Electronically Filed in TPUC Docket Room on April 15, 2021 at 12:02 p.m.



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, 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 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



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- 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 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.

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