



Update on EBCE COVID-19 Response Plan

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Summary

- In light of COVID-19 and related economic impacts, EBCE is undertaking a number of efforts to better understand organizational risks and respond
- These efforts – further detailed in the following slides – include:
 - Business Continuity
 - EBCE Load Analysis
 - Energy Market Analysis
 - Marketing and Customer Services
 - EBCE Community Relief Response

General and Administrative

Business Continuity:

Work From Home (WFH) policy

- Trial run on Wednesday 3/11/2020; Decision made on Thursday 3/12/2020 to formally implement. WFH initiated on Monday 3/16/2020
- Deploying web conferencing and other efficient remote communication resources; Daily video conferencing team check-ins and staff meetings; Maintaining ‘normal’ operations and staff productivity in WFH setting

Energy Load Analysis

- Observing increased residential and decreased commercial and industrial energy usage since implementation of Shelter in Place
- Load shape is flattening out and becoming more favorable
 - Note: the above insights are without weather normalization
- 2020 load has generally experienced less heating degree days than 2019, which implies a higher 2020 load when normalized for weather.
- At this stage there is a small sample size based on days following the Shelter in Place mandate, so these results are not yet conclusive
- Monitoring largest C&I customer accounts to see what kinds of changes in energy consumption are occurring

Energy Market Analysis

- Energy hedge portfolio valuation modeling to assess financial impacts
- Stress testing load impacts, energy price volatility, and payment collections to determine various financial scenarios
- Ongoing wholesale market price monitoring of day ahead and real-time prices. Based on the limited data we are observing softer energy prices, but greater real-time price volatility



Marketing and Customer Services

Key Accounts Outreach:

MAS team contacting top C&I accounts to gauge known, planned operations changes

- Informal feedback from ~10% of the accounts
- Varied responses: some Commercial load moving to ‘weekend hours’, some BAU

Payment Policy and Analysis:

- Collections policy has been suspended to alleviate unnecessary customer burden
- Evaluating customer payment plan options and assessing PG&E proposed policy changes
- Analyzing customer segments at greatest risk to long-term economic recession and looking at post 9/11 and 2008-'09 recessionary impacts on payment delinquencies

Community Assistance

Donations To Date:

Food Security:

- \$35,000 donation made to Meals on Wheels
- \$35,000 donation made to Alameda County Food Bank

Healthcare Supplies:

- 100 protective goggles, disinfecting wipes, hand sanitizer donated to Alameda County Health Services

Community Relief Response Working Group:

EBCE has formed an internal working group to review and create opportunities to invest in our local community and community members that may be in the greatest need during this time.

- Further updates will be provided as the plan is developed.