

Avista

COVID-19 EMPLOYEE FAQ

Updated November 4th

The health and safety of our employees is our highest priority. As the novel coronavirus (COVID-19) continues to spread throughout the country, we have taken a number of prudent actions to help keep our employees and their families safe and healthy and, very importantly, to ensure the continuity of our business operations.

Our unique role

The services we provide play an essential role in the lives of our customers. We will make every effort to ensure the impact on our business operations is minimal and your cooperation is essential as we navigate this complex and fluid situation.

Workplace Safety

As COVID-19 impacts our employees, we will continue to follow the guidance provided by public health authorities and the CDC. We will work with the necessary people to contact any employees, contractors or customers that have been in contact with the affected individual, balancing public health requirements with privacy requirements.

Staying informed

This FAQ has been developed to answer common questions. It will be updated regularly with the latest information and steps we are taking to help mitigate this virus. The best way to get the most updated information related to COVID-19 is to visit the COVID SharePoint page from the link on the home page of the Avenue.

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Section 1: Employee Health

1. What is Avista doing to mitigate the risk of employees getting infected by COVID-19 (coronavirus)?

- We have an Incident Command Core team in place to plan for and address ongoing issues related to COVID-19. We have implemented various guidelines, protocols and procedures to address the health and safety of our employees for both work from home and on-site employees.
We continue to monitor and review guidance from the Centers for Disease Control and Prevention (CDC), local and state health agencies to ensure we stay up to date and vigilant in our work practices to maintain the health and safety of our employees.
- The EOP Core Team will continue to keep employees informed of updates and efforts across the Company to help you prepare and respond as appropriate. If you have questions about the coronavirus pandemic, please visit the [CDC's website](#) which contains valuable information we should all be aware of.
- If you have questions regarding the steps Avista is taking to respond to the pandemic, please email covidquestions@avistacorp.com.

2. What should we do to minimize exposure to COVID-19?

- Take precautions to prevent the spread of the disease, including:
 - Frequently wash your hands, scrubbing for at least 20 seconds.
 - Avoid touching your eyes, nose, and mouth.
 - Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
 - Clean your work spaces daily, in particular your keyboards and phones (and doorknobs if you are in an office).
 - Exercise social distancing when possible and appropriate. For example, avoid handshakes which can spread the disease.
 - Follow requirements around face coverings.
 - Adhere to the Work Guidelines.

3. If I feel sick, what should I do?

If you are experiencing any cold or flu-like symptoms, you should stay home and consult with your primary care provider on measures you should take.

Employee should not go to work, in the field or in the office, if they are feeling ill. Notify your supervisor of your situation.

4. What is the procedure if I come in contact with someone who has tested positive or is showing symptoms for COVID-19?

If you have been in close proximity with someone who has tested positive with COVID-19 or is showing symptoms of COVID-19, you are required to stay home and notify your manager and HRM. For detailed COVID-19 testing, contact tracing and exposure protocols, refer to the [Case Response Protocol](#).

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5. What should I do if I think I have COVID?

The Avista First Care Clinic will remain closed for patient care services until further notice to minimize potential spread of illness to our Avista employee population. The onsite lab is also not equipped to test for COVID-19. If you are sick you are encouraged to call your primary care provider's office. There are also virtual appointment options through your Premera health care plan. Employees are encouraged to utilize the Teladoc Services through Premera for virtual visits.

6. Is the Clinic open and will they do COVID testing?

The Avista First Care Clinic is only open for DOT physicals, work place injuries and drug screening. The Clinic can see employees by appointment only, no walk-ins. Please call 509-495-4660 or email clinic@avistacorp.com to make an appointment. The Clinic is not able to perform COVID testing, however they will help direct employees to a testing location for those who need to be tested.

7. If I get tested for COVID-19, who do I notify? What happens next?

After you take a COVID-19 test, please contact your leader immediately, they will contact Human Resources. Your HRM will contact you to determine who you may have been in close contact or close proximity with over the past 2 days. The HRM will contact those individuals and review the process for Tier One contacts. For detailed COVID-19 testing, contact tracing and exposure protocols, refer to the [Case Response Protocol](#).

