



VIA ELECTRONIC MAIL

Electronically Filed in TPUC Docket Room November 13, 2020 at 3:21 p.m.

November 13, 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") would like to provide you with an update of the measures and activities we are taking to assist and keep our customers, employees, and communities safe and engaged during the COVID-19 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 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.

Extending Work from Home Directive

Tennessee-American Water's essential employees have been and remain at our facilities and in the field providing reliable water service across our service areas. We continue to respond to COVID, focusing on employee safety as well as the safety of their families, our customers, and the communities we serve. Due to the recent spike in COVID cases across the country, we have decided to extend our work from home option as well as our travel ban until March 15, 2021. Tennessee-American Water will also pause reintegration efforts across the business.

Social-distancing practices remain in effect until further notice and the company continues to communicate with federal, state, and local authorities on the latest updates on the pandemic. Any revisions to our COVID-19 directives will be made with careful consideration and with the safety of employees and customers as the guiding priority.

Safety Week Oct. 26-30



Last week, the American Water National Safety Council provided employees with tools and activities that Focus on the Fundamentals of Safety. Each day, employees received emails with resources to bring awareness to safety in their everyday life – both at work and at home.

All week, workgroups across the company were highlighted for safety milestones. Training was offered and presented by safety leads across the business. Topics included: Near Miss and Environmental Near Miss Reporting; Life Saving Rules; Stop Work Authority and Emotional Safety; and a Family Safety Summit – detailed below. A Family Safety Summit was also held for employees and their families.

Outstanding Community Stewardship Award



Tennessee-American Water was recognized by the Tennessee State Chamber of Commerce & Industry for its community support during the COVID-19 public health emergency. The State Chamber created 2020 Special Pandemic Response Awards to recognize companies that stepped up and prioritized aiding their employees, customers and communities.

Tennessee-American Water was the recipient of the Outstanding Community Stewardship in the small employer category (250 or less employees). The award qualifications were based on exemplary contributions made to the local, state, or national community to assist with COVID-19 response. Efforts by the company to support the community have included recognizing essential workers, \$15,000 in COVID-19 relief grants through the American Water Charitable Foundation, a six-month suspension of shut-offs and late fees for customers unable to pay their bills, and a donation to the United Way 2-1-1 Help Center for the water help assistance program.

In addition, Tennessee-American Water joined the Tennessee Department of Environment and Conservation (TDEC) and Tennessee Water/Wastewater Agency Response Network (TN-WARN) in a statewide effort to distribute cloth masks. The face coverings were supplied by the Federal Emergency Management Agency to assist by providing water and wastewater utility workers with necessary safety protection during the COVID-19 public health emergency. Tennessee-American Water distributed 10,000 masks in the southeastern region.

Collective Billing and Major Accounts



In delivering exceptional service to every American Water account holder, the company recently launched a new initiative to benefit customers with multiple accounts to give them one consolidated monthly bill. Collective billing is a service that has grown in its efficiency and availability and allows customers with multiple accounts to consolidate to a more efficient system featuring a master account connected to related individual accounts.

Improvements to collective billing include: automated processing for consolidating and invoicing accounts; ability to better manage and address invoice concerns and exceptions; improved explanations when credits apply to a collective bill; a dashboard that allows users to monitor eligibility and add/remove accounts from collective billing. Watch this video to learn more.

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 grant.evitts@amwater.com.

Respectfully submitted,



Grant Evitts
Interim President
Tennessee-American Water

**TENNESSEE AMERICAN WATER COMPANY
DOCKET NO. 20-00047
COVID-19 MONTHLY COMPLIANCE REPORT
TENNESSEE PUBLIC UTILITY COMMISSION**

Responsible Witness: Elaine Chambers

Question:

10/15/2020 - TPUC COVID-19 Monthly Compliance Report

Please provide the relevant information below for the preceding reporting periods:

1. The aggregate number of customers disconnected for nonpayment of service by customer class.
2. the aggregate number of customers who have entered a payment arrangement by customer class.
3. the aggregate number and amount of delinquent customer accounts by customer class.
4. the aggregate number and amount of customer accounts written off to bad debt expense, or allowance for bad debt, by customer class.

Response:

Please refer to the Company's attachment: TAW_R_TNPUCRPT _20201115.

