**COVID-19 FAQs**

**Work Reductions**

**Why are field employees doing maintenance work in addition to emergency work? How will work be reduced?**

The work we do is critical to providing reliable energy to our customers. However, we are looking at our workplan to ensure we are minimizing opportunities for exposure. For that reason, we announced last week that we are reducing field employee work on average to 48 hours and contractors to 40 hours per week. The exceptions would be during storm, emergent work or essential work requiring more hours due to outage constraints. Our customers’ need us more than ever during these times. The demand for reliable energy is essential because of customers working at home, home schooling, medical equipment, and recreational (TV/wifi demands).

To quickly respond to workforce changes, we’ve grouped our work into three tiers, based on priority – tier one work representing the highest priority work. Currently, we’re performing work in all three tiers. Our focus remains that in all the work that we perform, we will perform it safely. As it becomes necessary to adjust our workplans due to projections of available resources, we will use these priority tiers to guide our work. For example, we have begun to scale back portions of or all of the work in tier three before beginning to scale back work in tier two.

**Tier one work includes:**

* Public health and safety emergencies
* Outage restoration and repairs
* Work promoting the health of the electric transmission and distribution system
* Essential regulatory capital projects and NERC required preventive maintenance
* Risk mitigation for in-progress work
* Seasonal readiness work (Summer preparedness)

**Tier two work includes:**

* Reliability program work
* Vegetation management work
* Priority maintenance work
* Regulatory and customer commitments

**Tier three work includes:**

* Non-NERC/Regulatory-required preventive maintenance for electric transmission and distribution
* Some vegetation management, including lower-tier distribution cycle preventive maintenance
* Some field and meter services, including meter maintenance, theft investigations and meter inventory.

If we start to see our workforce absentee numbers get to, or are projected to get to, significant percentages, we may need to switch to a “lights out” work plan. Please stay in touch with your supervisor for updates and changes as the situation continues to evolve.

**Will our reduction of work on the grid have any impact on our service to our customers?**

All the work we plan and execute is essential to keeping the lights on and providing the best possible service for our customers, especially during these unprecedented times.

We’ve reduced our work hours and changed some work practices to address the challenges of COVID-19. We tiered the workplan into three tiers and prioritized work that has the greatest bearing on our ability provide the level of service our customers need.  We moved contractors to mostly working 40-hour workweeks, and as you know reduced hours for ComEd employees. This means it will take longer to complete all the work with some tier 3 work being impacted first- moved out further

We plan to bring back as much of the delayed work as we can back into our schedules when we can and think we have a good chance of meeting outage frequency goals and small risk for outage duration goals.

* We’ve implemented process changes that will help mitigate this small risk to our reliability goals.
* Our SAIFI in 2020 is 0.098, which is 26% better than last year, and CAIDI is 63.9, which is 6% better than last year.
* Because of the good work we’ve done so far and some luck in weather so far, we’re ahead of plan on our performance goals, though we’re not sitting back and resting on that.

**Social Distancing**

**How should employees practice social distancing when working alongside other departments and employees and sharing trucks?**

We ask employees to use their best judgment and, as possible, practice social distancing to be safe at this time. We recently introduced guidance that employees may take separate company vehicles to get to and from job sites. We have rented more than 325 additional vehicles so we can allow more employees to ride individually to jobsites. A personal vehicle may be used if a company vehicle is not available. If a personal vehicle is used, mileage may be submitted.

We recently mandated that masks be worn by anyone working in or entering a Control Room. Masks were provided to all Control Room employees. We’ve also issued masks to almost all of the field workforce.

**Can employees take trucks home or to a substation and jobsite instead of gathering together after conference calls in the morning?**

While we are not changing our policy to have employees take trucks home, jobsite reporting can be an option for a substation or secure site with approval. In order to improve social distancing opportunities, we have rented more than 325 vehicles to enable more employees to ride individually to jobsites.

