



COVID-19 Field Personnel Guidelines when Requested to Visit a Customer's Home

Considering the need to continue to provide services while protecting Avista employees, its contractors and the community, and the general scarcity of N95 masks even for health care workers, Avista's process will be as follows:

1. In response to any requests for a home visit, the Contractor must use the following script:

"I have to ask you some questions but please be assured we will still respond to your call, and we will maintain any information we collect as private customer information in accordance with our Privacy Policy. Are you or anyone in your home experiencing symptoms of fever, shortness of breath, or cough?"

If the answer is yes, continue with:

"Thank you. For your safety and the safety of our employees be aware that we may need to take additional precautions such as having our field personnel wear a mask, and exercise social distancing. At this time all field personnel are wearing protective gloves and eye wear."

2. If the answer is "yes" the Contractor will exercise the following precautions:

- Employee should practice social distancing when talking to the customer by standing at least 6 feet outside the door
- Employee should evaluate if the work can be performed without entering the home
- Employee shall wear disposable gloves and safety glasses.
- Employees can always choose to voluntarily wear facemasks.
- If employee feels unsafe going into the home, he/she can take alternative action and should discuss options with their manager.