



Mora-San Miguel Electric Cooperative, Inc.

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Continuity Plan “Mitigation, Response, Emergency” to Stages of COVID-19

Mitigation Measures: Awareness

MSMEC will provide information to employees informing them of the COVID-19 Corona Virus and infection rates published and presented by Centers for Disease Control (CDC).

Information will be distributed in the form of emails, printed documents and publications.

MSMEC Employees who experience associated symptoms are to stay home and make arrangements to be tested.

MSMEC will supply Employees with cleansing/disinfecting materials and protective apparel to increase hygiene measures and minimize the potential for contacts.

MSMEC will cooperate with Federal, State and local governments as declarations of Public Health Emergency occur within its service territories.

MSMEC will provide Department of Health hotline numbers: 855-600-3453 – Cigna Health Care provider – 505-426-3615

Response Measures:

MSMEC will terminate travel for its staff until further notice from its Board.

MSMEC will place a Moratorium on new line extensions until further notice from its Board.

MSMEC will allow flextime to its employees, 1 hour in the morning and 1 hour in the afternoon to go home and check on their kids should need be. Time beyond the allowed flextime shall be taken as PTO.

MSMEC will refrain from disconnecting consumers who received delinquent notices. MSMEC shall comply with PRC Emergency Rule adopted March 18, 2020.



Office 575.387.2205
Fax 575.387.5975



1.800.421.6773
www.morasanmiguel.coop



P.O. Box 240,
Mora, NM 87732-0240

MSMEC will require emergency repairs/disconnects and connects to be arranged by telephone or email.

MSMEC will require all deliveries of materials, packages and clothing to be delivered to the Board Room. MSMEC will not provide required acknowledgement of receipt on recording device.

MSMEC will close access to office to complete payments. MSMEC is discouraging payment of electric bill by cash and payment at offices in Mora and Pecos. If payment is made with cash, payment with stub identifying account number(s) should be dropped in drop-off box. Accommodations for elderly making payments will occur. MSMEC will encourage consumers on its website and face book to submit payment by credit card, mail (checks) and/or by drop off box in Mora and Pecos office.

MSMEC will plan for and arrange for employee to telework and skeleton work staff and crews should conditions warrant.

MSMEC will identify factors that would lead to declaring an organizational emergency and consequences.

Emergency Measures:

MSMEC will shift to 4-10-hour workdays for all employees assigned to work from home or as a member of the Emergency Team

MSMEC will identify an Emergency Team to function and work to accomplish required tasks for the duration of the emergency.

MSMEC will process bills/payments for electric service - Mora Office and Pecos Office.

MSMEC will process payroll and accounts payable.

MSMEC will have Operational Managers and AMI Supervisor submit time sheets for work crew by email.

MSMEC will monitor AMI operations for the service territory.

MSMEC will provide line maintenance and repair throughout the emergency. MSMEC linemen shall shift to a 4-10 work period at the onset of the emergency.

MSMEC will notify Central Dispatch of Emergency Status requiring Central Dispatch to take call for outages and provide notification to MSMEC employees.