

BAKER DONELSON

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20-00047

December 15, 2020

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 November 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	1 - Residential
3	Number of Delinquent Accounts by Customer Class	9 - Residential
4	Amount of Delinquent Accounts by Customer Class	\$ 1,528.45
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. The first name "Ryan" is followed by the last name "Freeman".

Ryan Freeman
For the Firm

RAF:kcw

Enclosure



December 9, 2020

RE: COVID-19 Response – Update #32

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this thirty-second update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated November 18, 2020. Below you will find several actions the Company has taken since our last update:

- **COVID-19 Vaccination Planning** – As the development and testing of COVID-19 vaccines continues, the Company’s Incident Command team has established a subcommittee to focus on the development of a COVID-19 vaccination strategy. The subcommittee consists of Operations, Human Resources, Health and Safety, and Legal resources to ensure all areas of the business are considered as we develop our plan. The subcommittee is reviewing where essential utility workers will fall in the vaccination priority list, Company position on policy and guidance for receiving the vaccine and associated operational planning requirements.
- **Customer Financial Assistance** – In preparation for an expected increase in customers who may benefit from deferred payment arrangements, the Company has prioritized planning the implementation of payment arrangements in accordance with applicable regulatory orders and directives. Customer Experience Representatives are being trained 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 continue to communicate available options to customers through various channels to ensure they are aware of and able to access support via our Customer Experience Center as needed.
- **COVID-19 Safety Policy Adherence** – As COVID-19 cases continue to rise and the 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 our communities.



Tennessee
Water Service™

We hope you find these continuing updates by the Company helpful and I invite you to email me at 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