



15 School Lane, Suite 200, PO Box 656
Au Sable Forks, NY 12912
Phone: (518) 647-8198 Fax: (518) 647-5457

To: Northline Utilities and NorPro Employees
From: Emergency Operations Team
Re: Guidance Sheet #3 – Coronavirus Disease (COVID-19)
Date: March 18, 2020

Strategy Guidance

Governor Cuomo's Coronavirus Update – March 18, 2020

The Emergency Operations Team is working to address Governor Cuomo's announcement from this afternoon and will have clarification and updated information for tomorrow's call.

Governor Cuomo said during his press briefing, "the number of confirmed cases has jumped to 2382 today. Today we are announcing a mandatory statewide requirement that no business can have more than 50 percent of their workforce report to work outside their home." He also stated, "that will exempt essential services – food, pharmacies, healthcare, shipping, supplies, etc..."

The link to this press conference is below:

<https://nypost.com/2020/03/18/cuomo-issues-statewide-work-from-home-order-to-fight-coronavirus-outbreak/>

We are implementing social distancing measures at our Northline Offices to limit in-person interactions and spread out our denser areas of population. Some of these measures may include Office and Support staff working remotely, staggering office hours, or limiting usage of conference rooms.

If you need to contact a staff member, we ask that you initiate contact through an email and the staff member can follow up with a phone call if necessary.

Frequently Asked Questions

We have asked all of you to elevate your questions regarding the Northline Utilities COVID-19 response to the Emergency Operations Team either directly or through your Functional Manager. Many of these questions brought forth by different groups and individuals are relevant to the whole organization. Therefore, we will be including the questions and the responses in our Guidance Sheets going forward.

Question #1: Can a single person sign us all onto the tailboard?

Response #1: Yes, a tailboard can be signed by a single person documenting all the names of those present on the tailboard.

Question #2: How will I be paid if I am Quarantined?



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Response #2: If you are in one of the existing Northline Utilities programs (i.e. Length of Service) and you have accrued vacation time available, you are able to use this to cover all or some of your absence.

NYS is also waiving the 7-Day waiting period for Unemployment Insurance benefits for people who are out of work due to Coronavirus (COVID-19) quarantines.

Here is a [step by step process to file a claim online](#).

The NYS is also extending telephone filing hours as follows:

Monday through Thursday, 8 am to 7:30 pm.

Friday, 8:00 am to 6:00 pm.

Saturday, 7:30 am to 8:00 pm.

Question #3: Have we had any jobs shutdown?

Response #3: No, we have not had any jobs shutdown. We have had customers inquire about our Pandemic Response Plans and Actions. We are communicating with our customers, trade partners, subcontractors, and suppliers in order to implement all necessary precautions to protect our employees, our customers, and any visitors. We are an integral component to the energy infrastructure. Northline is committed to providing a safe place to work and maintaining the level of service to which our customers are accustomed.

Question #4: How can I help my family and kids understand what is going on with COVID-19?

Response #4: ESI (Northline Utilities' Employee Assistance Services) can provide information and assistance to members a few different ways. They are maintaining resource centers that you can easily access online to get up-to-date information regarding this issue. www.theEAP.com



This rapid evolving situation is unsettling for all of us. If you or any member or family member assistance to deal with anxiety or stress, **simply call 800.252.4555 to a reach a counselor.**

Question #5: How do we maintain social distancing when required to contact customers, such as notifying them of a pending outage?

Response #5: You could wear gloves when knocking on the door and step back 6 feet before they answer the door to maintain appropriate distances.



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Notification

Immediate Notice is Required to be Given if any individual on this project site has:

- Tested positive for COVID-19;
- Encountered someone known to have tested positive for COVID-19; or
- Completed a trip to a CDC-categorized Coronavirus Warning Level 3 location

This notice must be directed to Ricardo Aguilar, Emergency Operations Team Liaison Officer at raguilar@northlinellc.com or by cell phone (518)-420-7078. The assigned Northline Project Manager will be notified and in turn the Project Owner, trade contractors and suppliers of the situation.

If you have any questions regarding this interim guidance, please do not hesitate to contact a member of the Emergency Operations Team.

Name	ICS Role	Office Number	Cell Number
Jamie Atkins	Incident Commander	518-647-8198 ext. 201	518-569-8702
Lori Mayott	Public Information Officer / Incident Commander (Alt)	518-647-8198 ext. 322	518-488-8730
Rick Aguilar	Liaison Officer / Public Information Officer (Alt)	518-647-8198 ext. 324	518-420-7078
Rudy Kunz	Safety Officer / Liaison Officer (Alt)	518-647-8198 ext. 227	518-275-5583
William Straight	Business-Customer Liaison / Incident Commander (Alt)	518-647-8198 ext. 231	518-569-4140
Lee Pray	Human Resources / Safety Officer (Alt)	518-647-8198 ext. 234	518-726-6724
Brandy Rousseau	Business-Customer Liaison (Alt)	518-647-8198 ext. 236	518-423-4914