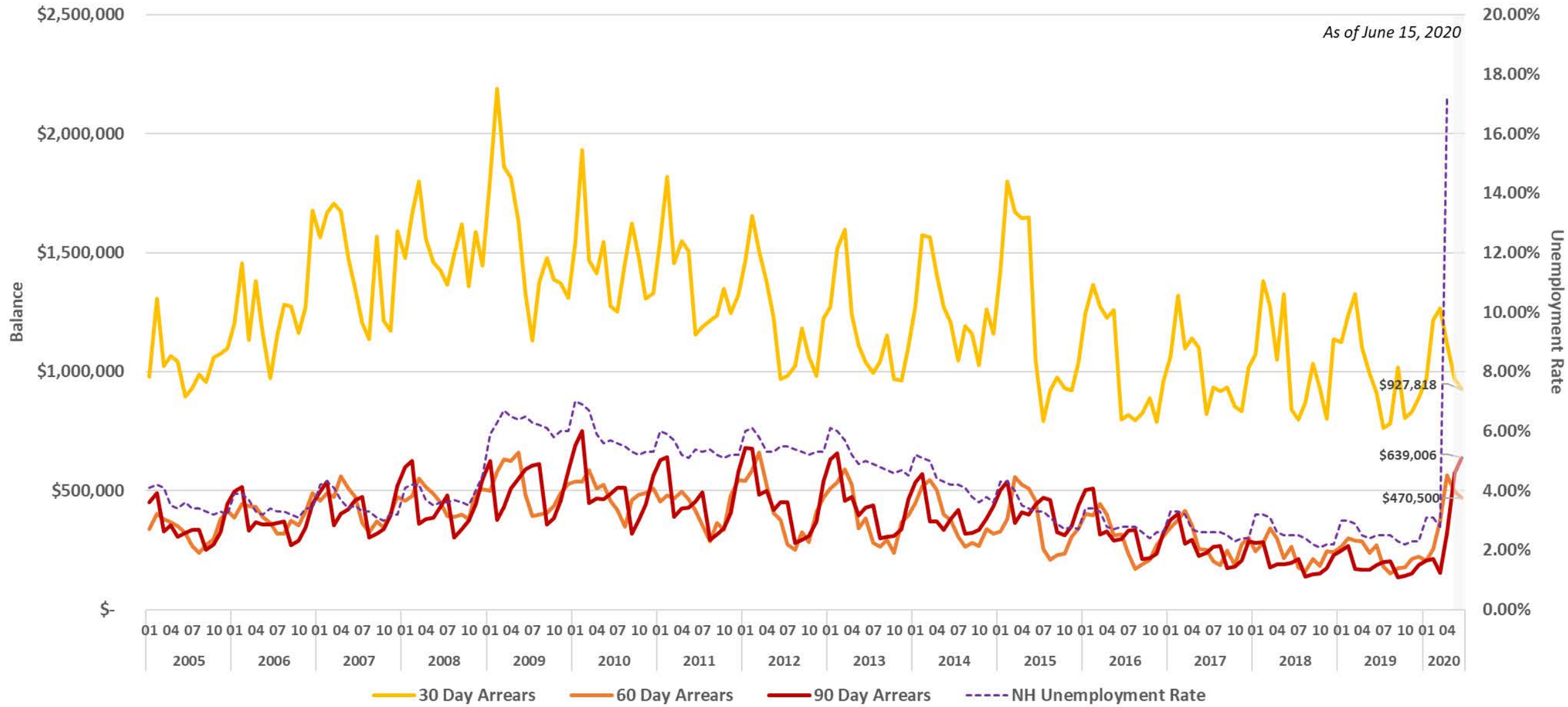


- Promote hygiene best practices
- Stay home when sick
- Suspend travel
- Prohibit external meetings
- Encourage remote work
- Increased facility cleaning
- Suspend disconnections / late fees
- Enact operations specific policies
 - Separate vehicles
 - Social distancing
 - Avoid entering NHEC facilities
 - Face coverings
- Suspend activities in member premises
- Mandatory work from home
- Member assistance outreach
- Face coverings / PPE
- Daily symptom / temperature certification

Daily Metered kWh March-June 2020 vs. March-June 2019 (Day Offset)



Accounts Receivable Aging



Accounts Receivable by Class

6 / 15 / 2020

