

04/06/20 15:23

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From: [Siores, Natasha](#)
To: [Ball, Jason \(UTC\)](#)
Cc: [Beaton, Rebecca \(UTC\)](#); [Kravitz, Zachary D](#)
Subject: RE: [External]COVID-19 Response
Date: Tuesday, March 17, 2020 6:19:56 PM

Hi Jason – things remain very fluid with the COVID-19 situation, but here are some updates responsive to your questions.

General update

- We are continuing to operate with no disruptions to the delivery of natural gas to our customers. We are actively monitoring and evaluating the latest news and impacts of the COVID-19 pandemic on our customers, our employees and our business.
- We stood up our Incident Command Team a little over two weeks ago; their job is ensure we have company-wide continuity plans and protocols to safely serve customers and keep our employees safe.
- To ensure customers have access to their natural gas service, we have suspended all disconnections and late payment fees for all customers
 - In Washington, this required a small tariff change to Schedule C regarding late payment fees to provide flexibility to not charge late payment fees; this tariff change was approved at today's special open meeting. Our tariff language in Rule 5 regarding disconnections already reflected some flexibility in not requiring disconnections.
- For the safety of our employees, customers and the general public, we will be suspending non-emergency/non-safety related service calls. We will continue to respond to all emergency/odor/safety related calls. The non-emergency/non-safety related service calls are covered in our Rule 9 and we plan to use the flexible operative language in the tariff to use discretion in providing service calls.
- For our employees, we are prohibiting company travel outside of our service territory and we are limiting the size of company gatherings and meetings.
- We have implemented a policy that highly encourages all non-critical employees to work from home (critical employees include field personnel, call center, emergency call center, resource management center, gas supply, gas control, LNG Plants and Mist Storage).
- We have provided frequent updates to our employees through email and our internal website that is updated periodically. Managers and supervisors are provided additional information to support employees and participate in a standing Friday afternoon meeting.

Communications with others

- Zach, our Director of Regulatory Affairs has been in contact with Chair Danner through phone calls and email.
- Todd Felix, our Emergency Response Manager, has also been in touch with the ESF12 representative at the WUTC.

Please let me know if you have any questions or need additional info. Thanks for reaching out – I hope all is well with everyone there. Thanks!

Regards,
Natasha

Natasha Siores

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From: Ball, Jason (UTC) <jason.ball@utc.wa.gov>
Sent: Tuesday, March 17, 2020 12:05 PM
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Subject: [External]COVID-19 Response

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Natasha,

Commission Staff is reaching out to industry members for updates on your company response. Please provide an update regarding your response to the COVID-19 emergency, including operating status, whether you are planning to reduce or modify its operations, close front-office or any call centers, defer work-orders for non-emergent issues (meter change-outs, service extensions), etc. in Washington and if you have provided information already to the UTC, Military Department or Governor.

Thank you,

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Washington Utilities and Transportation Commission
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