



**VIA ELECTRONIC MAIL**

February 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, 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, 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.

**Tennessee American Water's Continuing Response to the Pandemic - Safety and 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 are also continuing our conservative path forward, extending our work-from-home directive, for those who are able, through the end of July, while continuing to provide essential water services.

Social-distancing practices remain in effect 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. Some signage examples that are used in the field and our offices are below:



### **COVID-19 Vaccine Podcast**



Americans have started receiving their COVID-19 vaccines and many of still have question or concerns before deciding to receive the vaccine. Is it safe? How can I receive it? And when might things start to feel a little more normal? On Feb 9, American Water hosted a podcast for employees with a panel of experts, including Dr. Randy Robinson from R-Health, to answer employee questions and concerns.

### **COVID-19**

#### **Additional Coronavirus Information**

For additional information about the coronavirus and drinking water, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)
- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)

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 NO. 20-00047  
COVID-19 MONTHLY COMPLIANCE REPORT  
TENNESSEE PUBLIC UTILITY COMMISSION**

**Responsible Witness: Elaine Chambers**

**Question:**

02/15/2021 - TPUC COVID-19 Monthly Compliance Report

Please provide the relevant information below for the preceding reporting periods:

1. The aggregate number of customers disconnected for nonpayment of service by customer class.
2. the aggregate number of customers who have entered a payment arrangement by customer class.
3. the aggregate number and amount of delinquent customer accounts by customer class.
4. the aggregate number and amount of customer accounts written off to bad debt expense, or allowance for bad debt, by customer class.

**Response:**

Please refer to the Company's attachment: TAW\_R\_TNPUCRPT \_20210215.

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

	Jan-20	Feb-20	Mar-20
Residential	2,365	1,713	480
Commercial	167	85	32
Industrial	2	1	-
Sale for Resale	-	-	-
Other Public Authority	-	-	-
Private Fire	-	-	-
Company Account	-	-	-
<b>Total</b>	<b>2,534</b>	<b>1,799</b>	<b>512</b>

**Count - Customers with Payment Arrangement**

Residential	281	209	115
Commercial	6	2	1
Industrial	-	-	-
Sale for Resale	-	-	-
Other Public Authority	-	-	-
Private Fire	-	-	-
Company Account	-	-	-
<b>Total</b>	<b>287</b>	<b>211</b>	<b>116</b>

**Count - Delinquent Customer Accounts**

Residential	6,582	5,709	6,518
Commercial	279	245	286
Industrial	4	-	2
Sale for Resale	-	-	-
Other Public Authority	3	2	5
Private Fire	26	48	39
Company Account	-	-	-
<b>Total</b>	<b>6,894</b>	<b>6,004</b>	<b>6,850</b>

**Amount - Delinquent Customer Accounts**

Residential	\$439,888	\$396,134	\$437,098
Commercial	77,454	50,702	55,776
Industrial	40,192	-	57
Sale for Resale	-	-	-
Other Public Authority	565	561	789
Private Fire	58,526	74,754	67,716
Company Account	-	-	-
<b>Total</b>	<b>\$616,626</b>	<b>\$522,151</b>	<b>\$561,436</b>

**Count - Customer Accounts Written Off**

Residential	672	460	557
Commercial	32	29	39
Industrial	-	1	2

Sale for Resale	-	-	-
Other Public Authority	-	1	-
Private Fire	-	2	-
Company Account	-	-	-
<b>Total</b>	<b>704</b>	<b>493</b>	<b>598</b>

**Amount - Customer Accounts Written Off**

Residential	\$57,873	\$23,308	\$45,107
Commercial	3,647	6,803	15,575
Industrial	-	2	418
Sale for Resale	-	-	-
Other Public Authority	-	60	-
Private Fire	-	(2,210)	-
Company Account	-	-	-
<b>Total</b>	<b>\$61,520</b>	<b>\$27,963</b>	<b>\$61,100</b>

[illegible]

-	-	-	-	-	
-	1	1	-	-	
1	-	-	-	-	
-	-	-	-	-	
<b>615</b>	<b>648</b>	<b>576</b>	<b>396</b>	<b>362</b>	<b>264</b>
\$18,180	\$31,946	\$41,419	\$11,839	\$16,310	\$11,215
15,115	2,847	14,161	1,488	4,154	663
-	-	-	-	-	
-	-	-	-	-	
-	(60)	755	-	-	
2,206	-	-	-	-	
-	-	-	-	-	
<b>\$35,501</b>	<b>\$34,733</b>	<b>\$56,335</b>	<b>\$13,327</b>	<b>\$20,464</b>	<b>\$11,878</b>

Oct-20	Nov-20	Dec-20	2020 Total	Jan-21	Feb-21	Mar-21
1,068	1,074	985	7,685	716		
45	70	55	454	41		
1			4			
			-			
			-			
			-			
			-			
<b>1,114</b>	<b>1,144</b>	<b>1,040</b>	<b>8,143</b>	<b>757</b>	-	-
430	300	248	1,848	178		
6	3	3	23	3		
-	1		1			
-			-			
-			-			
-			-			
-			-			
<b>436</b>	<b>304</b>	<b>251</b>	<b>1,872</b>	<b>181</b>	-	-
7,219	7,089	6,944	84,444	6,743		
331	320	306	4,062	301		
7	5	3	59	2		
			-			
8	14	3	114	19		
82	105	90	894	74		
			-	-	-	-
<b>7,647</b>	<b>7,533</b>	<b>7,346</b>	<b>89,573</b>	<b>7,139</b>	-	-
\$788,079	\$730,058	\$719,222	\$7,577,682	\$706,337		
82,139	65,629	51,776	868,500	56,701		
1,897	2,999	13,811	81,605	30		
			-			
2,069	2,604	84	15,526	7,180		
101,922	122,552	126,746	1,166,538	118,267		
			-			
<b>\$976,105</b>	<b>\$923,842</b>	<b>\$911,638</b>	<b>\$9,709,851</b>	<b>\$888,515</b>	-	-
380	297	381	5,496	334		
21	14	17	261	14		
1	1		5			



	-		-			
	1		4			
1	1		5			
			-	-	-	-
<b>403</b>	<b>314</b>	<b>398</b>	<b>5,771</b>	<b>348</b>	-	-
\$18,464	\$14,892	\$16,826	<b>\$307,379</b>	\$22,775		
2,437	377	2,015	<b>69,282</b>	1,394		
140	(327)		<b>233</b>			
	-		-			
	711		<b>1,466</b>			
150	(150)		<b>(4)</b>			
			-	-	-	-
<b>\$21,191</b>	<b>\$15,503</b>	<b>\$18,841</b>	<b>\$378,356</b>	<b>\$24,169</b>	-	-



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**2021 Total**

**716**

**41**

-

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**757**

**178**

**3**

-

-

-

-

-

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**181**

**6,743**

**301**

**2**

-

**19**

**74**

-

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**7,139**

**\$706,337**

**56,701**

**30**

-

**7,180**

**118,267**

-

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**\$888,515**

**334**

**14**

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-  
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-  
-

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**348**

\$22,775

1,394

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-  
-  
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-

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**\$24,169**