

# Maintaining Unity of Effort, Message, and Guidance

In every emergency, the electric power industry works together—across the sector, with other sectors, and with government partners—to coordinate its activities and to ensure unity of effort and unity of message. In the COVID-19 pandemic, unity of guidance is the third guiderail of the industry’s unified response.

## EEL and ESCC

The Edison Electric Institute (EEL) and the Electricity Subsector Coordinating Council (ESCC) are working in parallel and together on a range of critical electric power sector issues throughout the COVID-19 pandemic. EEL is working to help its member companies by sharing information, lessons being learned in real time, and best practices on issues like operations, communications, and human resources, while the ESCC focuses on broader cross-industry and industry-government coordination.

*By harnessing the strengths of each organization and their member organizations, EEL and the ESCC together are playing a critical role in ensuring an effective, unified response to the COVID-19 pandemic.*

## Single Points of Contact

The Single Points of Contact (SPOCs) designated by EEL member company CEOs are the lynchpin of the coordinated response.

The SPOCs help to organize multi-directional flows of information: *up* from within companies to EEL and to industry peers; *down* from industry-wide committees and other organizations; and *across* EEL-specific functions. While the SPOCs are playing a lead role in the COVID-19 operational and business continuity response, information sharing is being coordinated across many functions, including:

- Communications
- Customer Service
- External Affairs
- Governmental Affairs
- Human Resources
- International Activities
- Legal Affairs
- Occupational Safety & Health
- Regulatory Affairs

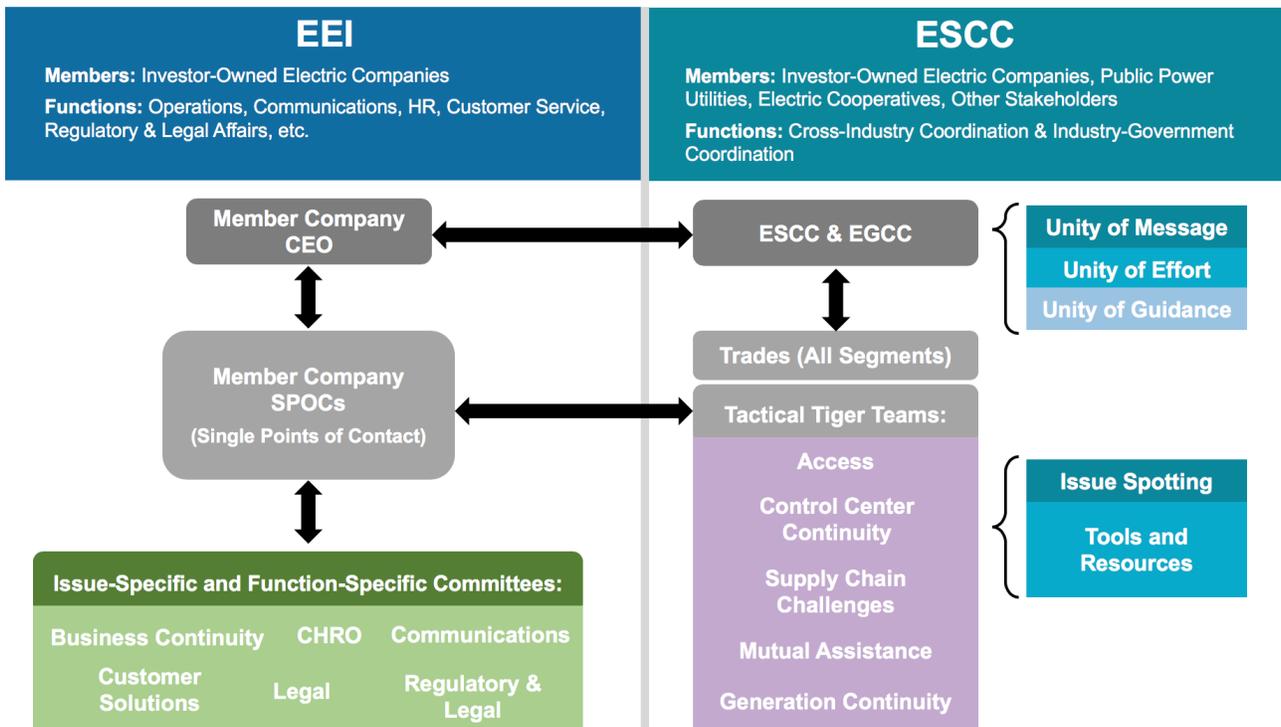
The SPOCs also serve as the liaison between EEI member companies and ESCC-led “tiger teams” that are addressing vital tactical issues, as well as essential coordination among sector trade associations, organized labor, other industries, and the government.

## ESCC’s Tiger Teams

The ESCC has created tiger teams, which are made up of representatives from investor-owned electric companies, public power utilities, electric cooperatives, and other ESCC stakeholders. These teams are focused on issue spotting and on developing tools and resources that organizations can use to address five vital issues:

- Control center continuity;
- Power plant continuity;
- Access to restricted/quarantined areas;
- Mutual assistance;
- Supply chain challenges.

The tiger teams have created a dynamic Resource Guide to help entities across the sector navigate these challenges and make localized decisions in response to this evolving global pandemic. They also are helping to sharpen the industry’s posture on emerging tactical issues, while working under the coordination of the ESCC.



*EEI's member companies remain committed to keeping the lights on for their customers and to helping their customers and employees stay safe and healthy throughout this unprecedented public health emergency. We will power through this crisis together.*