8. What do I do if a coworker is sick and has not self-reported?

If you have a concern that someone has symptoms and is still coming into work, please contact your leader immediately.

9. Why can't you share the person's name who is being tested for COVID-19 or is positive?

In general, employees have a right to confidentiality under the Americans with Disabilities Act ("ADA") and other federal and state laws. Therefore, an employee's medical information should remain private. In addition to the legal requirements to keep our employee information private, we recognize that this is a particularly stressful time for our employees who may be experiencing symptoms and/or are being tested for COVID-19. In situations where we have been notified of an employee who is being tested for COVID-19, we have gathered detailed information about the employee's position, location, and possible contact with other employees. This information enables us to evaluate the risk of potential exposure and take action to protect other employees.

During the contact tracing process, the affected employee is asked if they are willing to allow their name to be used. This may occur in situations when close proximity is difficult to determine.

If you have concerns, please contact **Britt Bachtel-Browning** for more information.

10. Are there any options available to ensure the mental health and well-being of Avista employees during this time?

- Yes, below are a couple links that could be valuable.
- Employee Assistance Program
 - [EAP Link](#)
 - EAP Phone Number: 1-800-999-1077
 - EAP Company Code: "Avista"
- Employees can also access virtual counseling through their Premera health plan with TalkSpace
 - <https://www.talkspace.com/premera>

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Section 2: Face Covering Requirement

11. Which employees are required to wear face coverings?

Avista requires that all employees on Avista property wear a face covering at all times unless isolated. Isolated means alone in an office, alone in a cubicle with three walls at least 6 feet high or in an area such as the warehouse where interaction with others is not expected. If at any point in time, interaction with another person is likely to occur, a face covering must be put on immediately. Social distancing must still be maintained regardless of whether a face covering is being used or not. An exception to the rule is any employee who has a medical condition, disability or hearing impairment that makes wearing a face covering inappropriate. In such cases, the concern needs to be communicated to Occupational Health.

Avista continues to monitor [CDC](#), OSHA, and L&I guidelines for PPE requirements. We will update any changes to the requirements for each state we perform work, as needed.

In scenarios where compliance with the face covering requirement introduces a greater hazard to our employees, the expectation is that all employees involved will have a deliberate conversation about the specific hazard(s), the hazards will be documented in a “tailboard form”, and the safest course of action will be followed. Once the hazard is mitigated, the employees will again resume following the requirement as prescribed.

12. Do I have to wear a face covering when working outside?

Yes. In Washington, a face covering is required at all times unless you are alone. For example, if there are multiple people on a job site, regardless of the distance between all workers, a face covering must be worn.

When working in Idaho, Montana or Oregon, a face covering is required when working outdoors at all times when 6-foot distancing cannot be maintained. There are no exceptions to this requirement.

13. Which face coverings are more effective than others?

The type of face covering required is based on the exposure risk of the work being performed. The Washington L&I information on “risk level” and type of face covering is summarized in the following table.

Risk Category	Acceptable Face Covering	Avista's Equivalent Items
Negligible and Low Risk	Reusable cloth face covering that fully covers mouth and nose.	Cloth face covering, Cloth FR face covering
Medium Risk*	Non-cloth disposables: dust mask, KN95 or other NIOSH style filtering facepiece respirators or non-FDA approved procedure mask	Disposable surgical mask
High Risk	Elastomeric half or full-face respirator with particulate filters; or Powered-air purifying respirator (PAPR) with particulate filter; or Industrial use N95, R95, or P95 or foreign-system non-NIOSH approved filtering facepiece respirator.	N95, PAPR, SCBA, half-face respirator, full-face respirator

* The only exception to the hierarchy above is when an employee is required to wear FR clothing based on Avista or other state requirements, then a FR face covering shall be used. Examples

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are employees engaged in work covered by WAC 296-45 or where current Avista safety requirements are in direct conflict with the Safe Start Proclamation.

If the work being performed requires an employee to wear a disposable surgical mask, a cloth face covering is not an appropriate alternative. The Safety Department has developed a [Face Covering Type and Usage Guidance](#) with detailed information on face covering types and usage.

14. What is the process for ordering more face coverings?

Employees requiring face coverings may place orders with the Warehouse utilizing the item numbers below.

