



# SERC RELIABILITY CORPORATION

April 17, 2020

## SERC COVID-19 Update

- **\*\*\* NEW \*\*\*** A [COVID-19 webpage](#) has been published for easy access to all COVID-19 information in one convenient location.
- In response to the COVID-19 outbreak, SERC's Pandemic Response Team has been convening daily calls to discuss company operations related to the wellbeing and safety of our staff and stakeholders during this emergency. At this time, the SERC office will remain closed and staff will continue to work remotely until May 18, 2020.

## Updated NERC COVID-19 FAQs

The [Q&As](#) regarding joint NERC and FERC industry guidance for COVID-19 have been updated. It's located on the NERC [CMEP One-Stop Shop](#) webpage. Responses are developed by a team of subject matter experts with representatives from NERC and all six Regions.

The Q&As specific to the SERC Region may be found on our [Q&A and Lessons Learned](#) webpage under the category topic General > COVID-19. If you have a question, please submit it using the [Q&A Form](#). Questions received will be reviewed and answered either by SERC staff or forwarded to the NERC team. Those who submit the question will receive a response directly via email.

Please be safe and maintain safe personal distancing in your work and personal life. This is a difficult time, but we will get through it together while maintaining reliability to the essential service our industry provides to the general public, hospitals, and other critical facilities.

**If you have questions please contact [SERC Support](#).**

3701 Arco Corporate Drive, Suite 300, Charlotte, NC 28273 • Office: 704-357-7372 • Fax: 704-357-7914 • [www.serc1.org](http://www.serc1.org)