

# SUPERIOR WASTEWATER SYSTEMS

Providing Superior Wastewater Service to Tennessee

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March 15, 2021

Mr. Kenneth Hill, Chairman  
Tennessee Public Utility Commission  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243

**Docket No. 20-00047**

**Re: ONGOING REQUEST FOR INFORMATION RELATED TO MEASURES TAKEN  
DURING THE CORONA VIRUS COVID-19 PUBLIC HEALTH EMERGENCY**

Dear Chairman Hill:

Superior Wastewater Systems, LLC (SWS) has received your letter of March 19<sup>th</sup> requesting initial information along with weekly updates of our operational and response plans to ensure the continuity of safe and reliable utility service to our customers during this health emergency. In addition, SWS is aware of the Commission's decision of August 11, 2020 that changed the frequency of reporting to monthly along with new specific reporting requirements. Please consider this letter as SWS's updated response to your request for March 15<sup>th</sup>.

SWS currently provides wastewater service to approximately 300 customers. At this time, no adjustments to our standard operating procedures have been required because of the Covid-19 outbreak and we are not currently aware of any aspect of our operations that could be potentially impacted by the current health emergency. In addition, SWS is providing the following information specifically requested by the Commission.

<b>Request</b>	<b>Response</b>
Aggregate number of customers disconnected for non-payment of service by customer class.	None
Aggregate number of customers who have entered a payment arrangement by customer class.	None
Aggregate number and amount of delinquent customer accounts by customer class.	None
Aggregate number and amount of customer accounts written off to bad debt expense, or allowance for bad debt, by customer class.	None

SWS will update our preparedness response to the Commission on a monthly basis. Please feel free to contact me anytime if you have any questions in regard to this response.

Sincerely,

A handwritten signature in blue ink that reads "John Powell". The signature is fluid and cursive, with the first name "John" and last name "Powell" clearly distinguishable.

John Powell  
President & General Manager

Cc: William H. Novak