March 25, 2020

Mr. Will Seuffert  
Minnesota Public Utilities Commission 

Ms. Jessica Burdette  
Minnesota Department of Commerce 

RE: Docket No. E.G999/C1-20-375  
COVID-19 Responsiveness Measures Update 

Great Plains Natural Gas Co., a Division of Montana-Dakota Utilities Co. (Great Plains) provides this update to summarize communications that have previously been sent to the Minnesota Public Utilities Commission (Commission) and the Minnesota Department of Commerce (Department) regarding actions taken in regard to addressing the COVID-19 pandemic. Great Plains will also respond to the request dated March 25, 2020 from Steve Kelley, Commissioner of the Department and Katie Sieben Chair of the Commission. 

Great Plains is working to minimize the risk for its employees while continuing to provide safe and reliable service to its customers. The Company is prepared to continue operations on a 24/7 basis. 

Great Plains confirms that Great Plains is committed to working with affected customers and communities by undertaking the following voluntary actions for the duration of the national security or peacetime emergency as identified by the Commission and the Department in the March 25, 2020 communication:

I. Great Plains will extend the protections of Minnesota’s Cold Weather Rule provided under Minnesota Statutes sections 216B.096 (public utilities), 216B.097 (electric cooperatives and municipal utilities) and 216B.16, subdivisions 12 and 12a (small gas utility and small electric utility, respectively) by restricting disconnection of residential customers for non-payment of utility bills and reconnecting customers who have been disconnected for the duration of the national security or state peacetime emergency. Great Plains understand this
does not affect its ability to disconnect a customer's service for public safety concerns unrelated to non-payment of services;

II. Great Plains will waive late fees that any residential or small business customer incurs because of the economic circumstances related to the coronavirus pandemic.

III. Great Plains will arrange payment plans for customers requesting help during this time that is based on the financial resources and circumstances of the customer.

MDU Utilities Group comprised of Montana-Dakota, Great Plains Natural Gas Co., Cascade Natural Gas Co. and Intermountain Gas Company (Utilities Group), formalized a Workplace Pandemic Preparedness Plan on March 6, 2020. Within that Plan a Pandemic Task Force was created and is continually monitoring the ever-changing situation, meeting at least three times each week, and providing communication for employees, customers and vendors, etc.

The Utilities Group has instituted certain measures to help protect employees from exposure to COVID-19 and to curb the potential spread of the virus in customer homes and facilities. We are closely following recommendations from the Center for Disease Control and Prevention (CDC). This includes recommendations on social distancing.

The following additional changes have been put into place:

- The Customer Service Hours have been changed to 8 to 5 local time.
- Customer disconnections of service for non-payment were suspended on March 16, 2020 until further notice.
- Late-payment charges will be suspended effective April 1, 2020. A letter advising of this tariff waiver was submitted to the Commission on March 16, 2020.
- The Company began evaluating changes necessary to facilitate employees working from home during the week of March 2, 2020. As of March 23, 2020, only employees identified as critical to do so will be working from an office, all other employees will be working from home. This includes approximately 60 customer service representatives and service schedulers that are now working from home.
- The Company continues to evaluate non-emergency service work and has suspended service work such as investigating high bill complaints and meter testing at this time.

Emergency calls will continue to be serviced on a 24x7 basis taking into consideration social distancing.

At this time, the Company has not identified any issues with its necessary vendors, including natural gas supplies.
Natural Gas Control Room
The following has been implemented in the control room to ensure continuity of operations and maintain the health of the gas control personnel:

- Following CDC direction, the controllers have implemented social distancing, frequent handwashing, respiratory etiquette, surface and equipment cleaning, and observing the "stay at home if sick" policy.
- Control room surfaces and equipment are sanitized frequently throughout the controller's shift and at shift change
  - Control room is stocked with sanitizing products
- Non-essential building office staff have been relocated to working from home
- The control room is locked down and not accessible by non-gas control staff
- Controller team isolation has been implemented—only the on-duty board operator is in the control room
  - Supporting gas control staff are working remotely from home
- 6 gas controllers work rotating 12-hour shifts to monitor facilities 24/7
  - 4 controllers can comfortably staff the established shift rotation and ensure adequate time off
  - 3 additional emergency controllers have been identified, bringing the total staff available to 9.
- Back up emergency controllers are isolated and working remotely
- Control room has a stocked self-contained kitchenette

The Company is also preparing the control room to allow employees to remain on-site in the event the Company determines it is necessary to do so.

