

# BAKER DONELSON

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November 16, 2020

20-00047

TPUC Staff  
Tennessee Public Utility Commission  
502 Deaderick Street, 4th Floor  
Nashville, TN 37243

VIA EMAIL

**Re: Monthly Request for Information Related to Measures Taken During the  
Coronavirus COVID-19 Public Health Emergency**

Dear TPUC Staff:

Pursuant to the Tennessee Public Utility Commission's formal request for a public information filing with information on each utility's emergency operational and response plans and all measures that have been instituted to ensure the continuity of safe and reliable service and to assist their customers, Tennessee Water Service, Inc. ("TWS") hereby files the monthly updated stakeholder letter with the requested information.

Pursuant to the Tennessee Public Utility Commission's August 10, 2020 Order, TWS also lists below the requested information regarding disconnections, delinquent accounts, and bad debt expense for the month of October 2020.

Request #	Request	Response
1	Number of Customers Disconnected for Non-Payment by Customer Class	-
2	Number of Customers who Entered Into Payment Arrangement by Customer Class	-
3	Number of Delinquent Accounts by Customer Class	7
4	Amount of Delinquent Accounts by Customer Class	\$ 1,217.64
5	Number of Accounts Written Off to Bad Debt Expense by Customer Class	-
6	Amount of Accounts Written Off to Bad Debt Expense by Customer Class	-

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Please let us know if anything further is required.

Sincerely,

A handwritten signature in black ink, reading "Ryan Freeman". The signature is written in a cursive, flowing style.

Ryan Freeman  
For the Firm

RAF:kcw

Enclosure



November 4, 2020

**RE: COVID-19 Response – Update #30**

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this thirtieth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated October 14, 2020. Below you will find several actions the Company has taken since our last update:

- ***Discussion of Resumption of Disconnects and Late Charges*** – As the COVID-19 pandemic has evolved, the Company’s Incident Command team has continued tracking applicable regulatory orders that provide guidance on the resumption of disconnections for non-payment and late charges. The Incident Command team is working in conjunction with our local business leadership and regulatory teams to ensure each jurisdiction’s approach to the return to normal operations is in compliance with all applicable regulatory orders. As decisions are made in each jurisdiction, the Company will proactively communicate with customers to promote awareness of the return to normal operations and will provide additional information on how to contact the Company to discuss payment options and arrangements.
- ***COVID-19 Safety Policy Adherence*** – As the COVID-19 pandemic persists, we are continuing with our remote working policies and our existing Physical Distancing Schedules for operations staff who are required to work in the field. We continue to reinforce the importance of strict adherence to all COVID-19 policies instituted by the Company to ensure the health and safety of our employees and the communities we serve. We will continue to make evidence-based decisions in determining our future courses, including any return to previous approaches to operations.
- ***Customer Financial Assistance*** – In preparation for an expected increase in customers requiring deferred payment arrangements, the Company has prioritized the planning and implementation of payment arrangements in accordance with applicable jurisdictional regulatory orders and directives. Customers were sent a direct communication urging them to remain current with outstanding balances whenever possible, and to contact us to set up deferred payment arrangements if they are currently unable to keep their accounts current. Customer Experience Representatives



**Tennessee**  
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are receiving ongoing training to ensure they are prepared to help our customers set up the flexible payment arrangements required to avoid disconnection of critical water and/or wastewater service.

We hope you find these continuing updates by the Company helpful and I invite you to email me at [Donald.Denton@corix.com](mailto:Donald.Denton@corix.com) or call me at 704-995-7640 with any questions or concerns you may have.

Sincerely,

Donald Denton  
President, Atlantic Business Unit  
Corix Regulated Utilities