



Appalachian Power
1051 E Cary Street, Suite 1100
Richmond, Virginia 23219
AppalachianPower.com

VIA EMAIL (TPUC.DocketRoom@tn.gov)

May 12, 2020

Robin Morrison, Chair
c/o Ectory Lawless, Dockets & Records Manager
Tennessee Public Utility Commission
Andrew Jackson State Office Building
502 Deaderick Street, 4th Floor
Nashville, TN 37243

**Re: UPDATE TO INFORMATIONAL FILING OF KINGSPORT POWER COMPANY
d/b/a AEP APPALACHIAN POWER DOCKET NO.: 20-00047 RELATED TO
MEASURES TAKEN DURING THE CORONAVIRUS COVID-19 PUBLIC HEALTH
EMERGENCY**

Dear Chair Morrison,

On behalf of Kingsport Power Company d/b/a AEP Appalachian Power (KgPCo, the Company), we transmit the following weekly status report as required by Commission Order dated March 31, 2020.

If you have any questions regarding the enclosed material, please feel free to contact me at ekkeeton@aep.com.

Sincerely,

A handwritten signature in black ink that reads "Eleanor K. Keeton". The signature is written in a cursive, flowing style.

Eleanor K. Keeton
Regulatory Consultant
Regulatory Services-VA/TN

Enclosures

BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION

NASHVILLE, TENNESSEE

IN RE: INFORMATIONAL FILING OF)
KINGSPORT POWER COMPANY)
d/b/a AEP APPALACHIAN POWER) DOCKET NO.: 20-00047
RELATED TO MEASURES TAKEN DURING)
THE CORONAVIRUS COVID-19 PUBLIC)
HEALTH EMERGENCY)

Comes Kingsport Power Company d/b/a AEP Appalachian Power ("KgPCo, the Company"), and, as directed by ordering paragraph 4 of the Commission's March 31, 2020 Order in this docket, submits herewith its weekly update concerning emergency operational and response plans and all measures that have been instituted to ensure the continuity of safe and reliable services and to assist its customers. Previously reported actions and measures are continuing as described, with the following updates:

1. Because KgPCo knows that many of its customers are facing unusual financial hardships, the Company has temporarily suspended all service disconnections for non-payment. Approximately 4,000 impacted KgPCo customers have not had their service disconnected as a result of the Company's actions. APCo has no retail customers in Tennessee.
2. KgPCo employees who can work from home will continue to do so and will gradually return to work beginning in June. The Company is implementing strict guidelines to help keep all its employees safe during this transition, including face covering requirements in all Company facilities. KgPCo is continually reviewing its responses to the pandemic and is providing guidance to its employees in conjunction with state and local mandates and based on the latest health information.

Respectfully submitted,

Kingsport Power Company
d/b/a AEP Appalachian Power

By: —  —

TITLE: Regulatory Consultant

DATE: May 12, 2020