



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

**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
Count -Customers Disconnected for Nonpayment**

[illegible]

[illegible]