



**VIA ELECTRONIC MAIL**

July 31, 2020

Hon. Dr. Kenneth C. Hill  
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: 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 Hill:

Tennessee-American Water Company ("Tennessee-American Water") submits this update for the week ending August 1, 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.

**Walter Lynch, CEO Video – Safety & Reducing Risk of Exposure to COVID-19**

American Water posted a video from President and CEO, Walter Lynch, highlighting safety and the role we all play in reducing the risk of exposure to COVID-19. Video was posted on our corporate and state websites and can be viewed by [clicking here](#) or on the image below.



### **PHILLIP D. GLASS MASKS UP**

Tennessee-American Water's Phillip D. Glass, the icon that sits atop the company's landmark water storage tank on Amnicola Highway, has "masked up" in support of the Hamilton County Department of Health directive to wear masks or face coverings in public settings to help slow the spread of COVID-19 in our community. Hamilton County Mayor Jim Copping joined Tennessee-American Water's president, Darlene Williams and two essential workers for the reveal of Phillip's mask.



### **American Water Charitable Foundation Announces 2020 Keep Communities Flowing Grant Recipients**



The American Water Charitable Foundation, announced the recipients of the 2020 Keep Communities Flowing Grant Program awards. Twelve projects in eight states will be supported by grants totaling \$153,377.

The Keep Communities Flowing Grant Program was developed in 2019 by the American Water Charitable Foundation to support communities served by American Water with community-focused projects that directly improve the quality of life for residents and the surrounding ecosystems. The Program provides grants up to \$20,000 to support 501(c)(3) organizations, programs and projects that connected to one or more of American Water's core focus areas of Water and the Environment, Water and Healthy Living, Environmental Education, and Community Sustainability.

Whitwell Elementary School in Marion County is among the 2020 recipients. The school received \$18,482 in funding to construct an outdoor classroom for the elementary school that will also be open to the community on nights and weekends. They were selected based on criteria including clarity of project goals and projected impact, innovation and strength of project, and evidence of community and volunteer engagement.

### **Pulse Survey 3**



American Water closed its third Pulse Survey of employees last week. Currently we are working through data and feedback collected. The third pulse survey garnered significant engagement with 68% of the employee population responding. The survey allows the company to touch base with employees and collect feedback on safety protocols that are in place and what the company can do to continue to support them.



## **COVID-19**

### **American Water Work-From-Home Directive**

Tennessee-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.

### **Additional Coronavirus Information**

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)
- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)

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](mailto:darlene.williams@amwater.com).

Respectfully submitted,

Darlene Williams

President

Tennessee-American Water