



VIA ELECTRONIC MAIL

January 15, 2021

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:

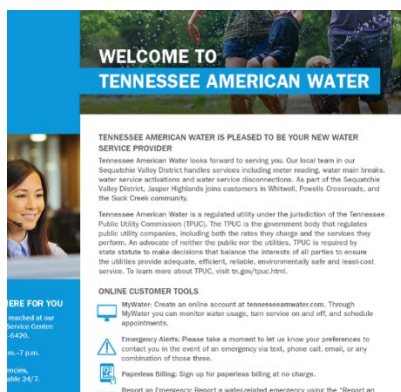
Tennessee-American Water Company ("Tennessee-American Water") would like to provide you with an update of the measures and activities we are taking to assist and keep our customers, employees, and communities safe and engaged during the COVID-19 health emergency.

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, as we 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.

Acquisition and Integration of Jasper Highlands Customers Completed

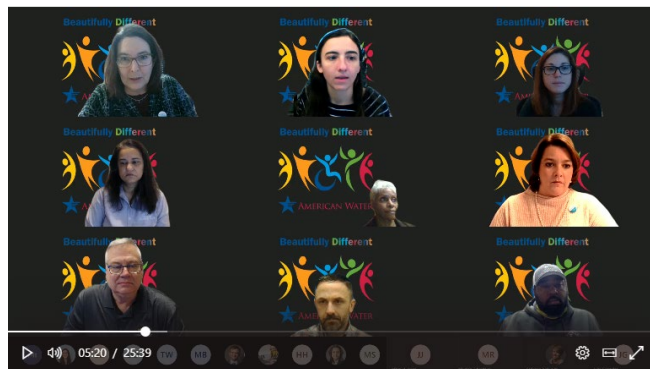


The Jasper Highlands acquisition was officially completed on December 31, 2020. The new customers were integrated into our customer service management systems. A press release was issued on December 31, and direct communications via email and letters through the United States Postal Service were sent during the first full business week of 2021, welcoming the Jasper Highlands residents as new Tennessee American Water customers.

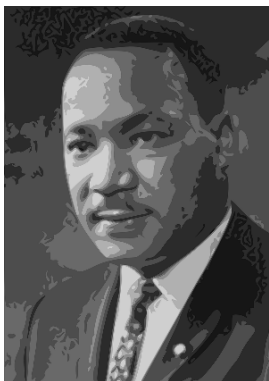
American Water Celebrates Inclusion Day

On Tuesday, Jan. 12, American Water celebrated Inclusion Day. Inclusion means that every employee, regardless of their race, religion, identity, gender, or ability, can fully participate in our company's success.

Activities included an all-employee local meeting discussing the importance of inclusion to creating successful teams. American Water held a live podcast on the power and impact of inclusion. Chief Inclusion & Diversity Officer, Val Armstrong, led a discussion with American Water Chief Executive Officer Walter Lynch, Inclusion & Diversity Executive Sponsor Bruce Hauk, Lexmark's Sheri Evans Depp, and six-time Olympic medalist Jackie Joyner-Kersey.



Marking Martin Luther King, Jr. Day



At American Water, we recognize that our different ideas, viewpoints, experiences, and backgrounds have made us a stronger company. We encourage one another to respect and value those differences. This legacy is why American Water recognizes Martin Luther King Jr. Day as a company holiday.

But this day is so much more than a "day off." We celebrate it as a "day on" because one of Dr. King's most enduring messages was to ask, "What are you doing for others?" Since 2015, Tennessee American Water has joined the City of Chattanooga's Multicultural Affairs Office in its MLK Day of Service activities. With COVID-19 safety protocols in place, employees are invited to join the City's live Facebook event on January 18th to celebrate Martin Luther King Jr. Day.

Additionally, the American Water Charitable Foundation will make a \$10,000 contribution to the Martin Luther King Jr. Center for Nonviolent Social Change.

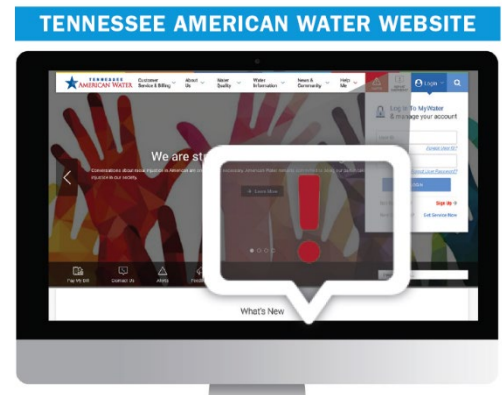
COVID-19 Safety Protocols Remain in Place

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. Our work from home option as well as our travel ban is in place until March 15, 2021.

