



Integrated Resource Management, Inc.
A Privately Owned Public Utility

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Monthly Report - February 15, 2021- March 15, 2021

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

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

Re: 27th 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 Emergency Responder that IRM's team and subcontractors need access to the inoculations of the Anti-viral Serum. No response from TPUC has been addressed. Please help IRM and service contractors have access to the protection priority list of Wastewater Services list of priority as indicated by the Tennessee Association of Utility Districts. Our need is approximately for seven (7) individuals. It appears that Privately Owned Public Wastewater Utilities are off the current needs program of protection.

Education:

Continuing discussions are made with each job that is performed with regard to safety and possible exposure to wastewater.

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 season for plant upgrades due to the demographics of IRM's service areas.

Summary:

No danger to the environment has occurred and customer's systems are functional. There was one call regarding a leak at an area that typically is an ephemeral spring. This is under investigation currently within 12 hours after receipt of call. There was an emergency call regarding two owners using the wastewater system prior to the Septic Tank Effluent Pumping System being connected to sewer. This was remedied immediately by IRM and no spillage occurred. There is a requirement by Sevier County for Certificates of Occupancy. This was ignored by the County on one home and not the other. The County was noticed and is remedying the situation so it is not repeated.

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.

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,



Jeffrey W. Cox, Sr., LPSS,

President of **IRM** Utility, Inc.

Certified B/NS and Collection System Operator
Microbiologist