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September 15, 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, 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 Hill:

Tennessee-American Water Company ("Tennessee-American Water") submits this update for the period ending September 15, 2020, in response to monthly status report requested in the Chairman's Motion of August 11, 2020.

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 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.

Resumption of Normal Collection Process for Unpaid Water Bills

At Tennessee-American Water, we understand how essential water service is to our customers. Since the beginning of the COVID-19 health emergency, Tennessee-American Water was ahead of the nationwide mandates to suspend shutoffs, reconnect customers that were shutoff for billing related issues and suspend late fees. We voluntarily implemented these measures just prior to many of the nationwide mandates in mid-March 2020. We felt it was the right thing to do for our customers during extremely challenging times for the communities we serve and the country.

Consistent with the Commission's action of August 11, 2020, on September 1, 2020, we sent letters to customers in arrears to make them aware that we will resume charging late fees October 1, 2020,



and disconnecting unpaid accounts beginning October 7, 2020. The letter also included customer payment assistance program information and customer service contact information. Tennessee-American Water has to date and pledges to continue to assist our customers who are experiencing economic challenges make informed decisions regarding options available to them to address outstanding balances. Customer options include flexible payment plans, budget billing and bill assistance for those who qualify. Tennessee-American Water contributed to the water bill assistance program Help-to-Others (H2O), managed for the Company through the United Way of Greater Chattanooga 2-1-1 Help Center.

Customer communications for resumption of disconnections, dunning and late fees include:

- Customer Communications – Email, Letter, Website, Radio, Bill Insert
- Social Media Assets – developed for various platforms (e.g., Facebook, Twitter & Instagram)
- Meetings with key stakeholders to make them aware of resumption process
- Informing sewer authorities of October 7th date that they may send over orders for disconnection of sewer non-pays
- Handout (see attached)

Requested Customer Data for Reporting Period

Attached please find a spreadsheet that details for the reporting period the:

- Aggregate number of customers disconnected for nonpayment of service by customer class;
- Aggregate number of customers who have entered a payment arrangement by customer class;
- Aggregate number and amount of delinquent customer accounts by customer; and the
- Aggregate number and amount of customer accounts written off to bad debt expense, or allowance for bad debt, by customer class.

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,

Darlene Williams
President
Tennessee-American Water



PAYMENT ASSISTANCE PROGRAMS

We understand that sometimes customers face circumstances that stretch their financial resources and that the current pandemic has put an additional strain on many customers. Tennessee American Water is here to help. We offer a variety of programs to help you pay your bill.



PAYMENT PLANS

Have you missed water bill payments? Customers who receive a nonpayment notice may qualify for installment payments for up to 12 months. Call 1-866-736-6420 to get a plan started before your account is assessed a late fee.



BUDGET BILLING

Sometimes having a predictable water bill helps with financial planning. Budget billing is a free service available to eligible residential customers. The program makes managing your cash flow easier by providing predictable monthly payments and avoiding seasonal spikes that may be difficult to pay when not planned for in advance.



PROJECT WATER HELP

Project Water Help is an emergency assistance program created by Tennessee American Water to help provide supplemental funding to customers who qualify. Customers who are unable to pay their water bill can contact United Way's Help Line by dialing 211. The United Way of Greater Chattanooga serves Tennessee American Water customers who reside in Hamilton, Sequatchie and Marion Counties in Tennessee as well as customers in northwest Georgia.

- Customer can directly call 211, if customer has a 423 area code
- If customer has an out of state area code, call 423-265-8000
- If customer resides in Georgia, call 1-866-921-3035

WE'RE HERE FOR YOU

We can be reached at our
Customer Service Center:
1-866-736-6420.

Hours: 7 a.m.–7 p.m.

For emergencies,
we're available 24/7.

LEARN MORE

For eligibility details and more information on these programs, please contact our Customer Service Center at **866-736-6420** or visit our "Bill Assistance Programs" page under "Customer Service & Billing" at tennesseeamwater.com.

