



COVID-19
RESPONSE

Modified Operations Recommendations for Retailers

About this guide

Your local power company and TVA EnergyRight have partnered to provide the enclosed modified operations recommendations in response to the COVID-19 situation impacting retail businesses across the Valley.

We know retailers are facing unique challenges during this difficult time, and may be asking how to handle facilities and equipment in a way that ensures safety, health and efficiency during a temporary closure or if you operate an essential business that is remaining open.

In the following pages, you will find answers broken down by space and equipment type.

The TVA EnergyRight team empathizes with you during this challenging period and we thank you for doing your part to flatten the curve to keep your staff and customers safe. We hope you find this guide useful and we are here to assist if you have any questions.

Sincerely,
TVA EnergyRight



About TVA EnergyRight[®]

EnergyRight for Business & Industry partners with your local power company to provide energy management advice and resources, and to offer incentives to offset some of the costs associated with smart energy technology upgrades.

Visit [EnergyRight.com](https://www.energyright.com) to find out more.

Health and sanitizing procedures

A priority during this time of uncertainty is making sure your establishment is healthy and safe for anyone that may need to be on-site. Follow these tips to protect all visitors and staff:

- Ensure emergency and security systems are operating as intended
- Clean frequently and disinfect all high-touch surfaces, such as tables, chairs, counter tops, registers, door handles, light switches, keyboards and sink handles
- Provide disposable wipes to anyone entering your facility so that surfaces can be wiped down before and after use
- Provide personnel with alcohol-based hand sanitizers containing at least 60% alcohol for decontamination
- Install hand sanitizer stands near entrances
- Provide Personal Protective Equipment, such as gloves and masks, to staff

Precautions for essential businesses

- Limit occupancy to reduce person-to-person contact
- Provide guidance, such as floor-markings with tape, to encourage customers to maintain six feet of separation
- Consider installing physical barriers (e.g., clear plastic sneeze guards) if employees must take orders face-to-face from customers
- Maintain appropriate thermal conditions and indoor air quality for occupied spaces



CLEANING TIPS TO KEEP IN MIND

- Continue routine cleaning and disinfecting
- Make sure you are using products safely
- Dispose of waste properly
- Clean AC vents and units

Find more
information at
[cdc.gov](https://www.cdc.gov)

Recommendations for closed retail businesses

If you have closed your business during COVID-19, there are steps you can take to maintain a safe environment, save energy and prevent damage to systems.

Spaces

GENERAL

- Turn off all non-essential interior lighting
- Close all windows, doors and blinds
- Turn off or unplug unnecessary electrical equipment, such as:
 - Cash registers, computers and payment machines
 - Televisions, cable boxes and other media players
 - Lamps, signs and decoration
 - Phones (power only, leave network cable connected)
- Turn off, unplug or de-energize bathroom exhaust fans
- Shut-off leaky faucets, urinals or commodes and tag for repair

BREAK ROOMS AND KITCHENS

- Empty, defrost and unplug nonessential refrigerators and freezers
- Unplug small kitchen appliances (e.g. blenders, coffee machines, toasters)
- Leave dishwashers slightly ajar to prevent growth of mold and mildew

Equipment

HVAC AND CONTROLS

- Set building automation system to unoccupied, if applicable
- Set thermostats to unoccupied setpoints (IECC 2015 suggests 55°F heating / 85°F cooling)
- Set HVAC fans to "Auto" mode (ensure fans are not short cycling)
- Set HVAC to maintain relative humidity below 60%
- Close outside air dampers to minimum allowable position
- VAV Systems
 - Set supply dampers to minimum allowable position
 - Set supply fan to minimum speed to reduce static pressure
 - Increase supply air temperature (cooling)
- Disable energy recovery ventilation wheels
- Consider increasing MERV rating of central air filtration and utilizing portable room air cleaners with HEPA filters

HOT WATER HEATERS

- Turn to lowest temperature setting
- Inspect insulation around tank and distribution piping to ensure it is intact and undamaged

FIGHT FUTURE VIRUSES

Consider installing ultraviolet germicidal irradiation (UVGI) in your buildings to better protect staff and customers from airborne diseases. UVGI reduces airborne biological contaminants, including coronaviruses. Incentives available now – visit [EnergyRight.com](https://www.energyright.com) for more info.