



Appalachian Power  
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**VIA EMAIL (TPUC.DocketRoom@tn.gov)**

July 28, 2020

Robin Morrison, Chair  
c/o Ectory Lawless, Dockets & Records Manager  
Tennessee Public Utility Commission  
Andrew Jackson State Office Building  
502 Deaderick Street, 4<sup>th</sup> 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](mailto:ekkeeton@aep.com).

Sincerely,

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 5,150 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 until at least Labor Day. The Company is implementing strict safety guidelines for those employees and contractors who are unable to work remotely, including physical distancing and face covering requirements in all Company facilities. The Company is also requesting that all employees and contractors who are critical to business operations complete a self-observation questionnaire for COVID-19 symptoms and take their temperature prior to reporting to work. 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: Elan K. Keen

TITLE: Regulatory Consultant

DATE: July 28, 2020