For cloth masks: Managers may purchase cloth masks for their own groups if they have a style they would prefer. Employees can also use their own masks rather than an Avista provided mask. An FR rated mask is required when FR clothing is required. When managers or employees are choosing a mask other than the cloth masks Avista has in stock, the mask needs to be professional and work appropriate and therefore the design needs to be a solid color unless approved beforehand by a Director. The purpose of this is to eliminate any question about what is work appropriate for cloth mask designs/colors/logos.

- Cloth Face Mask: Item # 6000800
- Cloth FR Face Mask: Item #: 6000805
- Disposable Surgical Mask: Item #: 6000810
- N95 mask (respirator): Item #: 6000835
- KN95: Not currently available. Once items become available, we will provide communication that they can be ordered.

15. Can an employee utilize Paid Administrative Leave (PAL) if they do not want to comply with the face covering requirement while working?

The company has provided appropriate PPE for compliance to our employees, Avista employees must be compliant and wear face coverings as prescribed by the Safe Start requirement in Washington. The exception would be for an employee who has a medical condition that would be adversely impacted by wearing a face covering. In such case, the concern needs to be elevated to the employee's manager who will work with Occupational Health and Human Resources to decide on the applicability of PAL for the employee.

Any employee that refuses to wear a face covering to be compliant with the requirements may exercise the option to utilize One-Leave.

16. Are there any health risks to wearing face coverings for prolonged period of times?

[Does wearing a medical/surgical mask or cloth face covering cause unsafe oxygen levels or harmful carbon dioxide levels to the wearer?](#)

No. Medical masks, including surgical masks, are routinely worn by healthcare workers throughout the day as part of their personal protective equipment (PPE) ensembles and do not compromise their oxygen levels or cause carbon dioxide buildup. They are designed to be breathed through and can protect against respiratory droplets, which are typically much larger than tiny carbon dioxide particles. Consequently, most carbon dioxide particles will either go through the mask or escape along the mask's loose-fitting perimeter. Some carbon dioxide might collect between the mask and the wearer's face, but not at unsafe levels.

Like medical masks, cloth face coverings are loose-fitting with no seal and are designed to be breathed through. In addition, workers may easily remove their medical masks or cloth face coverings periodically (and when not in close proximity with others) to eliminate any negligible

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build-up of carbon dioxide that might occur. Cloth face coverings and medical masks can help prevent the spread of potentially infectious respiratory droplets from the wearer to their co-workers, including when the wearer has COVID-19 and does not know it.

Some people have mistakenly claimed that OSHA standards (e.g., the Respiratory Protection standard, [29 CFR 1910.134](#); the Permit-Required Confined Space standard [29 CFR 1910.146](#); and the Air Contaminants standard, [29 CFR 1910.1000](#)) apply to the issue of oxygen or carbon dioxide levels resulting from the use of medical masks or cloth face coverings in work settings with normal ambient air (e.g. healthcare settings, offices, retail settings, construction). These standards do not apply to the wearing of medical masks or cloth face coverings in work settings with normal ambient air). These standards would only apply to work settings where there are known or suspected sources of chemicals (e.g., manufacturing facilities) or workers are required to enter a potentially dangerous location (e.g., a large tank or vessel). Employees with a pre-existing health issues may experience an exacerbation of their condition by the use of any type of face covering over an extended period of time (asthma, COPD, emphysema).

17. How often should face coverings be washed/replaced?

Cloth face coverings: The Centers for Disease Control (CDC) recommends cloth face coverings be washed after each use. More information can be found on the CDC site [here](#).

For all other face coverings, employees should follow the manufacturer's instructions for proper cleaning, re-use or disposal.

18. Do employees still need to do a fit test for N95 respirators and other respirators?

Yes. The initial fit test will need to be completed for employees that will need to wear a N95 respirator or another respirator such as a SCBA. The employee will also need to be medically cleared by the Avista Clinic and be clean shaven to effectively wear the respirators. The Safety Department can perform the fit tests and will work with the managers to determine the best way to complete fit testing in order to comply with the Governor's order. The Safety Department will also work with the Avista Clinic to provide the forms that employees will need to complete in order to be medically cleared.