The following are some of the social distancing measures we’re taking at reporting locations to minimize exposure:

* FLS meets crew in the yard to provide safety message and daily assignments
* Only crew leaders report into the building
* Using vehicle storage building for stand-up huddles
* Holding virtual huddles via conference call
* Holding safety huddles with crews at the jobsite
* OESs are satellite reporting with calls from FLSs
* Repurposing remote locations as remote reporting areas (Barrington, Sandwich, Morrison, various substations, etc.)
* Crews reporting directly to jobsites for longer projects

**What does sequestering employees entail?**

All our work is essential as confirmed by the state. However there are some functions that are specialized and technical and cannot be done remotely – specifically the OCC and TSO dispatchers taking steps to minimize the risk to our control room personnel, where personnel have been split into two teams and are assigned either a primary control center or backup control center to minimize the risk of infecting the whole team. Within each control center steps have been taken based on facility layout to maximize social distancing.

Sequester planning is underway for these specialized employee groups to avoid any external exposure to COVID-19. A 30% absence level or high confidence of getting to that level will trigger sequestration of this group.

**Training**

**How is the company curtailing trainings?**

All refresher training has been postponed. However, we are continuing progression training for now, as this is critical for workforce development and our ability to respond to the needs of the grid. Additionally, we are working on virtual training opportunities for Customer Operations. In all instances, social distancing is being implemented.

**Supplies and PPE**

**When does the company expect more hand sanitizer, disinfecting wipes, masks and gloves to arrive?**

Our Supply organization is continuing to work to secure materials like masks, hand sanitizer and gloves. So far, we have distributed tens of thousands of masks. We have 250,000 additional masks in the pipeline coming in from around the country and internationally. Some of those have begun to arrive. We are distributing on an as-needed basis, especially for that work that makes social distancing more difficult. We are also working creatively with vendors to get hand sanitizer. We have partnered with a distillery who is making hand sanitizer for ComEd and other first responders. That is also being distributed to our service centers. Please work with your supervisor to identify and obtain the materials you need to do your work safely.

**Is ComEd supporting local hospitals by donating PPE and supplies?**

ComEd is committed to keeping the lights on. We have the responsibility to provide essential energy services, which includes powering medical centers and hospitals so the medical community can continue to care for patients with COVID-19. We did proactive walkdowns at those facilities to ensure their equipment is operating reliably. Our dedicated employees are practicing social distancing as they continue to perform their work, but a portion of our workforce, particularly those employees who enter a customer’s home or business, in certain circumstances may need to wear additional protective equipment like a mask. At this time, we are working to ensure that the employees who need this protective equipment have it, and do not anticipate having a surplus of supplies that could be donated.

However, ComEd and Exelon are donating more than $2 million to United Way of Metro Chicago and Chicago Community Trust’s COVID-19 Response Fund and the Illinois COVID-19 Response Fund to support communities impacted by the spread of the coronavirus.

**With KN95 masks from China being recalled because they don’t provide adequate protection, is Exelon going to continue using them?**

We’re fully confident in our masks and how we’re using them. We’re treating KN95s from China as equivalent to surgical masks, which they are. Some health care organizations were treating KN95s as equivalent to **N**95s, which have a surface that seals against the face. That was not enough for medical workers in close contact with COVID-19 patients. The KN95s that we have are tested and work well for us because we’re not trying to create a seal with the face.

**How will we make sure we’ve got enough masks as people need replacements?**

We’ve handed out over 20,000 masks to front line workers. These are ready to be used. Individuals across our regions have another 41,000 at their sites and are ready to hand them out to replace used masks as needed. ComEd has over 200,000 total – a combination of surgical masks and KN95s – on site and ready to be handed out.

The pipeline of new masks is very strong, with Exelon expected to have more than 5 million masks and respirators by May 1st – conservatively, that’s enough to meet employees’ needs for more than 50 weeks not including what is already on hand and future orders.

We’ve also ordered 23,000 FR face coverings – enough to supply five to each employee who might need one. We’ll have more than 4,200 of them in hand this week and expect to receive the rest by May. Masks are still a hot commodity nationally, so we still want to get as much use as we can out of each mask. But when your mask is dirty or damaged, we want to replace it. If you didn’t get a mask or FR covering, please talk to your supervisor.

**How are we trying to get test kits, when do we expect to get some, and how will we use them?**

Like other supplies, test kits are still in short supply for health care providers in Illinois. Our company is aggressively working every available source to get test kits. We’re in direct communication with companies, including some in our region like Abbott Labs, to ensure we have an opportunity to get tests as soon as possible. Expect to secure test kits in coming weeks. Just how many will depend on supply and demand of health care providers, who rightly should get the first supplies.

