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20-00047

January 15, 2021

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 December 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	16 - Residential
4	Amount of Delinquent Accounts by Customer Class	\$ 2,189.87
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:lcr
Enclosure



January 6, 2021

RE: COVID-19 Response – Update #33

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this thirty-third update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated December 9, 2020. Below you will find several actions the Company has taken since our last update:

- ***COVID-19 Vaccination Planning*** – As the COVID-19 vaccine deployment continues, the Company’s Incident Command Team has established a subcommittee to develop our COVID-19 vaccination strategy for all employees including our essential service workers. The subcommittee consists of Operations, Human Resources, Health and Safety, Communications and Legal resources to ensure all areas of the business are considered as we develop our plan. In addition to this subcommittee, a Vaccine Coordinator has been identified in each jurisdiction to assist in the logistics associated with vaccination scheduling in each area. The Company continues to monitor state plans for vaccine distribution to ensure our essential utility workforce has the information needed to make sound decisions regarding vaccinations and the support needed to ensure timely vaccination scheduling that accounts for ongoing operational requirements.
- ***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 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 and guidance. 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 continue to provide additional information on how to contact the Company to discuss payment options and arrangements.
- ***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 required to work in the field. We



Tennessee
Water Service™

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.

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
Senior Vice President Operations
East Region
Corix Group of Companies