The Utilities Group is following the guidelines of the CISA Essential Critical Infrastructure Workforce (Version 1.0 dated March 19, 2020 is provided as Attachment A). Also provided in Attachment A, is the letter that employees and essential contractors will carry explaining their essential nature in the event a shelter in place executive order is issued in Minnesota. The guidance provided is intended to support state, local and industry partners in identifying the critical infrastructure sectors and the required essential workers. The following personnel specific to natural gas operations were identified in that document. The Utilities Group requests your assistance in ensuring that its critical personnel are provided access to customers and its facilities in the event of a state or local lock-down.

Natural and Propane gas workers:

- Natural gas transmission and distribution pipelines, including compressor stations
- Underground storage of natural gas
• Natural gas processing plants, and those that deal with natural gas liquids
• Liquefied Natural Gas (LNG) facilities
• Natural gas security operations center, natural gas operations dispatch and control rooms/centers natural gas emergency response and customer emergencies, including natural gas leak calls
• Drilling, production, processing, refining, and transporting natural gas for use as end-use fuels, feedstocks for chemical manufacturing, or use in electricity generation
• Propane gas dispatch and control rooms and emergency response and customer emergencies, including propane leak calls
• Propane gas service maintenance and restoration, including call centers
• Processing, refining, and transporting natural liquids, including propane gas, for use as end-use fuels or feedstocks for chemical manufacturing
• Propane gas storage, transmission, and distribution centers

Petroleum workers (critical to provide fuel for utility operations):

• Petroleum product storage, pipeline, marine transport, terminals, rail transport, road transport
• Crude oil storage facilities, pipeline, and marine transport
• Petroleum refinery facilities
• Petroleum security operations center employees and workers who support emergency response services
• Petroleum operations control rooms/centers
• Petroleum drilling, extraction, production, processing, refining, terminal operations, transporting, and retail for use as end-use fuels or feedstocks for chemical manufacturing
• Onshore and offshore operations for maintenance and emergency response
• Retail fuel centers such as gas stations and truck stops, and the distribution systems that support them

The Utilities Group is coordinating with state and local authorities throughout this process as well as coordinating with national organizations such as the American Gas Association, Edison Electric Institute, Northwest Gas Association and other utilities.

Again, the Utilities Group is prioritizing the safety of its employees and service to its customers. Great Plains will continue to provide updates to this Commission in this ever-evolving situation.

Please do not hesitate to contact us if you have questions or require additional information.
If you have the need to reach us regarding an after-hours emergency, please contact Mr. Gilchrist or myself.

Primary: Hart Gilchrist: 208-841-6166
Vice President – Safety, Process Improvement & Operations Systems

Secondary: Garret Senger: 701-400-7510
Executive V.P. Regulatory Affairs, Customer Service & Administration

Sincerely,

Garret Senger
Executive Vice President, Regulatory Affairs, Customer Service and Administration

Cc: Nicole Kivisto
    Travis Jacobson

Attachment
Essential Critical Infrastructure Worker

Great Plains Natural Gas Company is an energy company that provides essential distribution of natural gas in the states of Minnesota and North Dakota. The United States Department of Homeland Security has designated the energy sector as a Critical Infrastructure Industry.

The individual carrying this letter is an Essential Critical Infrastructure Worker performing services essential to the safety and security of the nation. As such, this worker is exempt from any movement restrictions imposed by state or local authorities with pandemic control measures.

The individual carrying this letter also has a copy of the Cybersecurity and Infrastructure Security Agency document that identifies Essential Critical Infrastructure Workers.

[Signature]

President and CEO
Great Plains Natural Gas Company
GUIDANCE ON THE ESSENTIAL CRITICAL INFRASTRUCTURE WORKFORCE

March 19, 2020

MEMORANDUM ON IDENTIFICATION OF ESSENTIAL CRITICAL INFRASTRUCTURE WORKERS DURING COVID-19 RESPONSE

FROM: Christopher C. Krebs
Director
Cybersecurity and Infrastructure Security Agency (CISA)

As the Nation comes together to slow the spread of COVID-19, on March 16th, the President issued updated Coronavirus Guidance for America. This guidance states that:

“If you work in a critical infrastructure industry, as defined by the Department of Homeland Security, such as healthcare services and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule.”