The first focus for prescreening employees will be those who work in control rooms because they may be asked to sequester together. In addition, when we have test kits, we expect an employee has a potential exposure, we expect to use immediate testing rather than automatic quarantine so you can get faster reassurance about your health.

**Emergency Duty Pay**

**Is the company considering emergency duty pay for field employees and CSRs?**

Right now, we are not considering emergency duty pay. Our focus is taking every step we can to make jobs safe. We are working to secure and distribute emergency equipment, like masks, gloves, hand sanitizer and sanitizing wipes to employees and locations to ensure everyone works a safely as possible. We are also adjusting our processes and procedures to make more services available to employees, including child and elder care and other benefits.

**Working From Home**

**How long will employees work from home?**

Exelon recently announced that all remote-capable employees should plan to continue working from home until June 1. We are continually monitoring guidance in our state and nationally to ensure we are protecting our employees and customers.

**How are employees handling the challenge of working remotely?**

We’ve successfully transitioned approximately 2,500 employees to remote-enabled work to help flatten the curve and keep the field forces safe.

The investments we’ve made into upgrading our technology have allowed us to disconnect and connect without truck rolls, do more system controls and take customer calls remotely.

**What will the transition back to the office look like? How will we protect more vulnerable and/or higher-risk employees? Who will have the option of continuing to work remotely?**

Thousands of our colleagues are reporting to work in our facilities and the field. Another 2,400 or so employees have transitioned to working from home.

A team of executive leaders from every part of the company is working to determine how a transition back to the office could work -- when we have confidence it can be done safely and consistent with CDC guidelines.

For the Care Center, we’re evaluating the impact and effectiveness of having at-home agents serve our customers. Any return to work approach will be done thoughtfully, with employee safety and health as our No. 1 concerns.

**When the stay-at-home order ends, will the company allow CSRs and other employees to continue working from home?**

We have over 258 care center agents who have been set up to work from home in about a 3 week time frame. While we’ve had to make these major adjustments as a matter of necessity in the middle of a worldwide pandemic, we hear you – we are hearing the feedback from different employee groups that, for some, there is an interest around work-from-home arrangements.

It’s too early to say for sure how it will all play out, but we’ll be assessing how our people can perform in a remote and spread out environment, and especially analyzing our needs in critical situations like major storms.

**Company Health**

**Should employees be concerned about potential job loss?**

We are not considering layoffs. The reality is, once this is over, we are likely to see a spike in work for the balance of this year and into next year. In fact, as noted in a Friday update call, we’ve recently hired 30 new construction workers.

**What are the current and projected financial impacts of coronavirus on the company? Will it affect our 2020 AIP?**

Our status as an essential service is more apparent today than ever. ComEd remains financially sound despite the COVID-related challenges facing many businesses. Yet the pandemic impacts us in a variety of ways. Movement in the financial markets reduce our earnings; that is something out of our control.

Our suspension of disconnections is the right thing to do for our customers, but it reduces the cash we collect this year. At the same time, our regulatory structures protect ComEd from a lot of negative impacts like lower electricity usage, fewer people paying their bills, and added pandemic response costs like PPE and rental trucks.

We will face new challenges in running our business with an economy in recession, but we don’t have any plans for job reductions, and we anticipate continuing our substantial capital plan for the rest of 2020 and into 2021.

Regarding AIP, even in a normal year, we wouldn’t make predictions this early about where we’ll end up. AIP is based on both operational and financial performance components. In an extraordinary time like this, we have more control over things like reliability and customers service, and so far, our operational performance this year has been solid. We need to stay focused on delivering those results.

Financial factors will also have an impact on AIP, and while we are working on all fronts to manage the cost impact of the COVID-19 pandemic, including with our regulators and other stakeholders, we will ultimately have less control over this. The overall performance of Exelon will be considered in determining AIP and the board of directors will have their usual discretion to apply a limiter

**The rate decrease request is a big undertaking that requires the support of dozens of people across the company. What was that experience like?**

The annual rate case filing was done entirely by remote and distributed teams across regulatory, legal, finance and most other departments worked together to provide data.

Our finance team also closed the financial and operational quarter remotely.

**Leadership has said that some of our goals will need to take a backseat to our top goals of employee health and safety this year. At the same time, there’s continued pressure to deliver on usual metrics like CAIDI and our workplans. So what does leadership mean when they say we need to put some of our goals aside this year?**

Nothing comes before the safety and wellbeing of our employees, contractors and customers. That will always be the first test of any business decision.

