



**ComEd**<sup>®</sup>  
Energy Efficiency Program

# **Covid-19 In-Field Program Operations**

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July 2020

# Covid19: EE In-Field Program Operations

- » **As discussed with the SAG in April, ComEd suspended all in-field and in-home work of our staff and Implementation Contractors (ICs) in mid-March**
- » **Many programs and services remained operational either unchanged or modified. Modifications included:**
  - Providing virtual facility assessment, outreach and project verification for New Construction and C&I offerings
    - These in-person activities resumed in July
  - Offering Direct distribution of products to Food Pantries when Food Banks could not provide storage or transportation
  - Mailing energy saving kits to IE customers through agencies' remote enrollment
  - Developing a virtual pilot option for Home Energy Assessments
  - Modifying Service Provider Incubator to virtual trainings/meetings and a virtual graduation
- » **Phase 3 (Recovery) of the Governor's Restore Illinois Plan provided the minimum bar for all the ICs to assess and/or develop their return to the field plans**
- » **Additional factors influenced when programs resumed in-field operations:**
  - ICs developed detailed program specific Return to Work plans
  - IC rehired and/or retrained field personnel
  - A number of income eligible retrofit programs were also influenced by the timelines with the Community Action Agencies (CAA) and direction/guidance from DCEO

# Residential Relaunch Schedule

Program	June	July	August	Comments
Home Energy Assessment	Launch virtual assessment pilot	Resume in-home option		Customer can choose between a virtual and in-person assessment
Multi-Family Assessment (market rate)		Resume assessments and common area project	Resume Tenant unit direct install	Developing direct distribution option for in-unit DI option – Q4 target
Fridge & Freezer Recycling				Program will not resume in 2020 due to contractor performance; relaunch will depend on Plan 6
Elementary Education Kits			Resume outreach and kit distribution	Program activities will be depending on structure of schools in Fall
Appliance Rebates, Residential Lighting, and Income Eligible Discounts		Resumed in-store site visits for field reps		In-store site visits will be dependent on each retailer and store location requirements

# Income Eligible Relaunch Schedule

Program	May/June	July	August	Comments
IE Single Family (CBA & CVHA)		Resumed assessments, direct install & Wx projects		
PHA and MF IE Retrofits (Elevate)		Resumed property assessments & common area projects		Uncertain date to resume tenant unit direct install
SF and MF Retrofits (IHWAP)	Resumed IHWAP-braided projects in June	Resumed of utility-only funded projects		DCEO led guidance for IHWAP resumption of agency activities
Manufactured Housing Retrofits		Resumed assessments, direct install & projects		
IE Kits	Shifted to mailed kits in May	In-take same for both agency distributed and mailed kits; continuing kit mailing for most agencies to reduce the need for in-person intake		Kit mailings will remain available for agencies continuing remote work
Food Bank Distribution		Shifted to direct delivery of product to pantries where food banks could not support storage of non-food items		Added one more bank and many more pantries to distribution

# C&I Relaunch Schedule

Program	June	July	August	September
Custom	Resume in-person outreach activities, data collection, and occasional on-site inspections			
Industrial Systems	Resume in-person outreach activities, engagement with closed network EESPs, and occasional on-site inspections			
Distressed Communities	Resume in-person outreach and kit deliveries for larger customers			
SEM	Resume in-person workshops and onsite activities			
RCx	Resume in-person outreach activities, engagement with closed network Service Providers, and occasional on-site inspections			
Telecom, Ag, Grocery	Resume in-person outreach activities, data collection, and occasional on-site inspections			
Small Business	Resume in-person engagement with closed network Service Providers, and occasional on-site inspections			

*All C&I Programs remained active, but face-to-face customer interactions were on hold until approved for return to field for our ICs. This primarily impacted in person outreach, FAs and onsite project final inspections. Virtual outreach, FAs and inspections continued. The Service Provider community continued to conduct business and customer interactions as normal following CDC guidelines.*

# C&I Relaunch Schedule

Program	June	July	August	September
Standard	Resume in-person outreach activities with customers, network Service Providers, and occasional on-site inspections			
Instant Discounts	Resume in-person activities with network distributors			
Non-Profit	Resume in-person outreach activities with customers, network Service Providers & occasional on-site inspections			
Facility Assessments (in-house)		Resume in-person Facility Assessments		
Facility Assessments (contractors)	Resume in-person Facility Assessment walkthroughs/report deliveries			
Outreach Service Professionals	Resume in-person outreach activities			

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**Thank You!**

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# Return to Work Plans: Criteria Evaluated

1	2	3	4	5	6	7	8	9	10	11	12	13
Does the Plan have measures in place for employee Covid-19 PPE use should they interact with our customers on their premise?	Does the plan reference any employee training (job aid) on screening questions for the employee to ask prior to entering the home/premise?	Does the plan include minimization of paperwork by offering electronic alternatives?	Does the Plan have procedures in place on proper social distancing when interacting with customers, Such as clear protocols on direct touch or contact such as shaking hands?	Does the Plan have procedures in place on proper social distancing when interacting with co-workers on-site, Such as tool sharing?	Does this return to work plan address work within residential homes, outside of home or premise, or inside commercial businesses?	Does this return to work plan address social distancing in transportation such as if driving in pairs, what is the plan for the use of separate vehicles?	Does the plan outline behavior and cleanliness measures/protocols to use while in the home or premise, specifically if sharing tools, what cleaning procedures are in place?	Does the plan provide guidance on entering enclosed spaces where social distancing is not possible, specifically the use of elevators and encouraging employees to use stairs or only send one person at a time into the elevator?	Does the plan include any notification procedures, including to ComEd in the case an employee or someone the employee has come into contact with tests positive for Covid-19?	Does the plan include an intake form for contract tracing that documents the proper use of the required PPE, 6 foot social distancing and that can be requested on demand by ComEd?	Are there any protocols in place in case the state mandates a regression of the current phase of the Restore Illinois Plan?	Does the plan have a process in place for monthly updates and providing those updates to ComEd upon request?