

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

April 30, 2020

IN RE:)	
)	
EMERGENCY PETITION OF THE)	Docket No.
CONSUMER ADVOCATE UNIT OF)	
THE FINANCIAL DIVISION OF)	20-00047
THE OFFICE OF THE TENNESSEE)	
ATTORNEY GENERAL)	

**CHATTANOOGA GAS COMPANY'S
30-DAY REPORT IN RESPONSE TO THE COMMISSION'S
MARCH 31, 2020 ORDER**

Chattanooga Gas Company (“CGC” or “Company”), in response to the Tennessee Public Utility Commission (“Commission”) Order of March 31, 2020 (Order”), in the above captioned docket, does hereby provide its 30-day report “describing any temporary grace period, payment plan, and other options that will be implemented or will continue following the expiration or lifting of the public health emergency declaration.” Order, at page 12. Pursuant to this directive, CGC updates the Commission as follows:

1. While recent data suggests that the COVID-19 pandemic may be trending downward, nevertheless how this pandemic is continuing to impact our customers, community, Company, and nation remains a matter of great concern for CGC. In these difficult times, the Company is continuing to work every day in order to protect our customers and employees while ensuring the delivery of high quality, reliable, and affordable natural gas service. As CGC has reported in its weekly reports to the Commission, we believe that CGC’s current actions are being effective at doing our part for the greater Hamilton and Bradley communities that we serve.

2. With respect to the specific requirements of the Order, as an initial matter, CGC notes that prior to the issuance of the Order, CGC had already discontinued disconnecting customers for the nonpayment of service. This action was taken by CGC and the other Southern Company Gas companies as a means of enabling customers who may be facing significant hardship due to the coronavirus pandemic to continue to receive their natural gas service.

3. On April 28, 2020, Governor Lee issued Executive Order No. 30 which, among other things, declared “a continuing state of emergency to facilitate the response to COVID-19” through May 29, 2020, 11:59 PM, Central Daylight Time. While Executive Order No. 30 begins the gradual reopening of the state’s business and commerce, there remain a number of significant limitations on individuals and businesses in Tennessee.

4. In view of the continuation of the state of emergency, CGC believes that pursuant to the terms of this Commission’s Order that the moratorium on service disconnections for nonpayment will also continue through at least May 29, 2020, subject to any further extensions in the state of the emergency. Given this continuation of the emergency declaration, CGC believes that it would be premature at this point in time to propose or implement a plan for assisting customers in becoming current in paying for the natural gas services they have received. While the Company shall continue to review its customer billing and assess what options may be appropriate for when this emergency is over, CGC shall take no action to disconnect customers for nonpayment through at least May 29, 2020, and any extensions thereafter. In view of the Governor’s Executive Order No. 30, unless the Commission directs otherwise, CGC shall further advise and update the Commission on or before May 29, 2020, with respect to either the continuation of the nondisconnect policy or how the Company intends to move forward with these customers after May 29, 2020.

5. In the interim, CGC shall continue to work to protect its customers and employees from the COVID-19 coronavirus while working every day to ensure the safety and security of its natural gas system. If circumstances materially change, CGC reserves the right to address with the Commission any necessary or appropriate changes in these actions and policies.

Respectively Submitted,



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