We also need to weigh decisions against our responsibility to customers near and long-term: safe, reliable and affordable electric service. This sets us apart from many businesses that don’t provide an essential service.

We’re ahead of plan this year on CAIDI and to some degree SAIFI and delivering record customer satisfaction. This is a good starting point, but maintaining this performance is going to require disciplined focus, especially as summer weather and storm season approaches.

**Protocols**

**What’s the protocol when employees have come into contact with someone who tests positive?**

If you have come into close contact with someone who has tested positive, notify OHS immediately at 1-800-558-0039. Do not report to the workplace. Please follow the prompts. If OHS determines quarantine is necessary as a result of your exposure, please also call the Exelon Absence Management System at 1-877-7EXELON (1-877-739-3566).

**What will the company communicate to employees when an employee or coworker tests positive?**

If an employee tests positive, a message is going out to any individual who has come into close contact with that individual, and their supervisor. Similarly, a note will go to all employees at that location.

**How will ComEd determine if employees are healthy enough to be at work?**

The company will pre-screen all individuals who enter select locations where large groups of employees and contractors work onsite and indoors. Everyone who enters:

* **Lincoln Center 2 or Maywood Tech Center** will undergo pre-screening starting **Wednesday, April 15, at 6 a.m.**
* **OCC or TSO control centers at Glenbard, Joliet and Lincoln Center 3** will undergo pre-screening starting **Monday, April 20, at 6 a.m.**

Any changes to the list of pre-screening locations will be communicated to employees.

A medical professional will check temperatures using a thermometer and ask questions to confirm that the person can safely enter the building. If an individual’s temperature is 100ºF or higher, or if there is concern with their responses, they will be instructed to return home and contact their supervisor and Exelon’s Absence Management System, ACTEC (1-877-7EXELON).

Medical screeners will wear personal protective equipment, because they will need to be closer than six feet from the people they pre-screen.

If you don’t feel well or have a fever, stay home and contact ACTEC and your personal healthcare provider.

**With heightened focus on reducing comingling, why are there still so many lateral movements and office changes in certain departments? Why are we adding/changing shifts, including summer staffing crew changes, after we've been isolating ourselves with our crews?**

While we’ve worked to limit comingling of crews, it’s become clear that we will be dealing with this challenge for some time. We’ve continued the lateral movement that is so critical to our employees’ development and to progressing the pipeline of employees to the next level. It’s the same reason we’ve continued progression schools and grown our workforce by bringing in new Construction Workers. We’re continuing to invest in our workforce and advancement, while many other businesses sadly can’t say the same.

Any and all moves are reviewed to ensure we adhere to all social measures and protocols. Specifically for the UG USA 3 class that just graduated, we separated the promotions from the laterals, staggered the moves, and will conduct virtual on-boarding sessions.

We’ve also determined that we don’t need to add any of the additional summer shifts that would typically start Memorial Day weekend at this time. We’ll maintain the summer shift coverage we’ve already established.

We’ve made some shift adjustments in phases to both limit comingling of crews in a barn and be ready to respond to customers’ emergent needs. We worked closely with Local 15 to create a temporary agreement to work in squads and have two separate groups of crews in each barn to respond to call outs and limit comingling.

**Why aren’t we also prescreening at project sites with large numbers of people and company facilities like Chicago North, Chicago South, Heavy Hauling and other places where people have tested positive?**

Current prescreening sites include: LC2, Maywood Tech Center, the OCC and TSO. These were selected because larger groups of employees collect to work there; both LC2 and Maywood also have had confirmed cases. We’re prescreening on a pilot basis and will assess to determine if it should be rolled out elsewhere, and we will communicate it if we decide we need to add other sites.

As another line of defense, many companies, including some utilities, are moving toward asking their people to self-screen before they come to work and stay home if they have a fever. It’s a good reminder of the importance of monitoring your own health and staying home if you are ill.

