



*Integrated Resource Management, Inc.*  
*A Privately Owned Public Utility*

P.O. Box 642  
3444 Saint Andrews Drive  
White Pine, Tennessee 37890  
Phone (Vol) 674-0828  
Facsimile (Vol) 674-2352  
Toll Free (877) 746-2910

## **Monthly Report - March 15, 2021 April 15, 2021**

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

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

**Re: 28<sup>th</sup> 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:

### **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. No emergency service call was made other than the Routine-Maintenance.

**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.

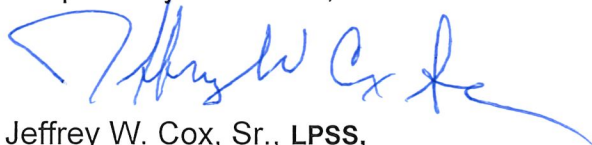
As per TPUC's Order Dated July 20, 2020, and a revision to this Docket on August 10, 2020. IRM has complied with these requests.

**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,

A handwritten signature in blue ink, appearing to read "Jeffrey W. Cox, Sr.", is written over a horizontal line.

Jeffrey W. Cox, Sr., LPSS,

President of **IRM** Utility, Inc.

Certified B/NS and Collection System Operator  
Microbiologist