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**Electronically Filed in TPUC Docket Room on April 30, 2020 at 12:17 p.m.**

April 30, 2020

**Via Email and U.S. Mail**

Executive Director Earl Taylor  
c/o Ectory Lawless  
Tennessee Public Utility Commission  
502 Deaderick Street, Fourth Floor  
Nashville, Tennessee 37243

**Re: *Filing of Piedmont Natural Gas Company, Inc.'s Thirty Day Report  
Docket No. 20-00047***

Dear Mr. Taylor:

Enclosed please find an original and five (5) copies of Piedmont Natural Gas Company, Inc.'s ("Piedmont") Thirty Day Report.

This material is also being filed today by way of email to the Tennessee Public Utility Commission docket manager, Ectory Lawless. Please file the original and four copies and stamp the additional copy as "filed." Then please return the stamped copy to us via the enclosed self-addressed stamped envelope.

Very truly yours,  
*s/ Paul S. Davidson*  
Paul S. Davidson

PSD:cdg  
Enclosures

cc: Pia Powers (Piedmont)  
Bruce Barkley (Piedmont)  
David Foster (TPUC)orking  
Daniel Whitaker (TN CPAD)

**BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION  
AT NASHVILLE, TENNESSEE**

**April 30, 2020**

<b>IN RE:</b>	)	
	)	
<b>EMERGENCY PETITION TO SUSPEND</b>	)	
<b>SERVICE DISCONNECTIONS FILED BY</b>	)	<b>DOCKET NO. 20-00047</b>
<b>THE CONSUMER ADVOCATE UNIT OF</b>	)	
<b>THE FINANCIAL DIVISION OF</b>	)	
<b>THE OFFICE OF THE TENNESSEE</b>	)	
<b>ATTORNEY GENERAL</b>	)	
	)	

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**PIEDMONT NATURAL GAS COMPANY, INC.’S  
THIRTY DAY REPORT**

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Piedmont Natural Gas Company, Inc. (“Piedmont” or “Company”), through counsel and pursuant to Ordering Paragraph 3 of the March 31, 2020 *Order Requiring All Jurisdictional Utilities to Suspend Actions to Disconnect Service for Lack of Payment During the State of Public Health Emergency* (“March 31 Order”) issued by the Tennessee Public Utility Commission (“Commission”) in this docket, hereby provides its thirty day report in this proceeding.

1. Piedmont begins this report by stating that it continues to share the concerns of Governor Lee, the Commission, and Attorney General Slatery regarding the need to assist and protect utility customers both during the current, and ongoing, national health emergency and in its aftermath.

2. As previously noted, by filing made on March 20, 2020, Piedmont proactively sought Commission approval to take certain measures with regard to its billing

practices designed to assist our customers having difficulties making timely payment of their bills. These actions were effectively approved by the Commission March 31 Order.

3. The steps currently being taken by Piedmont to assist its customers include the suspension of disconnections of service for non-payment during the period of emergency declared by Governor Lee, the requested waiver of gross billing (late payment) and returned check charges during the same period, and the offering of flexible payment plan options to customers having difficulty paying their bills in a timely fashion.

4. Upon the cessation of the period of emergency declared by Governor Lee, whenever that occurs, Piedmont understands that many of its customers will continue to face financial challenges. These challenges are likely to continue in some degree until the economy of the State of Tennessee and of the United States returns to some semblance of normality, which may take some time.

5. At this point in time, it is very difficult to predict how long the direct and indirect impacts of the Covid 19 pandemic will persist and how difficult the economic hardship associated with the pandemic will be. As a consequence, it is difficult to conduct definitive planning for the post-emergency period but Piedmont is actively evaluating, on an ongoing basis, the options available to it to assist in the mitigation of the negative impacts of the Covid 19 pandemic on its customers.

6. In the post-emergency period, whenever that begins, Piedmont intends, at a minimum to adhere to its Commission-approved Service Regulations and Tariffs concerning billing and collection. Further, our customer service representatives will exercise maximum flexibility in working with customers to develop and implement interest free deferred

payment arrangements for any past due balances that may have accrued during the emergency period.

7. Piedmont recognizes and appreciates the Governor's, the Attorney General's, and the Commission's leadership during this emergency and looks forward to the Commission's further guidance and the opportunity to work with the Commission to address matters necessary to help ensure the health, safety, and welfare of our customers and employees, and our ability to continue the provision of safe and reliable natural gas service to our customers.

This the 30<sup>th</sup> day of April, 2020.

**PIEDMONT NATURAL GAS COMPANY, INC.**

*s/ Paul S. Davidson*

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*s/ James H. Jeffries IV*

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## CERTIFICATE OF SERVICE

I hereby certify that a true and exact copy of the foregoing has been provided electronically via e-mail on this the 30<sup>th</sup> day of April, 2020 to:

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*s/ Paul S. Davidson*

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