**What is ComEd's plan for getting air systems cleaned and disinfected in facilities before sending employees back to work there?**

The CDC has no recommendations for HVAC systems to be cleaned/disinfected but has provided guidance on air flow. Facility Operations will be verifying that the HVAC systems are delivering the following:

* Increased air exchanges in a 24-hour period (expanding the HVAC operating hours from 12 to 16-24)
* Maximizing fresh air into the building while maintaining ASHRAE temperature standards

**What does the weekly deep cleaning of reporting centers consist of, and are closed-door offices and cubicles included?**

Deep spray cleaning is “wall to wall” disinfecting cleaning in all office/cube/break room/restroom/classroom/non-industrial areas. Facilities has master keys and therefore can clean offices as well. However, if possible, leave private offices unlocked to allow access specifically for this cleaning. We are tracking areas where locks have been changed to a non-standard system and will communicate if we have access issues. Industrial areas are being cleaned by business units responsible for the space. Requests can be made to the Facilities Help Desk @ 800-365-0724. The business unit will be responsible for providing access and on-site coordination/scheduling of the industrial spaces.

**Are maintenance staff being tested before entering ComEd facilities to clean them?**

Janitorial staff is being tested at the ComEd locations where testing is being performed.

**Are ComEd employees entitled to COVID-19 testing because of our “essential worker” status? Can ComEd mandate that our employees be tested?**

The governor’s order technically said that our employees, as essential workers – even if they are asymptomatic – should be able to go to any testing facility in Illinois to be tested.

We will continue to seek clarity on whether and when our employees will be able to visit a testing facility and have confidence that they will receive a test. We will keep you informed as this comes into focus.

**Is the company considering alternative scheduling to reduce comingling in the field? Why can’t those who want to voluntarily work more overtime do so?**

We’ve reduced the work plan from 58 hours to 48 hours for employees to reduce exposure hours at work. In order to further support the health and safety of our workforce and provide reduced time at work, we are implementing a temporary condensed work week schedule for OH, UG and OES field employees. These changes took effect this week.

This reduction from a typical 6-day work schedule to a 5-day work schedule, will benefit our workforce in several ways: reduced exposure, reduced traffic in our reporting centers and warehouses, and improved physical and mental well-being. In addition, we’ve worked closely and collaboratively with Local 15 to explore all options for protecting employee health and safety and mitigating exposure risk.

As a result of that process, we developed a temporary agreement with Local 15 to work in squads and have two separate groups of crews in each barn to respond to call outs and limit comingling. Based on these changes, we evaluated the summer shift coverage needed and at this time will not be adding any additional summer shifts that would typically start Memorial Day weekend.

**I'm hearing other essential workers must carry a letter saying that they are essential in case police stop them. Does this apply to ComEd employees too?**

Our business provides an essential service, which means employees can leave home for work. If your work takes you out of the house or into the field, please carry your badge with you at all times. In the unlikely event you’re asked for identification, your badge will show that you are providing essential services.

If you feel you need additional proof, we have a “letter of passage” that you can print out or display on your phone to show your essential status. The letter was emailed to employees on March 24 and is available on the Exelon COVID-19 Information Site. You can access it by clicking on the March 31 update on Closure Orders and Letters of Passage. Your supervisor can also provide you a copy.

**How are people putting both social distancing and electrical safety into practice in the field?**

Months ago, we didn’t know the term social distancing, and now it’s part of our daily lives. It isn’t easy. We all have ingrained habits that we need to adapt for this new normal. And it is especially challenging for field employees. You help each other every day, and there are many tasks where social distancing isn’t possible.

Yet we’ve seen many excellent examples of you creating and embracing new practices that will help keep you and your coworkers reduce chances for exposure.

Just a few examples include:

* Use of “Christmas tree” in Distribution Operations to hold a wire up and out of the way to perform work, eliminating the need for two people to work in close proximity.
* Upcoming Work for a Nelson line which normally would require a 2-person operation for the use of the heavy press for a splice but was reworked to use a ClampStar for the splice to allow six feet of separation.
* Simple things like taping up a large print so anyone can reference it without transferring paper between crew members.

**What lessons have we learned from the heavy hauling group and how will we apply them?**

We know people who don’t have symptoms can transmit COVID-19, so it can be very difficult to pinpoint the source of an exposure and track and contain it, which is why we are moving toward required mask usage. Everyone is dealing with this challenge, with new information coming out all the time about how it can be transmitted.

In this case, when we saw cases emerging in one workgroup, we immediately moved all the work to contractors temporarily so we could quarantine the full team and limit any possible exposure. We’re seeing the symptoms and conditions improve among those employees in the group who were most affected.

