

**VIA ELECTRONIC MAIL**

December 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, 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") 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.

**Grant Evitts Named President of Tennessee American Water**

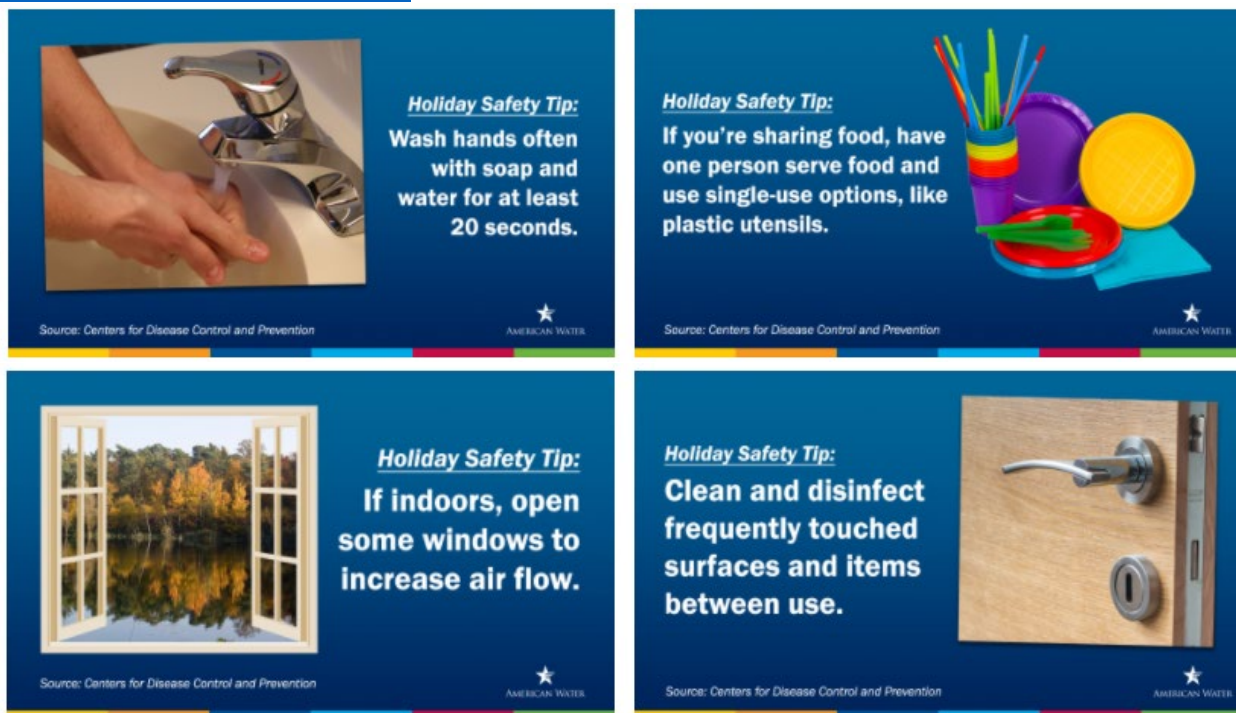
Grant Evitts has been named president of Tennessee-American Water, effective November 30, 2020.

Evitts has been with American Water for more than 30 years, holding positions in both Illinois and Missouri. He has been serving as the interim president of Tennessee American Water since October 2020. Prior to that role, Evitts served as vice president of Operations for Missouri American Water, where he led Water Quality, Field Operations, Production and Maintenance teams that provide high-quality and reliable water and wastewater services to approximately 1.5 million people across the mid-western state.

Prior to his vice president of Operations role, Evitts served as the senior director of Field Operations and Production in St. Louis, where he led more than 450 employees. Before that, he was the senior manager of Field Operations and Production in the Southern Division of Illinois American Water. His extensive career has given him experience in the complexities of water and wastewater services, which includes keeping safety a priority, leading diverse teams, working with communities, and, above all, serving customers by maintaining quality and reliable water services.

### **Safety During COVID-19 Remains Top of Mind**

CEO Walter Lynch recently emphasized, to all employees and their families to continue to follow COVID-19 safety protocols over Thanksgiving and the coming holidays. The company also shared several holiday safety tips as well as a link to [holiday safety tips from the Centers for Disease Control and Prevention](#).



