



June 5, 2020

Hon. 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: INFORMATIONAL FILING OF TENNESSEE-AMERICAN WATER COMPANY
("TENNESSEE-AMERICAN WATER") DOCKET NO.: 20-00047 RELATED TO
MEASURES TAKEN DURING THE CORONAVIRUS COVID-19 PUBLIC HEALTH
EMERGENCY**

Dear Chair Morrison:

Tennessee-American Water Company ("Tennessee-American Water") submits this update for the week ending June 6, 2020, in response to the Commission's Ongoing Request for Information Related to Measures Taken During the Coronavirus COVID-19 Public Health Emergency.

At Tennessee-American Water our employees work hard every day to deliver clean, safe, reliable, and affordable water services because our customers deserve nothing less. The emergency operational and response measures detailed in our earlier filings are ongoing.

The current health emergency is a fast-moving event and we continue to assess, evolve, adapt and execute on our daily operations.

We welcome the opportunity to continue to inform you of the measures we are taking to assist our customers, employees, and communities.

Open Letter from American Water to Customers and Communities on Recent Events

The following letter/message has been placed on the Tennessee American Water website with a video from our President and CEO, Walter Lynch. It also was sent directly to customers via email blast. Tennessee American-Water is posting similar messaging on its digital/social media platforms.

**An open letter from Tennessee American Water to our
customers and communities:**



Last week's death of George Floyd is another tragic reminder of the racial disparity that remains in our country. Together, we mourn the loss of a life taken unjustly. Racial injustice is wrong and inconsistent with the values of American Water. We are all different, and that's a beautiful thing. Our diversity is our strength and should not be used to divide us.

At American Water, we encourage, honor, and celebrate differences in our employees, including race or ethnicity. Inclusion and diversity of ideas, thoughts and experiences are vital to our culture and the way we do business. Diverse employees make us more successful in providing the best service possible to our very diverse customers across the country.

We're committed to a respectful and inclusive environment at American Water for our employees and our customers. In addition to our commitment to diversity and inclusion, we also provide Respect and Dignity and Unconscious Bias training to our employees. On behalf of you and our employees, we will not tolerate any form of bigotry, hatred or racism displayed in any way.

We are a part of your community and want to do what we can to improve the communities where we not only work, but also live and play. Our American Water Charitable Foundation is one way in which we support and enhance the communities where we live, work, and operate. Most importantly, we will continue to support our service areas by doing our work in providing safe, reliable, quality water and wastewater services to our customers and investing in our communities.

In 2018 American Water was proud to be recognized and included in the inaugural NAACP Equity, Inclusion and Empowerment Index, created to track and monitor indicators that assess racial equity and inclusion policies among U.S. corporations. The index was designed to help guide and inform companies in assessing and actively promoting racial and ethnic equity in every aspect of their business,





operations and strategy, and to promote socially responsible investing in companies with a strong commitment to equity and diversity.

We know our values and our culture set us apart. We encourage all of our employees to embrace our differences and work to build our communities up as we work together to realize the America we envision. While much work remains to be done to address systemic racism, we are committed to doing our part to contribute to a more just and inclusive and beautifully different society.

For more information about American Water's Inclusive and Diverse work environment, please visit our website by clicking [here](#).

COVID-19

Tennessee American Water Serves As Distribution Point for Masks for Utility Workers in Region

Tennessee-American Water joined the Tennessee Department of Environment and Conservation (TDEC) and Tennessee Water/Wastewater Agency Response Network (TN-WARN) in a statewide effort to distribute cloth masks to water and wastewater utilities. The masks were provided by the Federal Emergency Management Agency (FEMA) to provide water and wastewater utility workers with necessary protection during the COVID-19 public health crisis.

TN-WARN identified key utilities in Nashville (Metro Water Services), Memphis (Memphis, Light, Gas and Water), Chattanooga (Tennessee American Water), and Knoxville (Knoxville Utilities Board) willing and able to receive the mask shipment from FEMA and redistribute the masks to other regional utilities.





Tennessee American Water Engineering Manager Grady Stout coordinated the distribution of masks to area utilities as part of a statewide effort. We staged distribution points in Whitwell and Chattanooga.

American Water Work-From-Home Directive

Tennessee-American Water is taking a conservative path forward and will continue its work-from-home and essential employee directives through September 7. The company will continue to assess this date and adapt as the situation develops.

Tennessee-American Water is grateful to the Commission for its leadership and stands ready to answer any questions you may have. Please feel free to contact me at 423-771-4792 or darlene.williams@amwater.com.

Respectfully submitted,



Darlene Williams
President
Tennessee American Water