The Cybersecurity and Infrastructure Security Agency (CISA) executes the Secretary of Homeland Security’s responsibilities as assigned under the Homeland Security Act of 2002 to provide strategic guidance, promote a national unity of effort, and coordinate the overall federal effort to ensure the security and resiliency of the Nation's critical infrastructure. CISA uses trusted partnerships with both the public and private sectors to deliver infrastructure resilience assistance and guidance to a broad range of partners.

In accordance with this mandate, and in collaboration with other federal agencies and the private sector, CISA developed an initial list of “Essential Critical Infrastructure Workers” to help State and local officials as they work to protect their communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security. The list can also inform critical infrastructure community decision-making to determine the sectors, subsectors, segments, or critical functions that should continue normal operations, appropriately modified to account for Centers for Disease Control (CDC) workforce and customer protection guidance.

The attached list identifies workers who conduct a range of operations and
services that are essential to continued critical infrastructure viability, including staffing operations centers, maintaining and repairing critical infrastructure, operating call centers, working construction, and performing management functions, among others. The industries they support represent, but are not necessarily limited to, medical and healthcare, telecommunications, information technology systems, defense, food and agriculture, transportation and logistics, energy, water and wastewater, law enforcement, and public works.

We recognize that State, local, tribal, and territorial governments are ultimately in charge of implementing and executing response activities in communities under their jurisdiction, while the Federal Government is in a supporting role. As State and local communities consider COVID-19-related restrictions, CISA is offering this list to assist prioritizing activities related to continuity of operations and incident response, including the appropriate movement of critical infrastructure workers within and between jurisdictions.

Accordingly, this list is advisory in nature. It is not, nor should it be considered to be, a federal directive or standard in and of itself.

In addition, these identified sectors and workers are not intended to be the authoritative or exhaustive list of critical infrastructure sectors and functions that should continue during the COVID-19 response. Instead, State and local officials should use their own judgment in using their authorities and issuing implementation directives and guidance. Similarly, critical infrastructure industry partners will use their own judgment, informed by this list, to ensure continued operations of critical infrastructure services and functions. All decisions should appropriately balance public safety while ensuring the continued delivery of critical infrastructure services and functions.

CISA will continue to work with you and our partners in the critical infrastructure community to update this list as the Nation’s response to COVID-19 evolves. We also encourage you to submit how you might use this list so that we can develop a repository of use cases for broad sharing across the country.

Should you have questions about this list, please contact CISA at CISA.CAT@cisa.dhs.gov (link sends email).

**Attachment:** “Guidance on the Essential Critical Infrastructure Workforce: Ensuring Community and National Resilience in COVID-19 Response”

### THE IMPORTANCE OF ESSENTIAL CRITICAL INFRASTRUCTURE WORKERS

Functioning critical infrastructure is imperative during the response to the COVID-19 emergency for both public health and safety as well as community well-being. Certain critical infrastructure industries have a special responsibility in these times to continue operations.

This guidance and accompanying list are intended to support State, Local, and industry partners in identifying the critical infrastructure sectors and the essential workers needed to maintain the services and functions Americans depend on daily and need to be able to operate resiliently during the COVID-19 pandemic response.

This document gives guidance to state, local, tribal, and territorial...
jurisdictions and the private sector on defining essential critical infrastructure workers. Promoting the ability of such workers to continue to work during periods of community restriction, access management, social distancing, or closure orders/directives is crucial to community resilience and continuity of essential functions.

CONSIDERATIONS FOR GOVERNMENT AND BUSINESS

This list was developed in consultation with federal agency partners, industry experts, and state and local officials, and is based on several key principles:

1. Response efforts to the COVID-19 pandemic are locally executed, state managed, and federally supported
2. Everyone should follow guidance from the CDC, as well as state and local government officials regarding strategies to limit disease spread.
3. Workers should be encouraged to work remotely when possible and focus on core business activities. In-person, non-mandatory activities should be delayed until the resumption of normal operations.
4. When continuous remote work is not possible, businesses should enlist strategies to reduce the likelihood of spreading the disease. This includes but is not limited to separating staff by off-setting shift hours or days and/or social distancing. These steps can preserve the workforce and allow operations to continue.
5. All organizations should implement their business continuity and pandemic plans, or put plans in place if they do not exist. Delaying implementation is not advised and puts at risk the viability of the business and the health and safety of the employees.
6. In the modern economy, reliance on technology and just-in-time supply chains means that certain workers must be able to access certain sites, facilities, and assets to ensure continuity of functions.
7. Government employees, such as emergency managers, and the business community need to establish and maintain lines of communication.
8. When government and businesses engage in discussions about critical infrastructure workers, they need to consider the implications of business operations beyond the jurisdiction where the asset or facility is located. Businesses can have sizeable economic and societal impacts as well as supply chain dependencies that are geographically distributed.
9. Whenever possible, jurisdictions should align access and movement control policies related to critical infrastructure workers to lower the burden of workers crossing jurisdictional boundaries.

IDENTIFYING ESSENTIAL CRITICAL INFRASTRUCTURE WORKERS

The following list of sectors and identified essential critical infrastructure workers are an initial recommended set and are intended to be overly inclusive reflecting the diversity of industries across the United States. CISA will continually solicit and accept feedback on the list (both sectors/sub sectors and identified essential workers) and will evolve the list in response to stakeholder feedback. We will also use our various stakeholder engagement mechanisms to work with partners on how they are using this list and share those
lessons learned and best practices broadly. We ask that you share your feedback, both positive and negative on this list so we can provide the most useful guidance to our critical infrastructure partners. Feedback can be sent to CISA.CAT@CISA.DHS.GOV (link sends email).

HEALTHCARE / PUBLIC HEALTH

- Workers providing COVID-19 testing; Workers that perform critical clinical research needed for COVID-19 response
- Caregivers (e.g., physicians, dentists, psychologists, mid-level practitioners, nurses and assistants, infection control and quality assurance personnel, pharmacists, physical and occupational therapists and assistants, social workers, speech pathologists and diagnostic and therapeutic technicians and technologists)
- Hospital and laboratory personnel (including accounting, administrative, admitting and discharge, engineering, epidemiological, source plasma and blood donation, food service, housekeeping, medical records, information technology and operational technology, nutritionists, sanitarians, respiratory therapists, etc.)
- Workers in other medical facilities (including Ambulatory Health and Surgical, Blood Banks, Clinics, Community Mental Health, Comprehensive Outpatient rehabilitation, End Stage Reratal Disease, Health Departments, Home Health care, Hospices, Hospitals, Long Term Care, Organ Pharmacies, Procurement Organizations, Psychiatric Residential, Rural Health Clinics and Federaly Qualified Health Centers)
- Manufacturers, technicians, logistics and warehouse operators, and distributors of medical equipment, personal protective equipment (PPE), medical gases, pharmaceuticals, blood and blood products, vaccines, testing materials, laboratory supplies, cleaning, sanitizing, disinfecting or sterilization supplies, and tissue and paper towel products
- Public health / community health workers, including those who compile, model, analyze and communicate public health information
- Blood and plasma donors and the employees of the organizations that operate and manage related activities
• Workers that manage health plans, billing, and health information, who cannot practically work remotely
• Workers who conduct community-based public health functions, conducting epidemiologic surveillance, compiling, analyzing and communicating public health information, who cannot practically work remotely
• Workers performing cybersecurity functions at healthcare and public health facilities, who cannot practically work remotely
• Workers conducting research critical to COVID-19 response
• Workers performing security, incident management, and emergency operations functions at or on behalf of healthcare entities including healthcare coalitions, who cannot practically work remotely
• Workers who support food, shelter, and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals, such as those residing in shelters
• Pharmacy employees necessary for filling prescriptions
• Workers performing mortuary services, including funeral homes, crematoriums, and cemetery workers
• Workers who coordinate with other organizations to ensure the proper recovery, handling, identification, transportation, tracking, storage, and disposal of human remains and personal effects; certify cause of death; and facilitate access to mental/behavioral health services to the family members, responders, and survivors of an incident

LAW ENFORCEMENT, PUBLIC SAFETY, FIRST RESPONDERS

• Personnel in emergency management, law enforcement. Emergency Management Systems, fire, and corrections, including front line and management
• Emergency Medical Technicians
• 911 call center employees
• Fusion Center employees
• Hazardous material responders from government and the private sector.
• Workers – including contracted vendors -- who maintain digital systems infrastructure supporting law enforcement and emergency service operations.

