

PUBLIC UTILITIES COMMISSION

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

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Sacramento County Airport Dept.
Cynthia Nichol, Director of Airports
6900 Airport Boulevard
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Santa Clara Valley Transportation
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San Jose, CA 95134

Grove Trolley/Americana Trolley
Julie Jauregui, Senior Vice President
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Orange County Transportation
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Orange, CA 92863-1584

Los Angeles World Airports
Jake Adams, Deputy Exec. Director
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Union Pacific Railroad
Josephine Jordan, General Counsel

Amtrak California
Sean Paul
Operations Superintendent

BNSF Railway
Carl Ice, President

ATK San Joaquin/Capitol Corridor
Clint Watkins and Jamie Newell,
Assistant Superintendents

Coaster (NCTD)
Sean Loofbourrow, Chief of Safety

Caltrain
Ron Stahl
Deputy General Mgr, Operations

Sonoma-Marín Area Rail Transit
Farhad Mansourian
General Manager

California Short Line Railroad Assn.
Donald G. Norton
Executive Director

Altamont Corridor Express
Brian Schmidt
Director of Operations

Metrolink
Donald Filippi
Director, System Safety & Security

Amtrak
Tim Corbett
Assistant Superintendent

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 by Friday, March 27, 2020.

Sincerely,



Alice Stebbins
Executive Director

CC: President Marybel Batjer, CPUC
Commissioner Martha Guzman Aceves, CPUC
Commissioner Liane Randolph, CPUC
Commissioner Clifford Rechtschaffen, CPUC
Commissioner Genevieve Shiroma, CPUC
Maryam Ebke, Deputy Executive Director, CPUC
Lucian Filler, Deputy Executive Director, CPUC
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Hazel Miranda, Office of Government Affairs Director, CPUC
Service List to R.18-03-011
Service List to R.18-10-007