



VIA ELECTRONIC MAIL

April 9, 2020

Hon. Robin Morrison
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 (“TAWC”) DOCKET NO.: 20-00047 RELATED TO MEASURES TAKEN DURING THE CORONAVIRUS COVID-19 PUBLIC HEALTH EMERGENCY

Dear Chair Morrison:

Tennessee-American Water Company (“Tennessee-American Water”) submits this update for the week ending April 11, 2020, in response to the Commission’s Ongoing Request for Information Related to Measures Taken During the Coronavirus COVID-19 Public Health Emergency.

At Tennessee-American Water our employees work hard every day to deliver clean, safe, reliable, and affordable water services because our customers deserve nothing less. The emergency operational and response measures detailed in our earlier filings are ongoing.

The current health emergency is a fast-moving event and we continue to assess, evolve, adapt and execute on our daily operations.

We welcome the opportunity to continue to inform you of the measures we are taking to assist our customers, employees, and communities during the COVID-19 crisis.

CUSTOMER SERVICE

For Tennessee-American Water’s customers, given the importance of personal hygiene in preventing the spread of the coronavirus, starting on March 12, 2020, the company: suspended all billing-related service shutoffs; reinstated water service for customers who previously had water turned off due to non-payment; suspended late fees; and continues to work with customers on payment arrangements if they are experiencing financial hardship. Tennessee-American Water’s voluntary actions align with the Commission’s Order of March 27, 2020, in Docket 20-00047.

Tennessee-American Water is also reminding customers to take advantage of online account management and paperless billing - MyWater. With the current health environment, promoting



social distancing is important. This an appropriate and secure alternative for customers to manage their accounts today and after the health emergency has passed.

A few things customers can do through their online My Water account include:

- View and pay bills and receive billing alerts
- Enroll in our Paperless Billing and Auto Pay programs
- Check account balance
- Update contact information
- Sign up to receive emergency and non-urgent alerts by email, phone and text
- Track water use

In addition, with much of the United States now staying at home, residential water use could increase. That's why Tennessee-American Water is educating customers on wise water use and conservation both inside and outside the home with simple tips like:

- Run dishwashers and clothes washers only when they are full
- Check your toilet, faucets, and pipes for leaks
- Turn off the water while brushing teeth
- Use a broom instead of a hose to clean sidewalks, driveways, or patios
- Use a bucket of soapy water instead of a running hose when washing your car.

CUSTOMER AND EMPLOYEE SAFETY

Tennessee-American Water has implemented several safety measures to reduce exposure to and the spread of COVID-19.

We are reminding customers online and through social media that for their safety and the safety of our employees that they follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#), and we ask customers to not approach our employees when they are seen working in the field.

Tennessee-American Water employees who can perform their jobs remotely have been instructed to work from home. The company has suspended all non-emergency, in-home appointments and limited the amount of contact with customers during field appointments. Tennessee-American Water field employees are being provided with appropriate personal protective equipment related to COVID-19. The company is limiting each company vehicle to one employee and limiting access to treatment plant control rooms. Tennessee-American Water is also providing employees additional guidance on many aspects of their jobs related to the pandemic, including social distancing, so they may continue to conduct their work safely.

At the corporate level, American Water has launched a medical advice hotline, allowing employees to seek medical advice, exercise planning and talk about mental health matters. The hotline was established in an effort to provide employees an additional resource to help employees and their families manage through this challenging time.



WATER SYSTEMS

Tennessee-American Water remains committed to ensuring the delivery of safe, reliable water. That includes continued operation of drinking water treatment barriers, which provide an added layer of protection that includes filtration and disinfection of our surface water supplies (e.g. those from lakes, reservoirs or rivers) and disinfection of our groundwater sources (e.g. underground wells). While COVID-19 has not been found in drinking water, these treatments are effective in removing and/or inactivating viruses. Tennessee-American Water continues to meet all current federal and state drinking water requirements and is safe to drink during this time.

COVID-19 GUIDANCE FOR BUILDING WATER SYSTEMS

American Water has published guidance for schools and businesses that have closed as a result of the coronavirus and is available online –

<https://dnnh3qht4.blob.core.windows.net/portals/0/School-Building-Flushing-After-Closings.pdf?sr=b&si=DNNFileManagerPolicy&sig=cGGiR%2B676kNmEY6UhS14g2Oj3mVHtcdUOIzIOGq9srw%3D×tamp=1586354747402>

The U.S. Centers for Disease Control and Prevention (CDC) updated its coronavirus (COVID-19) crisis resources to include [guidance](#) to ensure the safety of building water systems and devices after a prolonged shutdown. The CDC materials emphasize managing the production of *Legionella* and reference existing resources, such as the [Toolkit: Developing a Water Management Program to Reduce Legionella Growth and Spread in Buildings](#).

WATER IS WORTH IT TOOL KIT

Finally, for your reference, the Water Environment Federation released a new WATER'S WORTH IT toolkit to raise public awareness about the vital role of water utilities and workers in the coronavirus response. The materials highlight the critical need for water and wastewater services during this unprecedented time and recognizes the dedicated professionals who are working on the frontlines to provide clean water and sanitation for their communities. Please visit: <https://watersworthit.org/resources/>

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 darlene.williams@amwater.com.

Respectfully submitted,

Darlene Williams
President

Tennessee-American Water