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April 20, 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 fourth 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 15, 2020

RE: COVID-19 Response – Update #6

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this sixth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated April 9, 2020. Below you will find several actions the Company has taken since our last update:

- ***Next Step Planning*** – As the day-to-day has become more stable with the COVID-19 crisis, we have begun to plan the necessary communications to customers, employees and other external stakeholders that will need to occur when we start the return to normal business operations. 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 in accordance with applicable regulatory directives. The Company is also working on internal communications for our Operations staff to facilitate a smooth transition back to normal work schedules and staffing plans when Physical Distancing requirements are lifted. We will continue to provide updates as we complete our plans and begin communicating with our customers, employees and other external stakeholders.
- ***Lone Worker Safety*** – As you recall in our previous updates, our Operations employees have implemented Physical Distance Schedules to reduce contact among one another. As a result, most employees are working alone throughout the duration of their shifts. To ensure the safety of our lone workers, we have implemented technology that allows lone workers to set regular check-in times with their managers through an app on their I-pads to enable managers to be alerted when a worker misses a scheduled check-in during the course of their workday. This technology helps the Company protect the welfare of its Operations personnel as they work alone. Ensuring the safety of our workers is critical, as they are essential to protecting the public health of our communities during this crisis.
- ***PPE Purchasing Support*** – As the COVID-19 crisis progresses, proper Personal Protective Equipment (PPE) for our operations staff, including surgical-style masks and gloves, continues to be difficult to find and procure. Our procurement team has worked to diversify suppliers, including contracting with non-traditional vendors of PPE to support the safety of our workforce. The addition of these new vendors has allowed us to increase our PPE inventory. We will continue to be creative in our sourcing activities to ensure our staff has a 30-day supply of PPE on hand throughout the remainder of the COVID-19 emergency.



Tennessee
Water Service™

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