TN Docket 20-00047 COVID Monthly Report	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Total
Count -Customers Disconnected for Nonpayment													
Residential	2,365	1,713	480	-	-	-	-	-					4,558
Commercial	167	85	32	-	-	-	-	-					284
Industrial	2	1	-	-	-	-	-	-					3
Sale for Resale	-	-	-	-	-	-	-	-					-
Other Public Authority	-	-	-	-	-	-	-	-					-
Private Fire	-	-	-	-	-	-	-	-					-
Company Account	-	-	-	-	-	-	-	-					-
Total	2,534	1,799	512	-	-	-	-	-	-	-	-	-	4,845
Count - Customers with Payment Arrangement													
Residential	4	4	3	8	4	5	16	32					76
Commercial	-	-	-	-	-	-	-	-					-
Industrial	-	-	-	-	-	-	-	-					-
Sale for Resale	-	-	-	-	-	-	-	-					-
Other Public Authority	-	-	-	-	-	-	-	-					-
Private Fire	-	-	-	-	-	-	-	-					-
Company Account	-	-	-	-	-	-	-	-					-
Total	4	4	3	8	4	5	16	32	-	-	-	-	76
Count - Delinquent Customer Accounts													
Residential	6,582	5,709	6,518	7,212	7,164	6,783	7,454	7,884					55,306
Commercial	279	245	286	400	410	338	349	394					2,701
Industrial	4	-	2	3	5	7	10	6					37
Sale for Resale	-	-	-	-	-	-	-	-					-
Other Public Authority	3	2	5	6	11	27	14	11					79
Private Fire	26	48	39	32	105	73	43	145					511
Company Account	-	-	-	-	-	-	-	-					-
Total	6,894	6,004	6,850	7,653	7,695	7,228	7,870	8,440	-	-	-	-	58,634
Amount - Delinquent Customer Accounts													
Residential	439,888	396,134	437,098	524,839	572,956	600,355	698,791	797,575					\$ 4,467,636
Commercial	77,454	50,702	55,776	75,879	87,574	71,213	78,178	82,684					579,459
Industrial	40,192	-	57	1,234	436	1,966	14,763	2,018					60,667
Sale for Resale	-	-	-	-	-	-	-	-					-
Other Public Authority	565	561	789	982	1,750	2,947	785	601					8,981
Private Fire	58,526	74,754	67,716	65,616	110,625	93,441	78,327	148,496					697,501
Company Account	-	-	-	-	-	-	-	-					-
Total	\$ 616,626	\$ 522,151	\$ 561,436	\$ 668,550	\$ 773,341	\$ 769,922	\$ 870,844	\$ 1,031,374	\$ -	\$ -	\$ -	\$ -	\$ 5,814,244
Count - Customer Accounts Written Off													
Residential	672	460	557	589	624	551	383	350					4,186
Commercial	32	29	39	25	23	24	13	12					197
Industrial	-	1	2	-	-	-	-	-					3
Sale for Resale	-	-	-	-	-	-	-	-					-
Other Public Authority	-	1	-	-	1	1	-	-					3
Private Fire	-	2	-	1	-	-	-	-					3
Company Account	-	-	-	-	-	-	-	-					-
Total	704	493	598	615	648	576	396	362	-	-	-	-	4,392
Amount - Customer Accounts Written Off													
Residential	\$ 57,873	\$ 23,308	\$ 45,107	\$ 18,180	\$ 31,946	\$ 41,419	\$ 11,839	\$ 16,310					\$ 245,982
Commercial	3,647	6,803	15,575	15,115	2,847	14,161	1,488	4,154					\$ 63,790
Industrial	-	2	418	-	-	-	-	-					\$ 420
Sale for Resale	-	-	-	-	-	-	-	-					\$ -
Other Public Authority	-	60	-	-	(60)	755	-	-					\$ 755
Private Fire	-	(2,210)	-	2,206	-	-	-	-					\$ (4)
Company Account	-	-	-	-	-	-	-	-					\$ -
Total	\$ 61,520	\$ 27,963	\$ 61,100	\$ 35,501	\$ 34,733	\$ 56,335	\$ 13,327	\$ 20,464	\$ -	\$ -	\$ -	\$ -	\$ 310,943