



VIA ELECTRONIC MAIL

May 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.

Thank You Banners

Tennessee-American Water think it's important to keep recognizing the health care professionals, first responders, utility workers, educators, and all essential employees who have been on the job since the beginning of the COVID-19 health emergency. We refreshed our banners and displayed them at two heavily trafficked locations.





COVID-19 Relief



Tennessee-American Water's customers may be eligible for utility assistance through COVID utility 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, including a postcard mailed directly to customers in arrears.

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 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: Todd Wright

Question:

05/15/2021 - 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_20210515.

Tennessee-American Water Company
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	643									2,502
Commercial	454	41	26	24	25									116
Industrial	4				1									1
Sale for Resale	-													-
Other Public Authority	-													-
Private Fire	-													-
Company Account	-													-
Total	8,143	757	550	643	669	-	-	-	-	-	-	-	-	2,619
Count - Customers with Payment Arrangement														
Residential	1,848	178	158	161	136									633
Commercial	23	3												3
Industrial	1													-
Sale for Resale	-													-
Other Public Authority	-													-
Private Fire	-													-
Company Account	-													-
Total	1,872	181	158	161	136	-	-	-	-	-	-	-	-	636
Count - Delinquent Customer Accounts														
Residential	84,444	6,743	5,757	5,137	4,996									22,633
Commercial	4,062	301	266	231	242									1,040
Industrial	59	2	3	4	3									12
Sale for Resale	-													-
Other Public Authority	114	19	1	3	7									30
Private Fire	894	74	113	62	43									292
Company Account	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	89,573	7,139	6,140	5,437	5,291	-	-	-	-	-	-	-	-	24,007
Amount - Delinquent Customer Accounts														
Residential	\$ 7,577,682	706,337	608,929	493,936	453,424									\$ 2,262,626
Commercial	868,500	56,701	56,403	38,985	41,074									193,163
Industrial	81,605	30	2,694	642	31									3,397
Sale for Resale	-													-
Other Public Authority	15,526	7,180	12	642	371									8,205
Private Fire	1,166,538	118,267	155,029	117,725	98,026									489,047
Company Account	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	\$ 9,709,851	\$ 888,515	\$ 823,067	\$ 651,930	\$ 592,926	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,956,438
Count - Customer Accounts Written Off														
Residential	5,496	334	476	662	409									1,881
Commercial	261	14	21	58	26									119
Industrial	5													-
Sale for Resale	-													-
Other Public Authority	4													-
Private Fire	5													-
Company Account	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	5,771	348	497	720	435	-	-	-	-	-	-	-	-	2,000
Amount - Customer Accounts Written Off														
Residential	\$ 307,379	\$ 22,775	\$ 74,295	\$ 114,359	\$ 44,932									\$ 256,361
Commercial	\$ 69,282	1,394	1,371	25,546	7,568									\$ 35,879
Industrial	\$ 233													\$ -
Sale for Resale	\$ -													\$ -
Other Public Authority	\$ 1,466													\$ -
Private Fire	\$ (4)													\$ -
Company Account	\$ -	-	-	-	-	-	-	-	-	-	-	-	-	\$ -
Total	\$ 378,356	\$ 24,169	\$ 75,666	\$ 139,905	\$ 52,499	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 292,239