

June 30, 2020

Name

Address 1

Address 2

City, State Zip

**Re: Docket No. 20-00047, *Emergency Petition to Suspend Service filed by the Consumer Advocate Unit of the Financial Division of the Office of the Tennessee Attorney General***

Dear Counsel:

To assist the Commission in its evaluation of the financial impacts of the COVID-19 pandemic and the Commission's related moratorium on customer disconnects for nonpayment issued in TPUC Docket No. 20-00047 on March 31, 2020, please provide responses to the following:

1. Should the moratorium on disconnects for nonpayment be lifted? If the moratorium should not be lifted at this time, when should the moratorium be lifted? Please explain your answer.
2. Did you continue to accrue late charges for delinquent accounts during the moratorium period?
3. Should late charges accrued during the moratorium period be billed to delinquent customers once the moratorium is lifted?
4. If late charges accrued during the moratorium period are not collected from delinquent customers, do you plan to seek recovery of such charges from customers through other means? If so, please describe the mechanism you propose to recover late charges accrued during the moratorium period.
5. For each customer class, please provide the (i) total number, (ii) aggregate amount excluding late charges, (iii) aggregate amount of accrued late charges, and (iv) average days overdue of delinquent accounts for each month beginning January 2020 through the most recent month the information is available at the time of your response.
6. For each customer class, please provide the aggregate amount of delinquent customer accounts written off to bad debt expense for each month beginning January 2020 through the most recent month the information is available at the time of your response.
7. In the event the moratorium on customer disconnects for nonpayment is lifted, please describe the process you propose to use to commence disconnections for nonpayment. Notwithstanding current Commission rules and company tariffs, please include in your description the length of customer notice that should be given prior to disconnection of service, as well as availability of customer service representatives to address customer concerns or complaints regarding disconnection or potential disconnection of their service.
8. In the event the moratorium is lifted and the customer is unable to promptly pay overdue amounts to bring their account current within a reasonable notice period, please describe the programs, arrangements, or payment plans, if any, that you would propose to permit

customers to maintain their service while paying past due balances over a reasonable time. Please state whether you would propose to apply late charges, or assess interest charges, on the unpaid balances of such arrangements provided the customer is keeping their payments current.

Please provide all responses no later than 4:00 p.m., July 15, 2020. Responses may be filed electronically at [tpuc.docketroom@tn.gov](mailto:tpuc.docketroom@tn.gov) with one hardcopy mailed to the Docket Manager at the Tennessee Public Utility Commission, 502 Deaderick Street, 4<sup>th</sup> Floor, Nashville, Tennessee 37243.

Should you have questions regarding any requested item, please contact me at [David.Foster@tn.gov](mailto:David.Foster@tn.gov) or by phone at (615) 770-6884 or Joe Shirley at [Joe.Shirley@tn.gov](mailto:Joe.Shirley@tn.gov) or by phone at 615-770-6888. Thank you for your prompt attention to this matter.

Sincerely,

*David Foster*

David Foster  
Director of Utilities

# Tennessee Public Utility Commission List of Electric, Gas, Waste Water, and Water Utilities

## Electric

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|          |                            |
|----------|----------------------------|
| Electric | Appalachian Power Company  |
| Electric | Entergy Arkansas, LLC      |
| Electric | Kentucky Utilities Company |
| Electric | Kingsport Power Company    |

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## Gas

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|     |                            |
|-----|----------------------------|
| Gas | Atmos Energy Corporation   |
| Gas | B&W Pipeline, LLC          |
| Gas | Chattanooga Gas Company    |
| Gas | Counce Natural Gas         |
| Gas | General Gas Pipeline, LLC  |
| Gas | Navitas TN NG, LLC.        |
| Gas | Piedmont Natural Gas Co.   |
| Gas | Renewco-Meadow Branch, LLC |

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## WasteWater

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|            |                                          |
|------------|------------------------------------------|
| WasteWater | Aqua Green Utility Inc.                  |
| WasteWater | Aqua Utilities Company, Inc.             |
| WasteWater | Berry's Chapel Utility, Inc.             |
| WasteWater | Cartwright Creek, LLC                    |
| WasteWater | Cumberland Basin Wastewater Systems, LLC |
| WasteWater | DSH & Associates, L.L.C.                 |
| WasteWater | Greenville Sewage, LLC                   |
| WasteWater | Integrated Resource Management, Inc.     |
| WasteWater | Old Hickory Water, LLC                   |
| WasteWater | Shiloh Falls Utilities, Inc.             |
| WasteWater | Superior Wastewater Systems, LLC         |
| WasteWater | Tennessee Wastewater Systems, Inc.       |

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## Water

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|       |                                              |
|-------|----------------------------------------------|
| Water | Aqua Utilities Company, Inc.                 |
| Water | Condo Villas of Gatlinburg Association, Inc. |
| Water | Newport Resort Water System                  |
| Water | Old Hickory Water, LLC                       |
| Water | Shiloh Falls Utilities, Inc.                 |

Tennessee Public Utility Commission List of Electric, Gas, Waste Water, and Water Utilities

|       |                                  |
|-------|----------------------------------|
| Water | Tennessee Water Service, Inc.    |
| Water | Tennessee-American Water Company |

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