

Background

Out of an abundance of caution, PJM has taken a variety of actions to minimize the chances that the spread of coronavirus could affect its employees and stakeholders, or otherwise disrupt the safety, security and reliability of the high voltage electric system.

Talking Points

Key Messages

- PJM is taking precautions to maintain the safety and security of its employees, stakeholders and the high-voltage electric system amid the spread of coronavirus around the globe. We understand that these actions can be disruptive but we believe the safety of our employees and the operation of the grid is paramount. PJM will continue to assess the situation every week and make decisions on our activities for the following two weeks.
- Employees are encouraged to work from home or to take time off if they feel ill, or are caring for someone who is ill, and report any illness to HR. If an employee or household member is at higher risk if they become ill (e.g. pregnant, immunocompromised), they should work with their manager and HR business partner for alternative work arrangements.
- Business Continuity is requiring employees to review their departmental plans and take home equipment nightly in the event they need to work from home.
- If employees do not feel comfortable coming to work, they should discuss with their manager and HR business partner to make alternate work arrangements. However, if their job responsibilities require them to work on-site, (e.g. Dispatch, Facilities, etc.) those situations would be reviewed with their manager and HR on a case-by-case basis.

Travel

- To limit the opportunities for the virus to spread among employees, all business travel has been suspended. This includes air travel, travel by train or vehicles, and applies to speeches, trainings, local activities – any business-related group activity or meeting. Any exceptions to this rule will be approved by an ET member.
- The company has cancelled all visits to its Valley Forge campus.
- Employees are asked to report to the company any personal international travel to include household members, and to report any illness to HR. Employees who return from international travel will be quarantined; upon your return from travel, you will be asked to telecommute for a 14 day period. PJM requires a doctor's clearance to return to work after employees travel to affected areas.

Facilities

- With the exception of operators and Control Room staff, all in-person access to the Control Rooms and the mezzanine is suspended. As needed, meetings can be held by phone.

- PJM is conducting enhanced sanitization practices in its buildings, which had initially been conducted to address the 2020 influenza season.
- PJM uses a hospital-grade disinfectant that is safe for an office environment.
- Control rooms are cleaned daily and work stations in control rooms are sanitized after each shift.
- PJM is suspending all visitors to campus with the exception of vendors or essential business personnel that need to deliver critical items or services.

Wellness

- Employees are encouraged to work from home or to take time off if they feel ill, or are caring for someone who is ill, and report any illness to HR. If an employee or household member is at higher risk if they become ill (e.g. pregnant, immunocompromised), they should discuss with their manager and HR business partner for alternative work arrangements.
- If you have health-related questions, please contact your HR business partner.
- Hand sanitizer dispensers are kept well-stocked across the PJM campus and individual bottles are available in each lobby while supplies last. If individual bottles are unavailable in your building, please use the hand sanitizer stations placed in building lobbies and other locations. Use hand sanitizer prior to accessing the café, upon leaving conference rooms, or anywhere else where multiple people may have touched surfaces. Wash your hands frequently following [CDC recommendations](#).
- Avoid handshaking. Simply explain to others that we are avoiding unnecessary contact.
- If your community experiences school or daycare closures, work with your manager and HR for remote work authorization.

Coordination

- PJM is following guidance provided by the Montgomery County Health Department, the Centers for Disease Control, the World Health Organization and the U.S. Department of State.
- An internal response team headed by Mike Bryson and Scott Heffentrager has been established to monitor the situation and review the company's actions as they relate to PJM's Communicable Disease and Pandemic Preparedness Plan.
- PJM is coordinating with other RTOs/ISOs to monitor activities.

Meetings

- **Effective March 9**, all stakeholder meetings and training will be held remotely, via WebEx. The decision will be evaluated weekly for the upcoming two week period.
- All staff meetings also are asked to be held remotely via WebEx. Employees are asked to avoid face-to-face meetings in large groups and avoid shaking hands.

- Except for control-room staff, all in-person access to the control room and mezzanine is suspended. As needed, meetings can be held by phone.
- PJM is cancelling the first three weeks of an in-person operator seminar in Baltimore, Md., scheduled to start Tuesday, March 10, to avoid having a concentration of system operators in one place with the possibility of being exposed to illness at the same time. PJM will consider if it needs to cancel the remaining weeks of the seminar in April and May in Columbus, Ohio, and at PJM.
- PJM's Annual Meeting is scheduled for May 4-5 in Chicago, IL. We will continue to monitor the virus and how the situation evolves and will keep you informed if we make any decisions that might impact this meeting.

Cyber Security

- There has been an increase in phishing attempts and others scams related to the coronavirus and CDC websites. Continue to be vigilant with email.