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20-00047

May 4, 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 sixth 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 29, 2020

RE: COVID-19 Response

The Corix Group of Companies, which includes Tennessee Water Service, (the “Company”), is providing this eighth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated April 22, 2020. Below you will find several actions the Company has taken since our last update:

- **Return to Work Planning** – The health and safety of our employees will continue to be our first priority in deciding when to reopen offices to our employees and returning operations staff to normal scheduling. The Company’s legal team continues to track Tennessee orders that restrict, or allow, movement and provide guidance for reopening essential and non-essential businesses to understand how each jurisdiction is handling the next steps of the COVID-19 situation. As guidance is provided in each jurisdiction, the Company will make decisions by using an evidence-based approach aimed at protecting the health and safety of our employees and the communities we serve. Decisions on when to return will be made by the jurisdiction’s local business leaders, the Company’s Incident Command team and the Company’s executive management team. The Company will continue to provide updates as decisions are made.
- **Regular Customer Communication** – Throughout the duration of the COVID-19 crisis, our Company has prioritized regular customer communication. The Company will send our fourth direct communication to customers this week providing an update on actions taken to ensure we meet our commitment to provide safe and reliable service. The notice will also be posted on our website, our customer application, MyUtilityConnect, and all social media channels. In addition to our direct customer communications, we continue to provide real time updates to customers via social media and our websites. As we move forward, we will continue providing customers with proactive communication to share important information and updates.

We hope you find these continuing updates by the Company helpful and I invite you to email me at 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