



**VIA ELECTRONIC MAIL**

April 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 on the activities we are taking to keep our customers, employees, and communities informed, engaged and safe during the COVID-19 health emergency. At Tennessee-American Water, we are proud to provide safe, clean and reliable water service. Our safety and our customers are our priority, and we are here to assist during these challenging times.

**COVID-19 Relief**



Tennessee-American Water's customers may be eligible for utility assistance through COVID relief. Customers may apply for past due utility expenses to cover up to 12 months dating back to March 13, 2020 through current past due account. The funds are available on a first-come, first served basis through Tennessee Housing Development Agency. We are committed to our customers and that's why we have communicated this relief through various channels.

**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](mailto:grant.evitts@amwater.com).

Respectfully submitted,

A handwritten signature in blue ink that reads "Grant A. Evitts".

Grant A. 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:**

04/15/2021 - 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\_20210415.

**Docket 20-00047 COVID Monthly Report**  
**Count -Customers Disconnected for Nonpayment**

Docket 20-00047 COVID Monthly Report	2020 Total	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	2021 Total
Count -Customers Disconnected for Nonpayment														
Residential	7,685	716	524	619										1,859
Commercial	454	41	26	24										91
Industrial	4													-
Sale for Resale	-													-
Other Public Authority	-													-
Private Fire	-													-
Company Account	-													-
Total	8,143	757	550	643	-	-	-	-	-	-	-	-	-	1,950
Count - Customers with Payment Arrangement														
Residential	1,848	178	158	161										497
Commercial	23	3												3
Industrial	1													-
Sale for Resale	-													-
Other Public Authority	-													-
Private Fire	-													-
Company Account	-													-
Total	1,872	181	158	161	-	-	-	-	-	-	-	-	-	500
Count - Delinquent Customer Accounts														
Residential	84,444	6,743	5,757	5,137										17,637
Commercial	4,062	301	266	231										798
Industrial	59	2	3	4										9
Sale for Resale	-													-
Other Public Authority	114	19	1	3										23
Private Fire	894	74	113	62										249
Company Account	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	89,573	7,139	6,140	5,437	-	-	-	-	-	-	-	-	-	18,716
Amount - Delinquent Customer Accounts														
Residential	\$ 7,577,682	706,337	608,929	493,936										\$ 1,809,202
Commercial	868,500	56,701	56,403	38,985										152,089
Industrial	81,605	30	2,694	642										3,366
Sale for Resale	-													-
Other Public Authority	15,526	7,180	12	642										7,834
Private Fire	1,166,538	118,267	155,029	117,725										391,021
Company Account	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	\$ 9,709,851	\$ 888,515	\$ 823,067	\$ 651,930	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,363,512
Count - Customer Accounts Written Off														
Residential	5,496	334	476	662										1,472
Commercial	261	14	21	58										93
Industrial	5													-
Sale for Resale	-													-
Other Public Authority	4													-
Private Fire	5													-
Company Account	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	5,771	348	497	720	-	-	-	-	-	-	-	-	-	1,565
Amount - Customer Accounts Written Off														
Residential	\$ 307,379	\$ 22,775	\$ 74,295	\$ 114,359										\$ 211,429
Commercial	\$ 69,282	1,394	1,371	25,546										\$ 28,311
Industrial	\$ 233													\$ -
Sale for Resale	\$ -													\$ -
Other Public Authority	\$ 1,466													\$ -
Private Fire	\$ (4)													\$ -
Company Account	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
Total	\$ 378,356	\$ 24,169	\$ 75,666	\$ 139,905	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 239,740