



VIA ELECTRONIC MAIL

June 26, 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 27, 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.

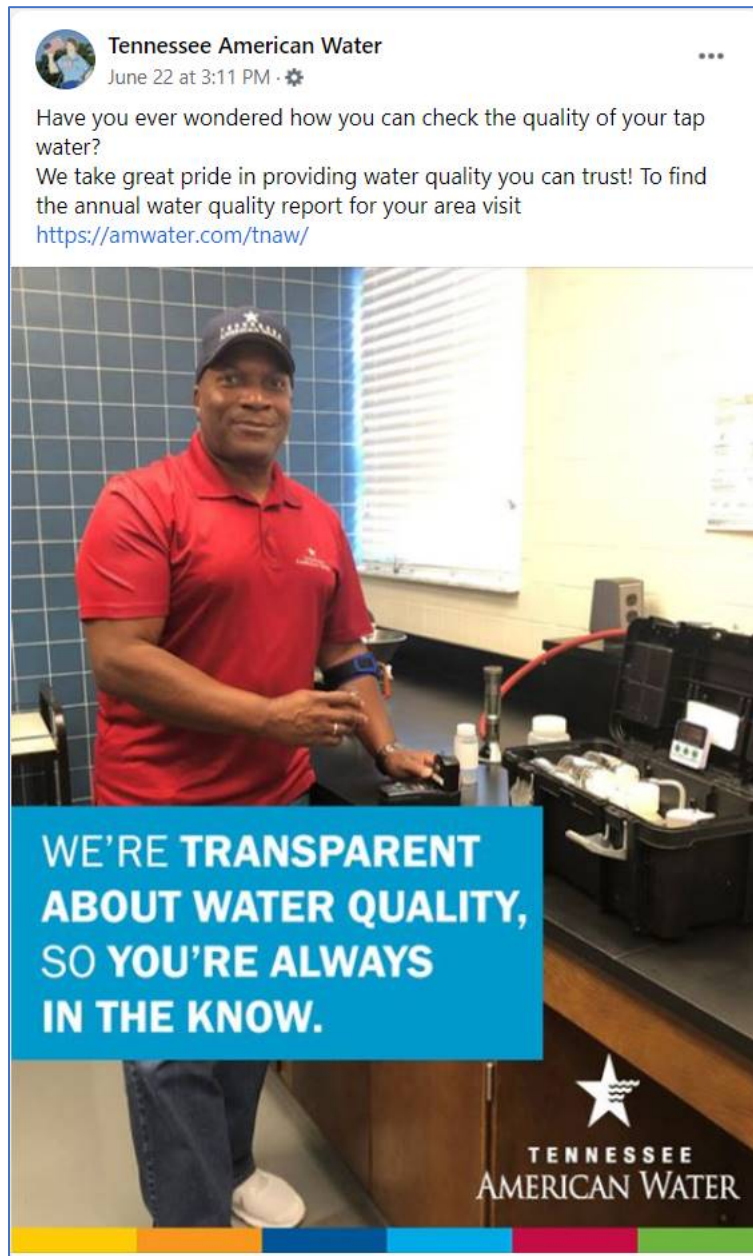
The current health emergency is a fast-moving event and we continue to assess, evolve, adapt and execute on our daily operations.

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

Social Media Posting Regarding Water Quality Report

As a follow-up to an email sent to all customers last week, Tennessee-American Water promoted the online availability of its 2019 annual water quality report. The report, also referred to as Consumer Confidence Report, describes the local drinking water sources, and summarizes the laboratory testing conducted on the water, including listing the levels of any substances contained in the water. Tennessee-American Water continues to meet or surpass standards for water quality, and has earned the Director's Award from the [Partnership for Safe Water](#) for the 20th consecutive year. The *Partnership* is a voluntary effort between six drinking water organizations and recognizes utilities for their long-term commitment to optimizing operations, achieving

outstanding performance, and protecting the environment and public health. Tennessee American Water is one of eight utilities out of Tennessee's approximately 485 public water systems that participate in the *Partnership's* treatment plant optimization program.



COVID-19

American Water Work-From-Home Directive



American Water continues its conservative path forward maintaining 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,

A handwritten signature in black ink that reads "Darlene Williams". The signature is fluid and cursive, with the first name and last name clearly distinguishable.

Darlene Williams
President
Tennessee American Water

