

# BAKER DONELSON

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April 13, 2020

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

VIA EMAIL

20-00047

**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 third 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 9, 2020

## COVID-19 Response

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this fifth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated April 1, 2020. Below you will find several actions the Company has taken since our last update:

- **Essential Personal Protective Equipment** – From the beginning of the COVID-19 crisis, the Company has taken actions to ensure our operations teams have an adequate supply of essential personal protective equipment (PPE). Our operations teams are on the front line of public health during this situation, and it is critical that we provide them with the proper PPE to do their jobs effectively. The Company is currently tracking its supplies of hand sanitizer, gloves, disinfecting wipes, masks, eye protection and Tyvek suits to ensure we have a 30-day supply on hand.
- **Tabletop Exercises** – In preparation for potential mass absenteeism in local operations, the Company is performing tabletop exercises to work through theoretical planning scenarios involving widespread infection among operations teams and assessing current states of readiness. These exercises have helped the Company to understand strengths and weaknesses in its Essential Business Continuity Plans and take appropriate corrective measures. We will continue to perform these exercises to ensure we are prepared for possible operational disruptions related to COVID-19 arise.
- **Regular Customer Communications** – As a Company, we continue to prioritize frequent communication with our customers. Our third direct customer communication was sent via email on April 8, 2020 providing our customers with an update on actions taken by the Company to ensure uninterrupted delivery of safe and reliable service while protecting the health and safety of our employees. In addition to email distribution, this communication is being posted on our websites and MyUtilityConnect. Starting April 7, 2020, we have also included a short message on customer bills reminding them of the suspension of disconnections, as well as the importance of keeping proper physical distance from our operations staff. We also continue to update our websites and social media platforms to provide regular updates to our customers.

We hope you find these continuing updates by the Company helpful and I invite you to email me at [Donald.Denton@corix.com](mailto: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