The Power Air Purifying Respirator (PAPR) helmets currently used by some work groups meet the criteria for High Risk and are **not** required to be fit tested.

Outside Work Questions

19. How do the WAC Chapter 45 requirements fit in the new requirements?

The Washington Safe Start Proclamation requirements around face coverings do not replace the WAC 296-45 requirements. If there is a conflict between the Proclamation requirements and WAC 296-45, then WAC 296-45 requirements will be used. For example, if an employee is required to wear FR clothing because of the work being performed they also need to wear a FR face covering rather than any another type of face covering.

20. What is the expectation for employees who are required to wear FR clothing although WAC 296-45 does not apply (e.g. Gas Operations)?

Avista has made the determination that due to our elevated policy of requiring FR clothing based on safety, the face covering being used must also be FR. The cloth FR face covering shall be used even if the Safe Start Requirements recommend a different face covering, such as a disposable surgical mask.

21. What should an employee do if the face covering creates an additional safety hazard that can't be mitigated?

In scenarios where compliance with the order introduces a greater hazard to our employees, the expectation is that all employees involved will have a deliberate conversation about the specific

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hazard(s), the hazards will be documented in a “tailboard form”, and the safest course of action will be followed. Once the hazard is mitigated, the employees will again resume following the order as prescribed.

22. What if wearing a face covering and safety glasses at the same time causes issues (I.e. glasses fogging)?

Supply Chain is working to procure anti-fogging safety glasses and other remedies to address this issue. When anti-fogging safety glasses are a feasible solution, they should be utilized. In scenarios where compliance with the order introduces a greater hazard to our employees, the expectation is that all employees involved will have a deliberate conversation about the specific hazard(s), the hazards will be documented in a “tailboard form”, and the safest course of action will be followed. Once the hazard is mitigated, the employees will again resume following the order as prescribed.

23. If there are multiple occupants in a vehicle but the windows are down, is a face covering still required?

Yes. In a vehicle, 6-foot separation cannot be maintained and therefore a disposable surgical mask is required. There are no exceptions to this rule and this is applicable in all states

24. What face covering is required for the following scenarios*:

- **2 Lineman in a bucket truck or on a pole:**
 - Since the 6-foot separation cannot be maintained while two employees are in a bucket or on a pole, the scenario would be considered medium or high risk. However, WAC Chapter 45 rules would apply for this work and therefore a cloth FR face covering and all other appropriate PPE shall be worn rather than a non-FR face covering or respirator.
- **Two fleet vehicle mechanics working in a garage environment in adjacent bays, more than 6 feet apart, with the doors open to the outside environment:**
 - Cloth face coverings are required in this situation because the mechanics are working in the same area and there are no additional barriers in addition to the 6-foot distancing.
- **A Gas Serviceman entering a customer’s home:**
 - A cloth FR face covering is required for a Gas Serviceman entering a customer’s home as long as the 6-foot distance is maintained. As the guidelines previously stated, if a customer has been confirmed as having COVID-19, then the serviceman should discuss all options with their supervisor before entering the home.

** In scenarios where compliance with the order introduces a greater hazard to our employees, the expectation is that all employees involved will have a deliberate conversation about the specific hazard(s), the hazards will be documented in a “tailboard form”, and the safest course of action will be followed. Once the hazard is mitigated, the employees will again resume following the order as prescribed.*

Office Work Questions

25. Is a face covering required if I am working at my desk?

Employees must be able to maintain a 6-foot distance from other employees, customers and members of the public at all times AND have additional barriers, such as sitting in an office or a cubicle with 6-foot high walls on 3 sides. If the above conditions are met, a face covering is not required. However, once an employee leaves their desk, a face covering is required.

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26. Will facilities be providing add-on's to cubicle walls in order to meet the conditions for no face covering requirement?

For those employees currently required to be onsite to perform work, facilities will coordinate with their manager to review alternative solutions that may help eliminate the face covering requirement while at their desk. It should be noted however, that during the Critical Sustained Stage employees who have been working from home should continue to do so. Cubicle modifications will be evaluated on a case by case basis.