We’ve engaged with OHS to examine what happened, and that work is ongoing. We’re looking at who was in close proximity, whether materials were touched and shared, use of PPE and enhanced hygiene so we can continue to enhance mitigation.

**Employee Support**

**What help is there for employees whose families have been affected by COVID-19 (e.g., job loss, childcare)?**

We want to help take as much concern about the ramification of COVID-19 from our employees as possible.

Because of the pandemic, Bright Horizon’s **back-up care benefit has been increased to 30 days per dependent, per year**. While most Bright Horizon’s care centers are closed, two options are available to Exelon employees:

* In-home child or elder care (provides access to Bright Horizon’s nationwide network of experienced and credentialed in-home care providers. Providers are following COVID-19 guidelines.)
* Crisis Care -- which we recently added to provide additional support for employees who need back-up care due to COVID-19 -- reimburses you up to $100 per day for the care provided by someone in your own network.

If your spouse or partner has lost his or her job and healthcare benefits, you have 30 days from the date of job loss to enroll them in Exelon’s benefits. Call the HR Services Center at 1-877-7EXELON (1-877-739-3566). Also, if you currently are paying a spousal surcharge and your spouse experiences a job loss, notify the service center to stop the surcharge.

Please know that the Exelon’s Live and Work Well program is available to you – 24 hours a day, seven days a week. Spouses and dependents are also eligible for Exelon’s Live and Work Well program. Support programs offered include:

* Adult and Eldercare Services
* Child, Family and Parenting Support
* Chronic Illness and Condition Support
* Convenience Service Referrals
* Educational Resources

For more information, visit [LiveAndWorkWell.com](https://nam04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fif.t.hubspotemail.net%2Fe2t%2Fc%2F*W26Xm895YCsQvW6YyN0P3gQXcD0%2F*W8B9pBt8txb3yVT-9L16bMc_G0%2F5%2Ff18dQhb0S2C62WK2bdV1x1dd2XY4K2VM8qhm3zpxNfW2VTvTV73GzZGW8H-fK_1CxRfGW5wN4Xn7dZfgtW3MDZLt1KwtD3W2nTG8s5nd120W8yMW994KS6H4W8C9sxV423P2ZW8PwZLP4GnkbcVqw6q163wm64W3Xk6jK81YPb5W2kvkpY7lxV0gVnMVNT35Rnn4VBNMww1C13HdVC60NC53jDJqW2xv8SQ3pHbjhW5GZ5zK6ztfxJW1pdCHH3SPZnzW6n9XFC7pRVhCW2K0rNY4JhfbnW5ThG3t5SN6clW85BzT85BVRDlW754Qg_4kjn0pW7hzbcK26tG61N8vyxlRdd-FnV6cV3C6kPtCVVk-mBv3QszfjVPDBSl6TmZWKVWntYy6YGP1RN2bVlJrvbGXHVqPlC43xdpp1W8P1TJr52n1r9W8dVV0X7KqTCSW2B3FzQ5fZ6kNW3kCNjr3DzyB1W6Jxv0S3SGxT1W6k9kSH3mXBjWV4S5H848H-lNVNfWK_1XDjnkN8-mCN2nNXx4W96hcCJ3fTkLLN4yG8vnH2TyYW5rN73g6bTQv0MbfbtPPGFbMW8T3W6s11WcycW4tCBrk8jS0L2W5GzkR34Xf1BHW5FgcFJ98b2zrW4w7Tcw3BL12cV5F5Ms24041qW8LffsY4QgkJJW3Yzvgp5PFJp_W9gClnh8LvHm8W3zvj7-6D7HyCW8pvzKF7BD68PW5MNQFS2k8xjJW72TC2m3B1bKJW6mcGK18QHZNFW6dQTn_2JMgz7W8J2GwG5ZNGxCW4_wYkn5VyNhCW2kTfTT618dDXW1KlGz89h7XZ7W6qx89s7jK34PW9g94hm8Gb9ldW8yGdZJ5Rl5kkW7HYQ6M5DN98pf2JymDX21&data=02%7C01%7CDonna.Sitkiewicz%40exeloncorp.com%7C5ad5d7f535c7449ebda908d7d19c5b57%7C600d01fc055f49c6868f3ecfcc791773%7C0%7C0%7C637208341788759762&sdata=ER3dIru28MPW7Rx0yiF4ZoHbPo7HEQwDyPphuBhNlg0%3D&reserved=0) (access code: EXELON) or call (online assistance may be faster) **1-866-872-1266[C:\Users\TREJRX\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\739BF516.tmp](http://exeloncorp-1.hs-sites.com/coronavirus-qa-1)**. All calls are confidential, and Exelon pays for up to six visits.