### **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

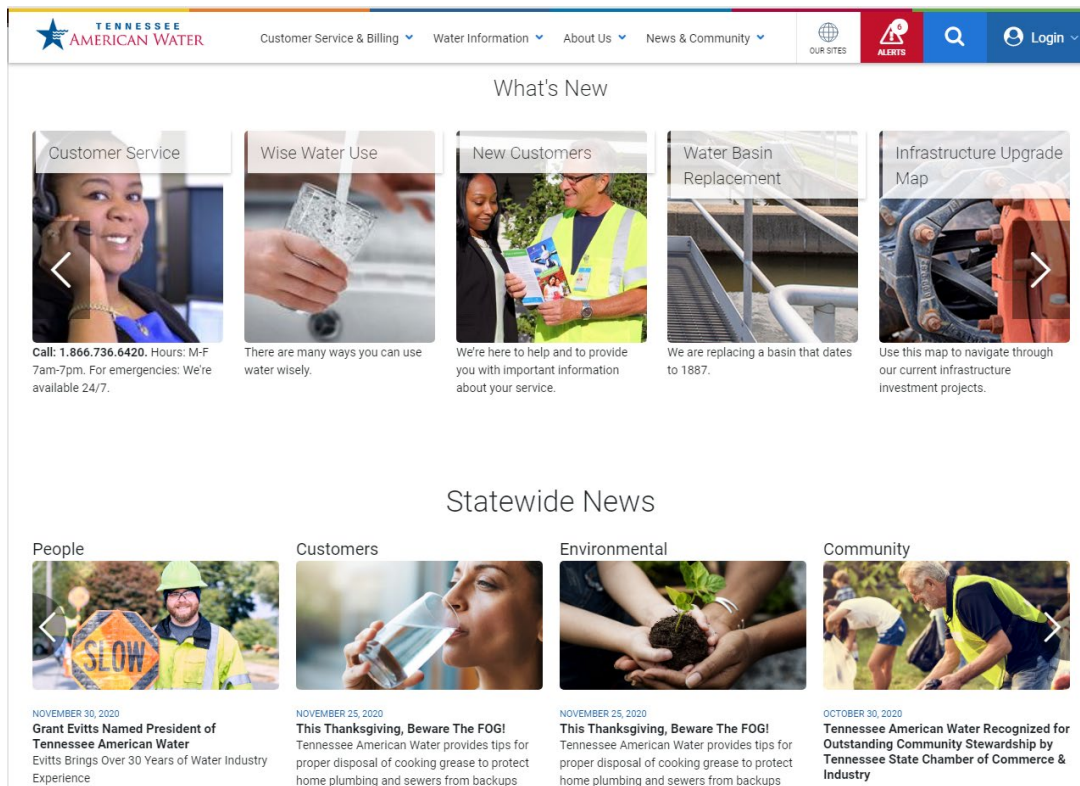


revisions to our COVID-19 directives will be made with careful consideration and with the safety of employees and customers as the guiding priority.

### **Website Update with Improved Functionality**

We asked customers what they wanted in a website, and we listened. Tennessee-American Water now has an improved, mobile-friendly website that's simple use, more visually engaging, and easier to find information faster.

In addition, we've added a feedback icon so customers can continue to provide their input and we can continue improving the website to provide the service that they expect and deserve.



### **A Veterans Day Message from CEO Walter Lynch**

American Water President and CEO Walter Lynch pays tribute to the men and women and the many sacrifices they have made for our country. To view the video please click on the image below. At Tennessee American Water, about 10% of our workforce are veterans or active military.

For more information about American Water's military commitment please click [here](#).



## **Water Quality You Can Count On**

Tennessee-American Water was awarded a Water Fluoridation Quality Award from the U.S. Centers of Disease Control and Prevention (CDC) for all three water treatment plants. The award recognizes those communities that achieved excellence in community water fluoridation by maintain a consistent level of fluoride in drinking water throughout 2019.

## **Customer Assistance Programs**



That's why we offer several customer assistance programs for those who qualify.

To learn more, visit  
[tennesseeamwater.com](http://tennesseeamwater.com)  
or call 1-866-736-6420.



Tennessee-American Water continues to communicate its customer assistance programs on social media platforms and directs customers to website.

## **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](mailto:grant.evitts@amwater.com).

Respectfully submitted,

Grant Evitts  
President  
Tennessee-American Water

**Tennessee-American Water Company****Docket 20-00047 COVID Monthly Report****Count -Customers Disconnected for Nonpayment**

	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
Residential	2,365	1,713	480	-	-	-	-	-	-	1,068	1,074		6,700
Commercial	167	85	32	-	-	-	-	-	-	45	70		399
Industrial	2	1	-	-	-	-	-	-	-	1			4
Sale for Resale	-	-	-	-	-	-	-	-	-				-
Other Public Authority	-	-	-	-	-	-	-	-	-				-
Private Fire	-	-	-	-	-	-	-	-	-				-
Company Account	-	-	-	-	-	-	-	-	-				-
<b>Total</b>	<b>2,534</b>	<b>1,799</b>	<b>512</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,114</b>	<b>1,144</b>	<b>-</b>	<b>7,103</b>