FOOD AND AGRICULTURE

• Workers supporting groceries, pharmacies and other retail that sells food and beverage products
• Restaurant carry-out and quick serve food operations - Carry-out and delivery food employees
• Food manufacturer employees and their supplier employees—to include those employed in food processing (packers, meat processing, cheese plants, milk plants, produce, etc.) facilities; livestock, poultry, seafood slaughter facilities; pet and animal feed processing facilities; human food facilities producing by-products for animal food; beverage production facilities; and the production of food packaging
• Farm workers to include those employed in animal food, feed, and ingredient production, packaging, and distribution; manufacturing, packaging, and distribution of veterinary drugs; truck delivery and transport; farm and fishery labor needed to produce our food supply domestically
• Farm workers and support service workers to include those who field
crops; commodity inspection; fuel ethanol facilities; storage facilities; and other agricultural inputs

- Employees and firms supporting food, feed, and beverage distribution, including warehouse workers, vendor-managed inventory controllers and blockchain managers
- Workers supporting the sanitation of all food manufacturing processes and operations from wholesale to retail
- Company cafeterias - in-plant cafeterias used to feed employees
- Workers in food testing labs in private industries and in institutions of higher education
- Workers essential for assistance programs and government payments
- Employees of companies engaged in the production of chemicals, medicines, vaccines, and other substances used by the food and agriculture industry, including pesticides, herbicides, fertilizers, minerals, enrichments, and other agricultural production aids
- Animal agriculture workers to include those employed in veterinary health; manufacturing and distribution of animal medical materials, animal vaccines, animal drugs, feed ingredients, feed, and bedding, etc.; transportation of live animals, animal medical materials; transportation of deceased animals for disposal; raising of animals for food; animal production operations; slaughter and packing plants and associated regulatory and government workforce
- Workers who support the manufacture and distribution of forest products, including, but not limited to timber, paper, and other wood products
- Employees engaged in the manufacture and maintenance of equipment and other infrastructure necessary to agricultural production and distribution

ENERGY

Electricity industry:

- Workers who maintain, ensure, or restore the generation, transmission, and distribution of electric power, including call centers, utility workers, reliability engineers and fleet maintenance technicians
- Workers needed for safe and secure operations at nuclear generation
- Workers at generation, transmission and electric blackstart facilities
- Workers at Reliability Coordinator (RC), Balancing Authorities (BA), and primary and backup Control Centers (CC), including but not limited to independent system operators, regional transmission organizations, and balancing authorities
- Mutual assistance personnel
- IT and OT technology staff – for EMS (Energy Management Systems) and Supervisory Control and Data Acquisition (SCADA) systems, and utility data centers; Cybersecurity engineers; cybersecurity risk management
- Vegetation management crews and traffic workers who support
- Environmental remediation/monitoring technicians
- Instrumentation, protection, and control technicians

Petroleum workers:

- Petroleum product storage, pipeline, marine transport, terminals, rail transport, road transport
- Crude oil storage facilities, pipeline, and marine transport
- Petroleum refinery facilities
- Petroleum security operations center employees and workers who
support emergency response services

- Petroleum operations control rooms/centers
- Petroleum drilling, extraction, production, processing, refining, terminal operations, transporting, and retail for use as end-use fuels or feedstocks for chemical manufacturing
- Onshore and offshore operations for maintenance and emergency response
- Retail fuel centers such as gas stations and truck stops, and the distribution systems that support them

Natural and propane gas workers:

- Natural gas transmission and distribution pipelines, including compressor stations
- Underground storage of natural gas
- Natural gas processing plants, and those that deal with natural gas liquids
- Liquefied Natural Gas (LNG) facilities
- Natural gas security operations center, natural gas operations dispatch and control rooms/centers natural gas emergency response and customer emergencies, including natural gas leak calls
- Drilling, production, processing, refining, and transporting natural gas for use as end-use fuels, feedstocks for chemical manufacturing, or use in electricity generation
- Propane gas dispatch and control rooms and emergency response and customer emergencies, including propane leak calls
- Propane gas service maintenance and restoration, including call centers
- Processing, refining, and transporting natural liquids, including propane gas, for use as end-use fuels or feedstocks for chemical manufacturing
- Propane gas storage, transmission, and distribution centers

