

NASEO Mid-Atlantic Regional Meeting June 3, 2020

1. How has your office's operations been impacted by COVID-19?
 - a. Have you been able to improve your office's programs or operations as a result of COVID-19?

Nearly 100% work-from-home implementation across agency, in person staff limited to a small number of functions that can not be done remotely (e.g., physical mail)

MEA has implemented a number of operation and technology changes to enhance efficiency, many of these changes were under discussion before COVID but collectively have ensured the agency continues to function remotely. Most of these changes have involved technology.

- *Developed a centralized agency [COVID-19 response page](#) to communicate all relevant information on the agency's response to COVID.*
- *Expanded Virtualization:*
 - *Extensive use of Google Chat features to reduce dependence on emails, improve response time while maintaining interpersonal communications and maintaining team-work.*
 - *Adopted widespread virtual routing of documents including grants, rebates, memos and other information.*
 - *MEA has diverted as many grant and rebate applications as possible to online submission portholes and has adopted new communication tools (i.e., Virtru) to protect personally identifiable information (PII).*
 - *MEA has fully implemented DocuSign to streamline grant and procedures to improve the speed of grant processing. As an example, the Clean Energy Communities Low and Moderate Income Grant program, one of MEA's larger grant programs that involves organizations such as non-profits who may have protracted approval processes. Using DocuSign, MEA was able to finalize 28 grants within 13 days from initiation to final signatory, a process that previously took 27 days. Other MEA programs are realizing similar improvements.*
 - *Virtualized all agency meetings, extensively using the Google Hangouts platform for internal and external efforts.*
 - *Virtualized inspection and compliance monitoring under several programs, expanding to include most programs across the agency.*

- b. What is your plan for returning to the workplace?

There is no current plan to recall all employees back to the office at this time. However, MEA has established a Reconstitution Team which is coordinating with building management as well as other building occupants and developing a reconstitution plan using the following as a Framework:

1. *Identify return priority functions*
 2. *Telework When Possible*
 3. *Maintain Social Distancing*
 4. *Incorporated Health Concerns*
 5. *Incorporate Child Care Concerns*

6. *Identification of High Touch Points*
7. *Coordinate with Sister Agencies*

2. What are lessons learned so far regarding ESF 12 and responding to any energy impacts of COVID-19?

Ensuring adequate PPE and social distancing for control room staff as well as operations and maintenance staff at generation facilities is an important and has not been a serious part of the discussion in the past.

3. What projects or programs are your office's SEP funds supporting this upcoming year and will you be considering changes due to COVID-19?

- *Resiliency, Energy Storage, Clean Energy and Solar*
- *Energy Efficiency*
- *Transportation*

4. If stimulus funds were to be provided, what energy program(s) would you focus on creating or supplementing?

- *Natural Gas infrastructure expansion*
- *PV and on-shore wind at non-green field locations*
- *Microgrid development*