**Count - Customers with Payment Arrangement**

Residential	281	209	115	52	25	24	34	39	91	430	300		1,600
Commercial	6	2	1	-	-	2	-	-	-	6	3		20
Industrial	-	-	-	-	-	-	-	-	-	-	1		1
Sale for Resale	-	-	-	-	-	-	-	-	-	-			-
Other Public Authority	-	-	-	-	-	-	-	-	-	-			-
Private Fire	-	-	-	-	-	-	-	-	-	-			-
Company Account	-	-	-	-	-	-	-	-	-	-			-
<b>Total</b>	<b>287</b>	<b>211</b>	<b>116</b>	<b>52</b>	<b>25</b>	<b>26</b>	<b>34</b>	<b>39</b>	<b>91</b>	<b>436</b>	<b>304</b>	<b>-</b>	<b>1,621</b>

**Count - Delinquent Customer Accounts**

Residential	6,582	5,709	6,518	7,212	7,164	6,783	7,454	7,884	7,886	7,219	7,089		77,500
Commercial	279	245	286	400	410	338	349	394	404	331	320		3,756
Industrial	4	-	2	3	5	7	10	6	7	7	5		56
Sale for Resale	-	-	-	-	-	-	-	-	10	8	14		32
Other Public Authority	3	2	5	6	11	27	14	11					79
Private Fire	26	48	39	32	105	73	43	145		82	105		698
Company Account	-	-	-	-	-	-	-	-	106				106
<b>Total</b>	<b>6,894</b>	<b>6,004</b>	<b>6,850</b>	<b>7,653</b>	<b>7,695</b>	<b>7,228</b>	<b>7,870</b>	<b>8,440</b>	<b>8,413</b>	<b>7,647</b>	<b>7,533</b>	<b>-</b>	<b>82,227</b>

**Amount - Delinquent Customer Accounts**

Residential	439,888	396,134	437,098	524,839	572,956	600,355	698,791	797,575	\$872,689	\$788,079	\$730,058		\$ 6,858,461
Commercial	77,454	50,702	55,776	75,879	87,574	71,213	78,178	82,684	89,497	82,139	65,629		816,723
Industrial	40,192	-	57	1,234	436	1,966	14,763	2,018	2,231	1,897	2,999		67,794
Sale for Resale	-	-	-	-	-	-	-	-	1,788	2,069	2,604		6,461
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	117,818	101,922	122,552		1,039,792
Company Account	-	-	-	-	-	-	-	-	-	-	-		-
<b>Total</b>	<b>\$ 616,626</b>	<b>\$ 522,151</b>	<b>\$ 561,436</b>	<b>\$ 668,550</b>	<b>\$ 773,341</b>	<b>\$ 769,922</b>	<b>\$ 870,844</b>	<b>\$ 1,031,374</b>	<b>\$ 1,084,023</b>	<b>\$ 976,105</b>	<b>\$ 923,842</b>	<b>\$ -</b>	<b>\$ 8,798,213</b>

**Count - Customer Accounts Written Off**

Residential	672	460	557	589	624	551	383	350	252	380	297		5,115
Commercial	32	29	39	25	23	24	13	12	12	21	14		244
Industrial	-	1	2	-	-	-	-	-		1	1		5
Sale for Resale	-	-	-	-	-	-	-	-			-		-
Other Public Authority	-	1	-	-	1	1	-	-			1		4

Private Fire	-	2	-	1	-	-	-	-		1	1		5
Company Account	-	-	-	-	-	-	-	-					-
<b>Total</b>	<b>704</b>	<b>493</b>	<b>598</b>	<b>615</b>	<b>648</b>	<b>576</b>	<b>396</b>	<b>362</b>	<b>264</b>	<b>403</b>	<b>314</b>	<b>-</b>	<b>5,373</b>

<b>Amount - Customer Accounts Written Off</b>													
Residential	\$ 57,873	\$ 23,308	\$ 45,107	\$ 18,180	\$ 31,946	\$ 41,419	\$ 11,839	\$ 16,310	\$ 11,215	\$ 18,464	\$ 14,892		\$ 290,553
Commercial	3,647	6,803	15,575	15,115	2,847	14,161	\$ 1,488	\$ 4,154	\$ 663	\$ 2,437	\$ 377		\$ 67,267
Industrial	-	2	418	-	-	-	-	-		\$ 140	\$ (327)		\$ 233
Sale for Resale	-	-	-	-	-	-	-	-			\$ -		\$ -
Other Public Authority	-	60	-	-	(60)	755	-	-		\$ 711			\$ 1,466
Private Fire	-	(2,210)	-	2,206	-	-	-	-		\$ 150	\$ (150)		\$ (4)
Company Account	-	-	-	-	-	-	-	-					\$ -
<b>Total</b>	<b>\$ 61,520</b>	<b>\$ 27,963</b>	<b>\$ 61,100</b>	<b>\$ 35,501</b>	<b>\$ 34,733</b>	<b>\$ 56,335</b>	<b>\$ 13,327</b>	<b>\$ 20,464</b>	<b>\$ 11,878</b>	<b>\$ 21,191</b>	<b>\$ 15,503</b>	<b>\$ -</b>	<b>\$ 359,515</b>