27. Is a face covering required if an employee is only visiting the office for a short amount of time (e.g. checking mail)?

Yes, a face covering is required any time an employee is entering the office and walking around common spaces. It is also possible that while 6-foot distancing is maintained, employees could encounter other employee's in passing and therefore face coverings must be worn.

28. If I have recovered from COVID-19 and/or have COVID-19 antibodies, do I still need to wear a face covering?

Yes. Some individuals who are infected may never develop antibodies. Regardless of whether you test positive or negative, the results do not confirm whether or not you are able to spread the virus that causes COVID-19. The CDC guidance recommends continued practice of safety guidelines and protocols to prevent the spread of COVID-19, including continued use of face coverings. It is not known yet if people who recover from COVID-19 can get infected again.

Section 3: Business Continuity

29. What is our business continuity plan? Has it been put into effect in response to the COVID-19 crisis?

Avista has an Enterprise Business Continuity Program that has been designed to prepare the company for responding to emergencies or unplanned events including health pandemics, natural disasters, data security breaches, acts of terrorism, political unrest, and power and transportation outages.

In conjunction with developing our business continuity program, Avista has invested in technology that enables many of our team members to operate effectively in the event that a situation necessitates that we work remotely.

Section 4: Working from Home

30. What is our work –from home policy?

Critical Sustained Stage: COVID-19 continues to pose a serious risk to our employees and our ability to operate our business, therefore we will continue to require that all employees who are able to work remotely, continue to do so.

31. What resources will the company provide to assist employees who continue to work from home?

Our partners in ET have resources available for those who can work from home. Employees, working with their managers, can continue to leverage the Technology Center at ext. 4117 for technical support.

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32. What if I am not able to do my job from home?

If you have questions about the feasibility of remote work, please work directly with your leader.

Section 5: Travel/Meetings

33. What is our business travel policy?

All non-essential business travel such as training and industry conferences that aren't directly related to critical business operations is not permitted.

34. What is our personal travel policy? Do I have to clear personal travel with my leader?

Domestic Travel Critical Sustained Stage (updated August 6, 2020)

- Employees should continue to use discretion when making personal domestic travel decisions and should follow local, state or federal guidelines regarding social distancing, or self-isolation/stay-at-home requirements for domestic travel. Many jurisdictions have varying requirements regarding self-isolation periods upon arrival at a destination or return home. It's the employee's responsibility to know these guidelines and plan accordingly.
- Employees should continue the traditional notification and arrangement of one leave with their individual leader. Employees should inform the leader of the anticipated length of time off, including any government mandated self-isolation period that may follow travel.
- See "PAL and Domestic or International Travel" below.

International and Cruise Ship Travel Critical Sustained Stage (updated August 6, 2020)

- Personal international and cruise ship travel is discouraged due to the ongoing pandemic. The CDC recommends people avoid all nonessential international travel and that travelers defer all cruise travel worldwide.
- If you choose to travel on a cruise ship you must self-isolate for 14-days before returning to the workplace, following CDC guidelines.
- The CDC no longer recommends a 14-day self isolation period after international travel as of at least Aug. 6, 2020.
- Employees should continue the traditional notification and arrangement of leave with their individual leader. Employees should inform the leader of the length of time off, including the mandatory 14-day self-isolation period that will follow cruise ship travel.
- See "PAL and Domestic or International Travel" below.

PAL and Domestic or International Travel (updated October 26, 2020)

- In general, employees who have recently traveled, either foreign or domestic, will not be a factor when considering the application of PAL.
- If an asymptomatic employee is required to self-isolate by government order, after personal foreign or domestic travel, and is unable to work from home, PAL will generally not be applied. As of October 2020, no such government orders in Washington, Idaho and Oregon apply to this scenario.

35. Can/should employees still travel between office locations for their regular work?

Travel between Avista facilities should be limited to essential purposes only.

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36. Can our department hold in-person meetings?

During the critical sustained stage, all meetings should be virtual only, excluding field personnel tailboards, huddles, etc. Meetings should not occur even where social distancing is possible (i.e. parks). In-person meetings may inadvertently expose employees unnecessarily.

