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Integrated *R*esource *M*anagement, Inc.  
*A Privately Owned Public Utility*

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## Monthly Report - December 15, 2020 - January 15, 2021

Chairman Kenneth C. Hill  
c/o Ectory Lawless  
Tennessee Public Utility Commission  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243-0001

Sent Via Electronic Mail (.pdf scan): [TPUC.DocketRoom@tn.gov](mailto:TPUC.DocketRoom@tn.gov)

Re: 25<sup>th</sup> Report as per Docket # 20-00047:

## Operation and Maintenance Inspection Schedule

Pursuant to The Tennessee Public Utility Commission  
REQUEST FOR INFORMATION RELATED TO MEASUREMENTS TAKEN  
DURING CORONAVIRUS "COVID-19" PUBLIC HEALTH EMERGENCY  
("O&M Schedule")

### Introduction:

IRM Utility, Inc. ("IRM") has accomplished the goals for the requested plan as follows with significant requests.

### Facilitation:

All activities in the last month have been as per plans of the Amended O&M Schedule of the initial request. IRM further requests as a Primary Responder that IRM's team and subcontractors can have access to the inoculations of the Anti-viral Serum. No response has been addressed.

### Education:

A weekly education meeting was held to review the weekly updates of Governor Lee's Executive Orders among the other documents and resources.

IRM will continue to have ongoing safety meetings with the crew as this situation changes scope. Site meetings have been made with respect to the requirements of the "Tennessee Pledge".

**IRM Response to Covid-19:**

Regarding non-routine maintenance for customers, there were only a few service responses this month. None were of a hazardous nature and addressed immediately. Only routine maintenance was performed for customers.

More non-routine maintenance is expected this winter for plant upgrades due to the situations facing off-then-on times out of IRM's control.

**Summary:**

No danger to the environment has occurred and customer's systems are functional. There was one call that indicated a small was noticed. This rental cabin had a leak outcropping more than forty-feet below the Septic Tank Effluent Pumping System. It was due to landscaping and tree roots damaging the system. According to IRM's Tariff this is the owner's responsibility. IRM has indicated to the owner a compliance schedule and activities to correct the problem. IRM limed and mulched the area. The owner will indicate to IRM upon required inspections of remediation.

Many IRM Associated Subcontractors have been tested for Covid-19 and have been negative prior to working with IRM.

**NO** disconnects have occurred by IRM Utility, Inc., as a result of late pays. Also, all late fees have been waived on late paying customers. Our commercial properties are opening now vacations are slowing down. Increased maintenance calls have occurred but not of an emergency basis. The sudden change in Wastewater flows have caused excessive adjustment procedures across all Routine-maintenance of the systems IRM manages.

With regard to Office normal operations procedures, IRM Utility, Inc. had no walk-in customers. All other correspondence has been via USPS Mail with the public. Office Staff of just 2 to 3 personnel and abide by all requirements of office procedures for social distancing and safety precautions. Personnel meet for a few hours each week to assign work from home-based computers and record keeping. IRM is aware of the State of Tennessee guidelines on meetings, business operations, and employing the "Tennessee Pledge" with regard to these activities. Personnel temperatures are being taken daily for the review of a "fever" indicative of infection of any source or cause. No indications of fever have been reported.

As per TPUC's Order Dated July 20, 2020, and a revision to this Docket on August 10, 2020. IRM has complied with these requests.

**Current Information:**

The review by IRM as was conducted by IRM as follows:

- **All dynamic day-by day recommendations are being followed.**
- **TPUC Order Dated, July 20, 2020**
- **Current local requirements are being considered from County to County`**

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Jeffrey W. Cox, Sr.', with a stylized, cursive script.

Jeffrey W. Cox, Sr., LPSS,

President of **IRM** Utility, Inc.

Certified B/NS and Collection System Operator  
Microbiologist