WATER AND WASTEWATER

Employees needed to operate and maintain drinking water and wastewater/drainage infrastructure, including:

- Operational staff at water authorities
- Operational staff at community water systems
- Operational staff at wastewater treatment facilities
- Workers repairing water and wastewater conveyances and performing required sampling or monitoring
- Operational staff for water distribution and testing
- Operational staff at wastewater collection facilities
- Operational staff and technical support for SCADA Control systems
- Chemical disinfectant suppliers for wastewater and personnel protection
- Workers that maintain digital systems infrastructure supporting water and wastewater operations

TRANSPORTATION AND LOGISTICS

- Employees supporting or enabling transportation functions, including dispatchers, maintenance and repair technicians, warehouse workers, truck stop and rest area workers, and workers that maintain and inspect infrastructure (including those that require cross-border travel)
- Employees of firms providing services that enable logistics operations, including cooling, storing, packaging, and distributing products for wholesale or retail sale or use.
- Mass transit workers
- Workers responsible for operating dispatching passenger, commuter and freight trains and maintaining rail infrastructure and equipment
- Maritime transportation workers - port workers, mariners, equipment operators
- Truck drivers who haul hazardous and waste materials to support critical infrastructure, capabilities, functions, and services
- Automotive repair and maintenance facilities
- Manufacturers and distributors (to include service centers and related operations) of packaging materials, pallets, crates, containers, and other supplies needed to support manufacturing, packaging staging and distribution operations
- Postal and shipping workers, to include private companies
- Employees who repair and maintain vehicles, aircraft, rail equipment, marine vessels, and the equipment and infrastructure that enables operations that encompass movement of cargo and passengers
- Air transportation employees, including air traffic controllers, ramp personnel, aviation security, and aviation management
- Workers who support the maintenance and operation of cargo by air transportation, including flight crews, maintenance, airport operations, and other on- and off-airport facilities workers

PUBLIC WORKS

- Workers who support the operation, inspection, and maintenance of essential dams, locks and levees
- Workers who support the operation, inspection, and maintenance of essential public works facilities and operations, including bridges, water and sewer main breaks, fleet maintenance personnel, construction of critical or strategic infrastructure, traffic signal maintenance, emergency location services for buried utilities, maintenance of digital systems infrastructure supporting public works operations, and other emergent issues
- Workers such as plumbers, electricians, exterminators, and other service providers who provide services that are necessary to maintaining the safety, sanitation, and essential operation of residences
- Support, such as road and line clearing, to ensure the availability of needed facilities, transportation, energy and communications
- Support to ensure the effective removal, storage, and disposal of residential and commercial solid waste and hazardous waste

COMMUNICATIONS AND INFORMATION TECHNOLOGY

Communications:

- Maintenance of communications infrastructure- including privately owned and maintained communication systems- supported by technicians, operators, call-centers, wireline and wireless providers, cable service providers, satellite operations, undersea cable landing stations, Internet Exchange Points, and manufacturers and distributors of communications equipment
- Workers who support radio, television, and media service, including, but not limited to front line news reporters, studio, and technicians for newsgathering and reporting
- Workers at Independent System Operators and Regional Transmission Organizations, and Network Operations staff, engineers and/or technicians to manage the network or operate facilities
- Engineers, technicians and associated personnel responsible for
infrastructure construction and restoration, including contractors for
construction and engineering of fiber optic cables
• Installation, maintenance and repair technicians that establish, support
or repair service as needed
• Central office personnel to maintain and operate central office, data
centers, and other network office facilities
• Customer service and support staff, including managed and
professional services as well as remote providers of support to
transitioning employees to set up and maintain home offices, who
interface with customers to manage or support service environments
and security issues, including payroll, billing, fraud, and troubleshooting
• Dispatchers involved with service repair and restoration

