



**VIA ELECTRONIC MAIL**

**20-00047**

April 25, 2020

Hon. Robin Morrison  
Chair  
c/o Ectory Lawless, Dockets & Records Manager  
Tennessee Public Utility Commission  
Andrew Jackson State Office Building  
502 Deaderick Street, 4<sup>th</sup> 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 25, 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.

**WORK FROM HOME DIRECTIVE**

Based on the current situation, mandates that vary state by state, and predictions regarding peak COVID-19 conditions, American Water has extended its current work from home and essential employee directives until May 31st.

American Water believes the extension is necessary in order to keep our employees and customers safe. The company will continue to assess this date and adapt as the situation develops.



## **CUSTOMER AND EMPLOYEE SAFETY**

We continue to remind customers online, through job site and vehicle signage, social media and updated press releases 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 ask that customers not approach our employees when they are seen working in the field.

**SAFETY FIRST**

**PLEASE MAINTAIN SOCIAL DISTANCING AND A SAFE DISTANCE FROM OUR CREWS AT ALL TIMES.**

The graphic illustrates social distancing with three blue silhouettes: a woman on the left, a worker in a hard hat and safety vest in the center, and a man on the right. Double-headed arrows between the woman and the worker, and between the worker and the man, are labeled '6 FEET'. The American Water logo is at the bottom right.

**WORKING FOR YOU!**

For your safety and the safety of our employees, please follow the social distancing recommendations issued by the CDC if we're performing essential work.

**TENNESSEE AMERICAN WATER**

The graphic features a photo of a smiling woman in a yellow safety vest and a hat. The American Water logo is at the bottom left. A colorful bar is at the bottom.

## **THANKING ESSENTIAL WORKERS THAT KEEP LIFE FLOWING**

American Water has created a communication extending our sincere gratitude to the health care professionals, first responders, mail carriers, military, truckers, farmers, supermarket staff, utility workers and all essential employees who are on the job during these extraordinary times. The content will also be adjusted and used for communications on social media platforms.



TENNESSEE  
AMERICAN WATER  
WE KEEP LIFE FLOWING™








## THANK YOU!

Tennessee American Water extends our sincere gratitude to the health care professionals, first responders, mail carriers, military, truckers, farmers, supermarket staff, utility workers and all essential employees who are on the job during these extraordinary times.

You all are on the front lines of this global health emergency, and we want to thank you for your service! We realize you are risking your health and the health of your families to help and serve others. We want to share how grateful we are for your dedication and service to our communities.

We also want to inform you that we've activated our business continuity plans so that we can continue to provide and support you with reliable, high-quality water and sanitation services during these extraordinary times, while also protecting our employees and customers.

Given the importance of personal hygiene in preventing the spread of coronavirus, we have implemented protocols to keep our employees and our customers safe during the coronavirus public health emergency. For our customers, we have suspended billing-related service shutoffs, turned water service back on for any customers turned off for non-payment, and suspended late fees until further notice.

For our employees who can perform their jobs remotely, we have instructed them to work from home. This will remain in effect until May 31, but we will continue to assess and adapt our measures as appropriate. Our employees performing essential work in the field are limiting their interaction with customers and maintaining recommended physical and social distances. When it is necessary to enter a customer facility, our employees are using appropriate personal protective equipment. These are just a few of the procedures we have implemented in an effort to prevent the spread of the coronavirus.

**On behalf of all Tennessee American Water employees, we thank you and all essential employees who are sacrificing so much to save so many.**

For updates on our response to the coronavirus public health emergency, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com).



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

04.2020





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](mailto:darlene.williams@amwater.com).

Respectfully submitted,

A handwritten signature in black ink that reads "Darlene L. Williams".

Darlene Williams

President

Tennessee-American Water

