



April 20, 2020

Robin L. Morrison, Chairman  
Tennessee Public Utility Commission  
4th Floor, Andrew Jackson State Office Bldg  
502 Deaderick Street  
Nashville, Tennessee 37243

**20-00047**

**RE: Navitas TN NG, LLC COVID-19 Response Update Week of April 20, 2020**

Per the Commission Order dated March 31, 2020, Navitas TN now files this update for the week of April 20, 2020.

In consideration of the ongoing hardships caused by the COVID-19 pandemic, Navitas has determined that, in conjunction with the suspension of disconnection of service policy found in the March 31, 2020 Order, Navitas will not collect customers late payment penalties.

This policy manifests itself as follows:

Normal cut off notices and late payment penalties will continue to go out to customers. The final cut off notice is held in abeyance and if any late penalties are paid by customers they will be credited back to that customer.

Navitas has elected to undertake this methodology for a number of reasons. First, the late payment and cut off notices serves to remind customers who have inadvertently failed to pay their bill; second, such notices are essential to track normal forgone revenue in order to provide regulatory and other agencies data for post analysis inquiry; third, it is not practically feasible to reprogram the Navitas billing system for temporary discontinuation of late payment charges whereby each individual customer record must be manually altered. This level of reprogramming is costly and difficult to execute with the short staffing environment and security protocols Navitas has structured in order to better protect our employees and customers.

Navitas shall keep this policy in effect for the duration of the Governor's declaration of public health emergency as issued on March 12, 2020, including extensions.

In accordance with the March 31, 2020 Amended Notice, this filing is being made electronically with one hard copy of this document to follow by mail.

Sincerely,

Brenda Bott