

BAKER DONELSON

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April 6, 2020

TPUC Staff
Tennessee Public Utility Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243

VIA EMAIL

**Re: Ongoing Request for Information Related to Measures Taken During the
Coronavirus COVID-19 Public Health Emergency**

Dear TPUC Staff:

Pursuant to the Tennessee Public Utility Commission's formal request on March 19, 2020 for a public information filing with information on each utility's emergency operational and response plans and all measures that have been instituted to ensure the continuity of safe and reliable service and to assist their customers, Tennessee Water Service, Inc. hereby files the second updated stakeholder letter with the requested information.

Please let us know if anything further is required.

Sincerely,



Ryan Freeman
For the Firm

RAF:kcw

Enclosure

April 1, 2020

The Corix Group of Companies, which includes Carolina Water Service of North Carolina, Inc. (the “Company”), is providing this fourth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated March 25, 2020. As the COVID-19 situation continues to evolve, we continue to adapt our operations to ensure we continue to provide safe and reliable service to customers, while keeping our employees safe. Below you will find several actions the Company has taken since our last update:

- ***Customer Payment Plan Implementation and Communication*** – In preparation for the potential increase in customers carrying unpaid balances as a result of economic hardship caused by COVID-19, the Company is preparing communications to customers regarding payment plan options. The Company is monitoring recommendations and directives from regulators to ensure we are in compliance and providing the best options for our customers. The Company will use a multiple communications channel approach that includes bill inserts, customer emails, MyUtilityConnect notifications and posts on our websites and social media platforms. We will communicate this information clearly and use different channels to help ensure customers understand their options in setting up payment plans.
- ***Health and Safety Guidance Policies for Operations Staff*** – Throughout the COVID-19 public health crisis, the Company has instituted policies and modified normal operations activities to protect the health of our employees and customers while continuing to meet our commitment of providing reliable service. Several policies include:
 - *Social Distancing Scheduling* – Our operations personnel are now operating under physical distancing schedules that limit employee contact with one another while performing plant and systems operations and maintenance tasks; our office-based personnel continue to work remotely under the Company’s Remote Work Policy.
 - *Updated PPE Guidance* – The Company is working to ensure its staff has access to use needed PPE to limit possible transmission of COVID-19. Updated PPE guidance now includes gloves, hand sanitizer and disinfecting wipes.
 - *Vehicle Maintenance Guidance* – New guidance has been issued to Operations personnel regarding how to handle any maintenance that needs to be done to vehicles while preventing close contact with service providers. Maintaining proper care of fleet vehicles ensures our vehicles continue to remain safe for our employees’ uses.
 - *Multiple Employee Tasks* – The Company has developed instructions for Operations staff on how to complete routine tasks that require two employees to perform them while maintaining proper physical distancing and appropriate use of PPE.
 - *Critical Contractor/Visitor Guidance* – The Company has communicated guidance to its critical visitors and contractors regarding expectations around physical distancing with Company employees while performing services for the Company.
- ***Remote Work Policy Extension*** – On March 27th, the Company extended its Remote Work Policy for employees who have been working remotely until further notice. In addition, offices will remain closed to the public until further notice. Since the Remote Work Policy was instituted, the



Company has continued to operate without interruption. We will continue to evaluate the status of our Remote Work Policy as public health guidance evolves over the next month.

- **Regular Customer Communications** – Regular communication with our customers remains a key focus for the Company during this uncertain time. To this end, the Company is issuing another COVID-19 update to customers early the week of April 6, 2020. The customer letter will be posted on our website, MyUtilityConnect and on all social media platforms. In addition to providing periodic COVID-19 response updates, we are including regular messaging on our website and social media platforms emphasizing the need for customers to maintain proper social distance with Company Operations staff when they are performing regular tasks in the customer's area and reminding customers not to flush disinfecting wipes to prevent issues in our sewer collection and treatment systems. We will continue to communicate with our customers regularly as circumstances continue to develop over the next several weeks.

We hope you find these continuing updates by the Company helpful and I invite you to email me at Donald.Denton@corix.com or call me at 704-995-7640 with any questions or concerns you may have.

Sincerely,

Donald Denton III
President, Atlantic Business Unit
Corix Regulated Utilities