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March 26, 2020

VIA ELECTRONIC FILING

TPUC.DocketRoom@tn.gov

Hon. Robin L. Morrison, Chairman
c/o Ectory Lawless, Docket Room Manager
Tennessee Public Utility Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243

RE: *In Re: Emergency Petition To Suspend Service Disconnections Filed By The Consumer Advocate Unit Of The Financial Division Of The Office Of The Tennessee Attorney General, TPUC Docket No. 20-00047*

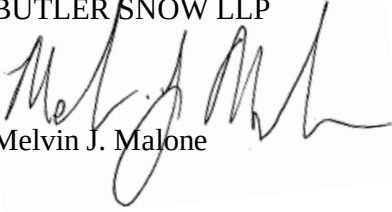
Dear Chairman Morrison:

Please find attached for filing the *Comments of Tennessee-American Water Company* in the above-captioned docket.

As required, an original of this filing, along with four (4) hard copies, will follow. Should you have any questions concerning this filing, or require additional information, please do not hesitate to contact me.

Very truly yours,

BUTLER SNOW LLP



Melvin J. Malone

clw

Attachments

cc: Elaine Chambers, TAWC

Daniel P. Whitaker III, Assistant Attorney General, Financial Division, Consumer Advocate Unit
Interested Parties

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**BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION
NASHVILLE, TENNESSEE**

**IN RE: EMERGENCY PETITION TO)
SUSPEND SERVICE)
DISCONNECTIONS FILED BY THE)
CONSUMER ADVOCATE UNIT OF)
THE FINANCIAL DIVISION OF THE)
OFFICE OF THE TENNESSEE)
ATTORNEY GENERAL)**

DOCKET NO. 20-00047

COMMENTS OF TENNESSEE-AMERICAN WATER COMPANY

In response to the Tennessee Public Utility Commission’s (“Commission” or “TPUC”) Notice of Special Commission Conference to be held electronically on March 27, 2020, Tennessee-American Water Company (“Tennessee American,” “TAWC” or “Company”) submits these initial comments.

1. Recognizing the challenging circumstances related to the COVID-19 pandemic, TAWC proactively activated its business continuity plan and implemented several essential measures for the health, safety and well-being of its customers, employees and the public. Among those measures, which apply to both residential and commercial customers, are a moratorium on any billing related disconnections of service, the timely re-connection of any previous disconnections of service and the suspension of late fees until further notice. These and other related measures were communicated to the public at large. TAWC notified the Commission that these measures had been undertaken and implemented in a letter dated March 16, 2020.

2. In response to the Commission’s *Ongoing Request for Information Related to Measures Taken During the Coronavirus COVID-19 Public Health Initiative*, TAWC submitted its first report, attached hereto as **Exhibit A**, on March 24, 2020. In its report, the Company, among

other things, outlined the essential measures previously implemented, along with subsequent action, to ensure the safety and well-being of its customers and the public.

3. TAWC shares the concerns expressed by Governor Lee, Attorney General Slatery and the Commission in relation to COVID-19 and is committed to the health, safety and well-being of utility customers, as well as the public. TAWC will evaluate its suspensions during this pandemic and comply with any state orders.

4. TAWC appreciates and values the Commission's leadership during this most difficult time.

This the 26th day of March 2020.

RESPECTFULLY SUBMITTED,



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Attorneys for Tennessee-American Water Company

Dated: March 26, 2020

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served via U.S. Mail or electronic mail upon:

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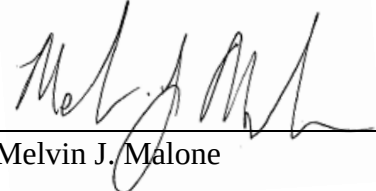
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This the 26th day of March 2020.



Melvin J. Malone

EXHIBIT A



VIA ELECTRONIC MAIL

March 24, 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 ("TAWC") RELATED TO MEASURES TAKEN DURING THE
CORONAVIRUS COVID-19 PUBLIC HEALTH EMERGENCY**

Dear Chair Morrison:

On behalf of Tennessee-American Water Company ("TAWC") please find the attached sent in response to the Commission Request for Information dated March 19, 2020.

The attached supplements the previous information provided to the Commission outlining preparedness steps TAWC had taken related to COVID-19.

If you have any questions regarding the enclosed material, please feel free to contact me at 859-268-6309 or elaine.k.chambers@amwater.com.

Respectfully submitted,

Elaine K. Chambers /s/

Elaine K. Chambers
American Water
Director, Rates and Regulatory

Enclosure

Coronavirus Preparedness Measures



As requested by the Tennessee Public Service Commission on March 19, 2020, Tennessee American Water Company ("TAWC") submits the following information describing our emergency operational and response plans, measures that have been instituted to ensure the continuity of safe and reliable service and how we are assisting our customers during this time. This information supplements the previous information provided to the Commission outlining preparedness steps TAWC had taken related to COVID-19.

Business Continuity Plan

TAWC has activated our Business Continuity Plan to strengthen our ability to provide reliable, high-quality service to our customers, continue to deliver water and wastewater services that meets all federal and state drinking water standards, and protect our employees and customers during this public health crisis.

TAWC has been focused on two high priorities as the spread of the coronavirus has evolved - the health and safety of our customers and the health and safety of our employees.

TAWC has suspended all non-emergency in-home appointments and will limit the amount and nature of contact with customers during all emergency field appointments.

TAWC has established a temporary work from home directive for those positions that do not require an individual to be present at a location to complete the responsibilities of their roles. We have also instituted best practices, including social distancing and cleaning in accordance with recommended guidance.

TAWC has suspended all employee travel as well as employee attendance at conferences and meetings.

TAWC has temporarily prohibited external visitors.

Customer Assistance

In an effort to keep our customers safe during the coronavirus pandemic, TAWC has suspended billing-related service shutoffs. We will continue to evaluate this moratorium as more information becomes available. Additionally, TAWC is in the process of restoring service to previously shut-off customers.

In addition to suspending shut-offs and the restoration of previously shut-off customers, TAWC has also suspended late fees until further notice.

TAWC is working with customers who are experiencing hardships including offering financial assistance and payment programs.

Water Safety

TAWC's drinking water treatment barriers provide protection that includes filtration and disinfection of our surface water supplies (e.g., those from lakes, reservoirs, or rivers) and disinfection of our ground water sources (e.g., underground wells). These treatments are effective in removing and/or inactivating viruses. Our water meets all current federal and state drinking water requirements.

We recognize that we have a very important role during this crisis - water service for hygiene, hospitals, sanitation, and fire protection. We'll continue to evaluate federal, state, and local requirements and guidance and make changes as needed and we will update the Commission on an ongoing basis as requested.