Tennessee-American Water Company**Docket 20-00047 COVID Monthly Report**

	Jan-20	Feb-20	Mar-20
Count -Customers Disconnected for Nonpayment			
Residential	2,365	1,713	480
Commercial	167	85	32
Industrial	2	1	-
Sale for Resale	-	-	-
Other Public Authority	-	-	-
Private Fire	-	-	-
Company Account	-	-	-
Total	2,534	1,799	512

Count - Customers with Payment Arrangement

Residential	281	209	115
Commercial	6	2	1
Industrial	-	-	-
Sale for Resale	-	-	-
Other Public Authority	-	-	-
Private Fire	-	-	-
Company Account	-	-	-
Total	287	211	116

Count - Delinquent Customer Accounts

Residential	6,582	5,709	6,518
Commercial	279	245	286
Industrial	4	-	2
Sale for Resale	-	-	-
Other Public Authority	3	2	5
Private Fire	26	48	39
Company Account	-	-	-
Total	6,894	6,004	6,850

Amount - Delinquent Customer Accounts

Residential	\$439,888	\$396,134	\$437,098
Commercial	77,454	50,702	55,776
Industrial	40,192	-	57
Sale for Resale	-	-	-
Other Public Authority	565	561	789
Private Fire	58,526	74,754	67,716
Company Account	-	-	-
Total	\$616,626	\$522,151	\$561,436

Count - Customer Accounts Written Off

Residential	672	460	557
Commercial	32	29	39
Industrial	-	1	2

Sale for Resale	-	-	-
Other Public Authority	-	1	-
Private Fire	-	2	-
Company Account	-	-	-
Total	704	493	598

Amount - Customer Accounts Written Off

Residential	\$57,873	\$23,308	\$45,107
Commercial	3,647	6,803	15,575
Industrial	-	2	418
Sale for Resale	-	-	-
Other Public Authority	-	60	-
Private Fire	-	(2,210)	-
Company Account	-	-	-
Total	\$61,520	\$27,963	\$61,100

Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20
-	-	-	-	-	-	1,068
-	-	-	-	-	-	45
-	-	-	-	-	-	1
-	-	-	-	-	-	
-	-	-	-	-	-	
-	-	-	-	-	-	
-	-	-	-	-	-	
-	-	-	-	-	-	
-	-	-	-	-	-	1,114

52	25	24	34	39	91	430
-	-	2	-	-	-	6
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
52	25	26	34	39	91	436

7,212	7,164	6,783	7,454	7,884	7,886	7,219
400	410	338	349	394	404	331
3	5	7	10	6	7	7
-	-	-	-	-	10	8
6	11	27	14	11		
32	105	73	43	145		82
-	-	-	-	-	106	
7,653	7,695	7,228	7,870	8,440	8,413	7,647

\$524,839	\$572,956	\$600,355	\$698,791	\$797,575	\$872,689	\$788,079
75,879	87,574	71,213	78,178	82,684	89,497	82,139
1,234	436	1,966	14,763	2,018	2,231	1,897
-	-	-	-	-	1,788	2,069
982	1,750	2,947	785	601		
65,616	110,625	93,441	78,327	148,496	117,818	101,922
\$668,550	\$773,341	\$769,922	\$870,844	\$1,031,374	\$1,084,023	\$976,105

589	624	551	383	350	252	380
25	23	24	13	12	12	21
-	-	-	-	-		1

-	-	-	-	-		
-	1	1	-	-		
1	-	-	-	-		1
-	-	-	-	-		
615	648	576	396	362	264	403

\$18,180	\$31,946	\$41,419	\$11,839	\$16,310	\$11,215	\$18,464
15,115	2,847	14,161	\$ 1,488	\$ 4,154	\$ 663	\$ 2,437
-	-	-	-	-		\$ 140
-	-	-	-	-		
-	(60)	755	-	-		
2,206	-	-	-	-		\$ 150
-	-	-	-	-		
\$35,501	\$34,733	\$56,335	\$13,327	\$20,464	\$11,878	\$21,191

Nov-20	Dec-20	Total
		5,626
		329
		4
		-
		-
		-
		-
-	-	5,959

		1,300
		17
		-
		-
		-
		-
		-
-	-	1,317

		70,411
		3,436
		51
		18
		79
		593
		106
-	-	74,694

		\$6,128,403
		751,094
		64,795
		3,857
		8,981
		917,240
		-
\$0	\$0	\$7,874,371

4,818
230
4

		-
		3
		4
		-
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-	-	5,059

		\$275,661
		66,890
		560
		-
		755
		146
		-
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\$0	\$0	\$344,012