

# BAKER DONELSON

BAKER, DONELSON, BEARMAN, CALDWELL & BERKOWITZ, PC  
633 CHESTNUT STREET • SUITE 1900 • CHATTANOOGA, TENNESSEE 37450  
423.756.2010 • bakerdonelson.com

RYAN A. FREEMAN, ASSOCIATE  
Direct Dial: 423.209.4181  
E-Mail Address: rfreeman@bakerdonelson.com

20-00047

April 27, 2020

TPUC Staff  
Tennessee Public Utility Commission  
502 Deaderick Street, 4th Floor  
Nashville, TN 37243

VIA EMAIL

**Re: Ongoing Request for Information Related to Measures Taken During the  
Coronavirus COVID-19 Public Health Emergency**

Dear TPUC Staff:

Pursuant to the Tennessee Public Utility Commission's formal request on March 19, 2020 for a public information filing with information on each utility's emergency operational and response plans and all measures that have been instituted to ensure the continuity of safe and reliable service and to assist their customers, Tennessee Water Service, Inc. hereby files the fifth updated stakeholder letter with the requested information.

Please let us know if anything further is required.

Sincerely,



Ryan Freeman  
For the Firm

RAF:kcw

Enclosure



April 22, 2020

**RE: COVID-19 Response – Update #7**

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this seventh update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated April 15, 2020. Below you will find several actions the Company has taken since our last update:

- ***Tracking Federal and the State of Tennessee Restriction Status*** – Following President Trump’s announcement of the three-phase plan to “re-open” the economy, several states have begun to loosen movement restriction status and businesses have begun reopening. We continue to track movement restriction status in each jurisdiction to help guide our plans for returning our employees to their respective offices for work and allowing operations staff to return to normal scheduling. We intend to take the same evidence-based and expert-guided approach to our own decision making about how to normalize operations as we have from the beginning. Just as we were extremely conservative in our policies and decisions at the outset of this crisis, we intend to make similarly fact driven and cautious moves forward as the United States emerge from this public health crisis.
- ***Payment Plan Options*** – As we begin to move out of the COVID-19 crisis, we have placed an emphasis on planning implementation of payment plans for our customers in accordance with applicable regulatory orders and directives. As our plans are completed, we will communicate to our customers through various channels to ensure all customers are aware of our plan and willingness to work with them.
- ***Personal Protective Equipment (PPE) Supplier Notification*** – As mentioned in our previous update, sourcing PPE continues to be a challenge. In response, we have supplied our procurement team with a letter that refers to the US Department of Homeland Security’s guidance that recognizes critical infrastructure workers as essential. Because water, wastewater and energy utility services are critical infrastructure, we are sharing this guidance with suppliers as orders are placed to ensure our orders are given priority and we can continue to source proper PPE for our employees.

We hope you find these continuing updates by the Company helpful and I invite you to email me at [Donald.Denton@corix.com](mailto:Donald.Denton@corix.com) or call me at 704-995-7640 with any questions or concerns you may have.

Sincerely,

Donald Denton III  
President, Atlantic Business Unit  
Corix Regulated Utilities