37. Should we cancel or re-schedule visits from non-essential third parties to our offices?

Yes, we are not allowing non-essential third parties in our offices

Section 5: Customer Engagement and Interactions

38. What precautions should I take when interacting in-person with customers?

For public interactions, Avista is requiring employees to wear a face covering and maintain a minimum of 6 feet between you and any other individuals. When not in the workplace, please take into account your role as an employee of Avista and consider how your attendance at optional business and personal events could create exposure risks for you and others.

39. How will we continue to service our customers?

Currently in the Critical Sustained Stage, we continue to serve our customers while taking all necessary precautions to protect our employees and adhering to the Work Guidelines.

40. Will we continue to take payments from and serve customers in our lobbies?

During the Critical Sustained Stage, we are not accepting in-person payments and our lobbies remain closed to the public.

41. Are we closing our district offices to the public?

During the Critical Sustained Stage, our district offices remain closed to the public.

42. What if our customers are out of work and aren't able to pay their bills. How will we work with them?

Avista is accustomed to working with our customers during extenuating circumstances. We will continue to work with our customers and provide payment options to maintain their service.

43. Will we still enter customer residences as needed in the regular course of business?

We will continue to respond to safety concerns in our customer's homes. Field personnel are being provided Personal Protective Equipment (PPE) to use when entering customer's homes.

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Section 6: School Resumption Guidelines

44. As the new school year begins, my school-age child(ren) will be participating in online learning only. How will I be expected to work and support my school-age child(ren)?

Avista is committed to supporting our employees faced with this challenging scenario of balancing work while providing support and monitoring of school-aged children in a home-based learning environment. Avista parents/guardian and leaders should coordinate and use creativity and their best collective judgement on the appropriate approach for each situation.

45. What are the options for parents/guardians during the workday?

- **A predefined schedule:** Designated short periods of the day when an employee will be unavailable for work-related tasks and not compensated for that time. This option may be most appealing to non-exempt (hourly) employees who must account for each hour of their workday due to the nature of their position and need to maintain full-time hours.
- **Modified work hours:** Starting the workday earlier, working later or otherwise working outside normal business hours. This option may be appealing to exempt (salaried) employees who don't break down their day hour-by-hour.
- **Compensable break periods:** All employees are entitled to take regular short breaks (fully relieved of their responsibilities) per the Fair Labor Standards Act (FLSA) and state laws. This is compensable (paid) time that may be utilized for education needs at home. Work groups with established break periods (i.e. Contact Center) should continue to follow those practices, while factoring in education-related needs.
- **One Leave:** An employee may need additional time during a workday to support home education beyond the options outlined above. Use of One Leave may be applied in this situation.

Refer to the [School Resumption Guidelines](#) for more information.

Section 7: Miscellaneous Questions

46. Our Avista office is closed and very few people are around. Can't I just go and work in the office for my full shift?

No. The offices are closed for the safety and wellbeing of all of our employees. While there may be times when an employee needs to enter a closed Avista office to retrieve an item, mail, or complete a task that cannot be performed remotely, these should be isolated instances.

47. What do I do if I need to access an office location or building while we are operating in Critical Sustained Stage?

Access to Avista facilities is currently limited in order to maintain social distancing and to help control the spread of the virus. If you need access to a facility that is not restricted, please coordinate with your leader before accessing any Avista facility to ensure it is necessary and safe. You will also be required to perform a health screening and email to confirm completion of the health screening before leaving your residence to visit any Avista property, Avista or third party job site for any amount of time; or before engaging with other employees, customers, contractors or members of the public.

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Your leader will help coordinate accessing facilities in staggered timeframes to minimize possible exposure to other employees.

48. What is the time code for Paid Administrative Leave (PAL)?

Paid Administrative Leave (PAL) can only be used after a discussion with your leader and Human Resources Manager. If that discussion leads to using PAL either full-time or part-time use:

- Excused with Pay – Involuntary / EXWPINV / project task: 09906675-920100
- B Work Order for Maximo timekeeping: B099667501

49. What do I do if a family member is sick, testing for COVID or exposed to someone with COVID?

Each COVID exposure and circumstances are unique and therefore we cannot address all possible scenarios. Please refer to the [Case Response Protocol](#) document for detailed COVID-19 testing, contact tracing and exposure protocols.