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.

Report An Emergency Functionality Added to Website

In December, Tennessee American Water added new functionality to its website allowing customer and members of the community to report a water emergency. The “Report a Water Emergency” feature allows anyone to report an emergency straight from the website or from the individual customer’s MyWater account. Emergencies may be reported by providing information on the nature of the emergency (e.g., leak at a street/sidewalk or at a hydrant), whether it is causing damage, description of the leak location, and contact information. Customers were informed via direct email and also ongoing social media outreach.



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
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	985	7,685
Commercial	167	85	32	-	-	-	-	-	-	45	70	55	454
Industrial	2	1	-	-	-	-	-	-	-	1	-	-	4
Sale for Resale	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Public Authority	-	-	-	-	-	-	-	-	-	-	-	-	-
Private Fire	-	-	-	-	-	-	-	-	-	-	-	-	-
Company Account	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	2,534	1,799	512	-	-	-	-	-	-	1,114	1,144	1,040	8,143

Count - Customers with Payment Arrangement

Residential	281	209	115	52	25	24	34	39	91	430	300	248	1,848
Commercial	6	2	1	-	-	2	-	-	-	6	3	3	23
Industrial	-	-	-	-	-	-	-	-	-	-	1	-	1
Sale for Resale	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Public Authority	-	-	-	-	-	-	-	-	-	-	-	-	-
Private Fire	-	-	-	-	-	-	-	-	-	-	-	-	-
Company Account	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	287	211	116	52	25	26	34	39	91	436	304	251	1,872

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	6,944	84,444
Commercial	279	245	286	400	410	338	349	394	404	331	320	306	4,062
Industrial	4	-	2	3	5	7	10	6	7	7	5	3	59
Sale for Resale	-	-	-	-	-	-	-	-	10	8	14	3	35
Other Public Authority	3	2	5	6	11	27	14	11	-	-	-	-	79
Private Fire	26	48	39	32	105	73	43	145	106	82	105	90	894
Company Account	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	6,894	6,004	6,850	7,653	7,695	7,228	7,870	8,440	8,413	7,647	7,533	7,346	89,573

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	\$719,222	\$ 7,577,683
Commercial	77,454	50,702	55,776	75,879	87,574	71,213	78,178	82,684	89,497	82,139	65,629	51,776	868,499
Industrial	40,192	-	57	1,234	436	1,966	14,763	2,018	2,231	1,897	2,999	13,811	81,605
Sale for Resale	-	-	-	-	-	-	-	-	1,788	2,069	2,604	84	6,545
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	126,747	1,166,539
Company Account	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	\$ 616,626	\$ 522,151	\$ 561,436	\$ 668,550	\$ 773,341	\$ 769,922	\$ 870,844	\$ 1,031,374	\$ 1,084,023	\$ 976,105	\$ 923,842	\$ 911,640	\$ 9,709,853

Count - Customer Accounts Written Off

Residential	672	460	557	589	624	551	383	350	252	380	297	381	5,496
Commercial	32	29	39	25	23	24	13	12	12	21	14	17	261
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	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	704	493	598	615	648	576	396	362	264	403	314	398	5,771

Amount - Customer Accounts Written Off

Residential	\$ 57,873	\$ 23,308	\$ 45,107	\$ 18,180	\$ 31,946	\$ 41,419	\$ 11,839	\$ 16,310	\$ 11,215	\$ 18,464	\$ 14,892	\$ 16,826	\$ 307,379
Commercial	3,647	6,803	15,575	15,115	2,847	14,161	\$ 1,488	\$ 4,154	\$ 663	\$ 2,437	\$ 377	\$ 2,015	\$ 69,282
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	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
Total	\$ 61,520	\$ 27,963	\$ 61,100	\$ 35,501	\$ 34,733	\$ 56,335	\$ 13,327	\$ 20,464	\$ 11,878	\$ 21,191	\$ 15,503	\$ 18,841	\$ 378,356