**What is being done to protect more vulnerable employees, such as those with autoimmune issues and/or lung issues who must come into work or return to offices when they reopen?**

We know that some of you have additional health issues that give you greater concerns regarding COVID-19. We are deep cleaning our facilities on a regular basis. If, for instance, you have a suppressed autoimmune system that could impact your ability to work, you should contact OHS to determine appropriate next steps. If you have other unique circumstances, please work with your supervisor to determine next steps.

**If I have questions that I don’t think have been answered or I want to be anonymous about, where can I send them?**

ComEd HR has set up a hotline number for employees to use to ask those kinds of questions. The number for the COVID-19 voicemail box is 630-437-2006. Please remember to adhere to our values around respect while leaving messages as this is considered a work-related tool. The HR team will work with key contacts across the company, get the answers and counsel you directly. We will also update the leadership team to ensure they’re hearing your concerns directly and confidentially.

**How can those working from home support our workforce that has to be in the field at this time?**

Please feel free to call or email employees you know who are working in the field to see how they are doing. It’s good to let people know you are thinking of them. Also, share on social media the great and important work our people are doing in the field

**Many are working from home and taking care of children themselves, making it hard to do a full day’s work. Are there other options besides using our PTO? Will the company further expand childcare benefits now that the rest of the school year is canceled?**

We know how hard it is for many working parents and people with older dependents at home.

In March, we expanded the benefit from the regular 10 days of care per dependent, per year to 30 days, and made it available to every employee. Now, the benefit has been doubled to up to 60 days per employee dependent, per year. At this time, you can use this back-up care benefit to secure care from someone in your own network, like a friend, babysitter or neighbor and receive a reimbursement stipend of $100 each day toward the cost of care, at no cost to you.

You can also use Bright Horizons in-home care service to have a qualified in-home caregiver come to your home to provide care (if preferred). There is no age limit for in-home care. In-home caregivers are employed by Bright Horizons or the agencies Bright Horizons has contracted with and they are professionally trained, screened, and credentialed. Experienced in child or geriatric care, caregivers are carefully selected and meet stringent credentialing requirements, pass extensive background checks and screening processes, and are trained in CPR/First Aid. For more information about in-home care, employees can log in to their bright horizons account at backup.brighthorizons.com/exelon and click “Resources” from the menu bar.

Talk to your supervisor so they understand your situation. We’re asking supervisors to bring an extra degree of patience, flexibility and understanding to their teams right now, knowing what many people are dealing with.

Finally, it’s important to look out for your own physical and mental wellness during this stressful time. You can access resources on Exelon’s COVID-19 information site, including information about our Live and Work Well employee assistance program, which is available to you 24 hours a day, seven days a week.

**Vacation**

**Will Exelon/ComEd offer vacation buyback or additional carryover due to employees cancelling vacations?**

While at this time we are not making any changes to the vacation practices or policies, we will continue to work with Exelon and all of the operating companies to review our vacation policies and monitor the rapidly evolving COVID-19 landscape and the many impacts it's having on people’s lives, including on work and travel.

In the meantime, we encourage employees to take time away from work.

**If an employee has COVID-19 or is quarantined, will they have paid time off, and for how long?**

If you are quarantined, you will be on pay continuation for up to 14 days. These days will not be taken from your normal vacation/sick banks. The 14 days is not automatic, as quarantine is a medical determination made by OHS. If you are a part time employee, you may receive prorated pay that is in line with your typical work weeks.

For questions about pay during quarantine or your time off banks please call the HR Service Center or your Local HR Contact.

**Summer Internships**

**Will the summer internship program go forward for 2020?**

The 2020 Summer Intern Program will continue with adjustments to ensure interns will have a good, enriching experience to learn, engage and contribute to important ComEd initiatives and projects.

Human Resources has collaborated with many teams to ensure the onboarding process is effective for both onsite and remote interns and that equipment, essentials, networks and mentors will be ready.