20 March 2020

Ausgrid response to COVID-19

Dear Councils,

Ausgrid is committed to the health, safety and wellbeing of our staff, their families, our and customers.

I want to share the actions we are taking to respond to the outbreak, aligned with the best information from Australian and international health authorities.

We are working hard to protect our staff so they can continue to deliver critical services to the community. We have introduced:

- **Strict isolation protocols** for people who are showing symptoms, have come into close contact with COVID-19 or who are being tested, have returned from overseas or come into close contact with someone who has
- **Limits on face-to-face interactions** between crews and workgroups and encouraging staff who can work from home to do so
- **Additional cleaning of our sites** with a particular focus on those areas that are used by critical staff
- **New visitor protocols at all our sites** to ensure that no visitor to any Ausgrid site would be in breach of our strict isolation protocols
- **Lock down arrangements in critical business units** (for example, control rooms and contact centre) and ensuring critical staff travel to work by car
- **Additional personal protective equipment for staff**, including disinfectant wipes, masks and extra work gloves
- **Additional guidance for staff** on how to reduce infection risk when they visit a customer’s home
- **Telephone contact with customers before crews arrive** to understand whether the customer is in isolation or a high risk group
- **Phone notification of planned outages**, rather than face to face, to life support customers. Where a customer cannot be contacted, door knocking will apply with additional controls
- **A suspension of disconnections for non-payment**, similar to others in the industry

For the safety of our staff and the security of power supply, we are continuing our important planned maintenance program, which means temporarily pausing power supply in some areas.

While we acknowledge planned outages may be more disruptive at the moment, completing this work now is vital to avoid future outages on essential services such as hospitals or nursing homes at a later time.

It is important this work is done now in case our workforce is impacted by the spread of COVID-19.
I want to be clear that there are no identified or confirmed cases of COVID-19 at Ausgrid or PLUS ES. I can also confirm that all Ausgrid sites remain open and work completed in the field continues.

These measures strike the right balance between delivering our critical services while protecting our staff.

Regards,

[Signature]

Rob Amphlett Lewis
Chief Customer Officer