Information Technology:
• Workers who support command centers, including, but not limited to
Network Operations Command Center, Broadcast Operations Control
Center and Security Operations Command Center
• Data center operators, including system administrators, HVAC &
electrical engineers, security personnel, IT managers, data transfer
solutions engineers, software and hardware engineers, and database
administrators
• Client service centers, field engineers, and other technicians supporting
critical infrastructure, as well as manufacturers and supply chain
vendors that provide hardware and software, and information
technology equipment (to include microelectronics and semiconductors)
for critical infrastructure
• Workers responding to cyber incidents involving critical infrastructure,
including medical facilities, SLTT governments and federal facilities,
energy and utilities, and banks and financial institutions, and other
critical infrastructure categories and personnel
• Workers supporting the provision of essential global, national and local
infrastructure for computing services (incl. cloud computing services),
business infrastructure, web-based services, and critical manufacturing
• Workers supporting communications systems and information
technology used by law enforcement, public safety, medical, energy
and other critical industries
• Support required for continuity of services, including janitorial/cleaning
personnel

OTHER COMMUNITY-BASED GOVERNMENT
OPERATIONS AND ESSENTIAL FUNCTIONS
• Workers to ensure continuity of building functions
• Security staff to maintain building access control and physical security
measures
• Elections personnel
• Federal, State, and Local, Tribal, and Territorial employees who
support Mission Essential Functions and communications networks
• Trade Officials (FTA negotiators; international data flow administrators)
• Weather forecasters
• Workers that maintain digital systems infrastructure supporting other
critical government operations
• Workers at operations centers necessary to maintain other essential
functions
• Workers who support necessary credentialing, vetting and licensing
operations for transportation workers
• Customs workers who are critical to facilitating trade in support of the
national emergency response supply chain
- Educators supporting public and private K-12 schools, colleges, and universities for purposes of facilitating distance learning or performing other essential functions, if operating under rules for social distancing
- Hotel Workers where hotels are used for COVID-19 mitigation and containment measures

CRITICAL MANUFACTURING
- Workers necessary for the manufacturing of materials and products needed for medical supply chains, transportation, energy, communications, food and agriculture, chemical manufacturing, nuclear facilities, the operation of dams, water and wastewater treatment, emergency services, and the defense industrial base.

HAZARDOUS MATERIALS
- Workers at nuclear facilities, workers managing medical waste, workers managing waste from pharmaceuticals and medical material production, and workers at laboratories processing test kits
- Workers who support hazardous materials response and cleanup
- Workers who maintain digital systems infrastructure supporting hazardous materials management operations

FINANCIAL SERVICES
- Workers who are needed to process and maintain systems for processing financial transactions and services (e.g., payment, clearing, and settlement; wholesale funding; insurance services; and capital markets activities)
- Workers who are needed to provide consumer access to banking and lending services, including ATMs, and to move currency and payments (e.g., armored cash carriers)
- Workers who support financial operations, such as those staffing data and security operations centers

CHEMICAL
- Workers supporting the chemical and industrial gas supply chains, including workers at chemical manufacturing plants, workers in laboratories, workers at distribution facilities, workers who transport basic raw chemical materials to the producers of industrial and consumer goods, including hand sanitizers, food and food additives, pharmaceuticals, textiles, and paper products.
- Workers supporting the safe transportation of chemicals, including those supporting tank truck cleaning facilities and workers who manufacture packaging items
- Workers supporting the production of protective cleaning and medical solutions, personal protective equipment, and packaging that prevents the contamination of food, water, medicine, among others essential products
- Workers supporting the operation and maintenance of facilities (particularly those with high risk chemicals and/or sites that cannot be shut down) whose work cannot be done remotely and requires the presence of highly trained personnel to ensure safe operations, including plant contract workers who provide inspections
- Workers who support the production and transportation of chlorine and alkali manufacturing, single-use plastics, and packaging that prevents
the contamination or supports the continued manufacture of food, water, medicine, and other essential products, including glass container manufacturing

DEFENSE INDUSTRIAL BASE

- Workers who support the essential services required to meet national security commitments to the federal government and U.S. Military. These individuals, include but are not limited to, aerospace; mechanical and software engineers, manufacturing/production workers; IT support; security staff; security personnel; intelligence support, aircraft and weapon system mechanics and maintainers
- Personnel working for companies, and their subcontractors, who perform under contract to the Department of Defense providing materials and services to the Department of Defense, and government-owned/contractor-operated and government-owned/government-operated facilities

Taxonomy Topics: Infrastructure Security

Attachment

| Guidance on the Essential Critical Infrastructure Workforce: | 526.69 KB |
| Ensuring Community and National Resilience in COVID-19 Response | KB |