50. I'm a critical operations employee, without a Flexible Work Arrangement. I am feeling sick, so I am staying home. Should I use One Leave or Paid Administrative Leave?

- Consult with your HRM on whether or not your situation is eligible for Paid Administrative Leave.
- If your illness extends beyond a few days, please contact Occupational Health and consider applying for Family Medical Leave Act (FMLA) or Short Term Disability (STD) benefits, if applicable.

51. Are there any options to change our Dependent Care Reimbursement contributions given our daycare is closed due to COVID-19 restrictions?

- To date there has been no new guidance from the IRS around Section 125 flexible spending accounts specific to COVID-19. However, a significant cost change may be a qualifying event that permits a change in your election (known as a special enrollment period). The following scenarios would be eligible for an election change whether there is an increase or decrease in the cost of the care:
 - If your daycare has closed and you are no longer paying for that service
 - If a school has closed and dependent care is now required
- If you feel you may be eligible and wish to change your election, please contact the Benefits Team to obtain the FSA Change in Status form Benefits@avistacorp.com.
- Additional information on the Dependent Care Reimbursement can be found on the Avenue <https://avistacorp.sharepoint.com/HR/Benefits/Pages/DependentCare.aspx>

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Section 7: Technology Work From Home FAQs

52. What application services are available without VPN access

You can access Outlook and Skype without being connected to the Avista network. You can also access Outlook, UltiPro, Arcos, the Avista Learning Network and your Virtual PC (if you have one) via www.myavistacorp.com. Feel free to use these applications without connecting to the VPN and then only connect to VPN when you need access to other Avista networked services such as SharePoint, Maximo, CCB, etc.

53. How can I request and receive hardware?

Please contact the TSC and let them know your request. We are preparing to ship items from our technology teams or from our supplier direct to your home. If configuration requires an Avista connection, you will be provided specific instructions to take it to your local Avista office for connectivity and initial set up. We don't expect the majority of hardware requests to require this step.

54. Can I go out and buy my own equipment to increase my work at home productivity experience?

Yes, although it will not be reimbursed. If you have questions about compatibility specifications, please contact the TSC.

55. Can I go home and work on a company data plan, such as a mi-fi device or a hot spot on my Avista issued mobile phone?

Be careful about cellular data plan usage for long periods of time, over several days. This will increase our cellular service costs. The intent is for you to use your home internet service to access our Avista network.

56. Can I stream music (e.g. Pandora or iTunes) or watch videos on my computer or mobile device while I'm connected to the Avista Virtual Private Network (VPN)?

Please use the Avista network for business purposes only and use your home computer or personal mobile device to stream music or videos. Keep in mind that due to the increase in the number of people connecting from home across the country, every cellular carrier, internet service provider, cable company, etc. is experiencing strain on their bandwidth capacity.

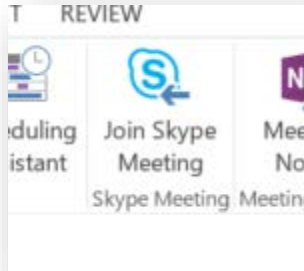
57. Is there any other way to access my email or calendar or set up an out of office response?

www.myavista.com/virtual-office will allow you to access your Virtual PC, your Outlook email, Ultipro and the ALN via your home personal computer. Enter your Avista credentials when prompted to use this service.

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58. How should I access my Skype meeting?

You will have a more effective and satisfactory Skype meeting experience if you access via the Skype iOS app, or click on either of the “Join Skype Meeting” buttons directly from your Outlook invite.



59. How can I get the Skype app set up?

Please take a look at the Yammer videos below for Android and iOS instructions. We will also continue to have Skype WFH “How-To” sessions. Watch for the invites.

<https://www.yammer.com/avistacorp.com/#/files/386443698176>

<https://www.yammer.com/avistacorp.com/threads/478343409696768>

60. What if I continue to lose connection to Skype or the Cisco VPN session?

Please try to reconnect. If it becomes a chronic issue, please contact the TSC.

If you have any questions, please contact the Tech Center with Skype by typing Tech or dialing (509) 495-4117.