Electronically Filed in TPUC Docket Room on March 17, 2021 at 9:59 a.m.



VIA ELECTRONIC MAIL

March 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, 4th 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.

COVID-19 Vaccine Information Hub

The COVID-19 vaccine hub on our Intranet provides helpful resources as employees research available vaccines and make decisions for themselves and their loved ones. The hub includes general information about the science behind the vaccines, their roll-out, and how American Water is supporting them. The hub also includes information and resources for state and local levels.

VaccineFinder

We have posted the VaccineFinder, a free online tool, in our COVID-19 Information Hub to help employees find the COVID-19 vaccine near them. When they enter their zip code, they'll receive a list of pharmacies, grocery stores, and other locations where the vaccine is in stock. The VaccineFinder will then direct them to websites with which they can schedule appointments.



Daily Health Screening

Our employees are to submit a health form daily, even if they're working from home. Our daily health screening includes an option for employees to report that they've had the vaccine.

Employees are to report all personal travel and follow safety guidelines by wearing PPE, face coverings, and staying home if you aren't feeling well.

Requested Customer Data for Reporting Period

Attached please find a spreadsheet that details for the reporting period the:

- Aggregate number of customers disconnected for nonpayment of service by customer class;
- Aggregate number of customers who have entered a payment arrangement by customer class;
- Aggregate number and amount of delinquent customer accounts by customer; and the
- Aggregate number and amount of customer accounts written off to bad debt expense, or allowance for bad debt, by customer class.

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.

Respectfully submitted,

Grant Evitts

President

Tennessee-American Water

Heart a Ente

TENNESSEE AMERICAN WATER COMPANY DOCKET NO. 20-00047 COVID-19 MONTHLY COMPLIANCE REPORT TENNESSEE PUBLIC UTILITY COMMISSION

Responsible Witness: Elaine Chambers

Question:

03/15/2021 - 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 20210315.

Tennessee-American Water Company														
Docket 20-00047 COVID Monthly Report	2020 Total	Jan-21	Feb-21	Mar-21	4/1/202	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	2021 Total
Count -Customers Disconnected for Nonpayment	2020 10tai	Jan-21	165-21	IVIGI-ZI	4/1/202	IVIQY-ZI	Juli-21	Jui-21	Aug-21	3ep-21	Ott-21	1404-21	Dec-21	2021 10181
Residential	7,685	716	524											1,240
Commercial		41	26											67
	454	41	26											67
Industrial	4													-
Sale for Resale	-													-
Other Public Authority	-													-
Private Fire	-													-
Company Account	-													-
Total	8,143	757	550	-	-	-	-	-	-	-	-	-	-	1,307
Count - Customers with Payment Arrangement														
Residential	1,848	178	158											336
Commercial	23	3												3
Industrial	1													_
Sale for Resale	_													_
Other Public Authority														
Private Fire	-													-
	-													-
Company Account														
Total	1,872	181	158	-	-	-	-	-	-	-	-	-	-	339
Count - Delinquent Customer Accounts														
Residential	84,444	6,743	5,757											12,500
Commercial	4,062	301	266											567
Industrial	59	2	3											5
Sale for Resale	_													-
Other Public Authority	114	19	1											20
Private Fire	894	74	113											187
Company Account	-		-	_	_	_	_	_	_					-
Total	89,573	7,139	6,140											13,279
	03,010	,,	0,2.0											10,275
Amount - Delinquent Customer Accounts														
Residential	\$ 7,577,682	706,337	608,929											\$ 1,315,266
Commercial	868,500	56,701	56,403											113,104
Industrial	81,605	30	2,694											2,724
Sale for Resale	01,003	30	2,034											2,724
	15,526	7,180	12											7,192
Other Public Authority														
Private Fire	1,166,538	118,267	155,029											273,296
Company Account	· · · · · · · ·													<u> </u>
Total	\$ 9,709,851	\$ 888,515	\$ 823,067	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,711,582
Count - Customer Accounts Written Off														
Residential	5,496	334	476											810
Commercial	261	14	21											35
Industrial	5													-
Sale for Resale	_													_
Other Public Authority	4													_
Private Fire	5													_
Company Account	_													
	5,771	348	497				-		-					845
Total	5,7/1	348	49/	-	-	-	-	-	-	-	-	-	-	845
Amount - Customer Accounts Written Off														
Residential		\$ 22,775												\$ 97,070
Commercial	\$ 69,282	1,394	1,371											\$ 2,765
Industrial	\$ 233													\$ -

 Sale for Resale
 \$ \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$
 \$