April 27, 2022

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Updates to COVID-19 Contracted Energy Efficiency Vendor Health and Safety Protocols

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Changes to COVID-19 Health and Safety Protocols

What's changing?

- Use of COVID-specific personal protective equipment ("PPE") (masks, etc.) no longer required when delivering services on customer premises

What's not?

- Customer pre-screening
- Positive case notification and quarantine protocols
- Use of PPE at customer request
- Continued adherence to all relevant federal, state, and local requirements

PAs have announced changes to COVID-19 health and safety protocols for contracted EE vendors, effective immediately

Background

- **Purpose/Goal:** Establish delivery models that allow the Program Administrators (“PAs”) to meet state mandated energy efficiency goals while recognizing that COVID-19 has introduced new obstacles. Government restrictions on essential work activities and businesses, social distancing requirements, public health guidance and community concerns require that the PAs rethink our energy efficiency service delivery process that is aligned with and meets/exceeds our internal COVID-19 Health & Safety (“H&S”) requirements.

- Team consisted of program administrators from three states across the service territories, health & safety professionals, quality assurance and quality control providers, and outreach partners

Phases of Work Continuity Plan

1. Exterior work, no customer contact
2. Interior work, no customer contact (basement, attic, vacant building, etc.)
3. Customer contact
4. Administrative safeguards

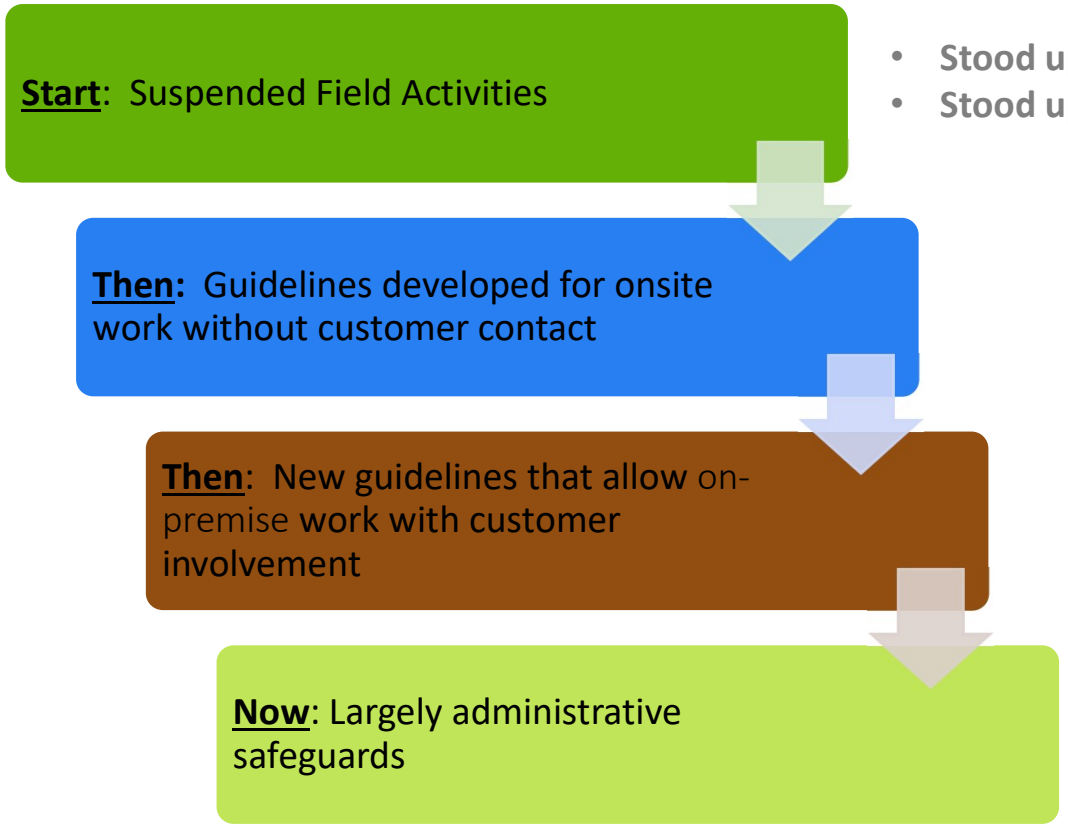
Phases 2 & 3 Focused On:

- Provided guidance on proper use of various types of PPE and standards for disinfectants
- Provided recommendations of proper equipment for different situations
- Defined recommendations for sanitation and hygiene to minimize infection risk
- Focused on physical distancing based on different levels of PPE
- Defined monitoring, quality assurance & compliance protocols

Evolving H&S Protocols

- Reverting to administrative safeguards
  - Self-Certification
  - Notification
  - Customer Pre-Screening
  - Adherence to Customer Preferences
- Defines standards for Quarantine & Isolation in the event of exposure or positive result
- In line with recommendations from CDC
- Program administrators will continue, with support of third-party experts, to monitor COVID-19 situation and make additional protocol adjustments as circumstances warrant

How Did We Get Here?



- Stood up in April 2020
- Stood up three phases since then (4th phase now)