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**VIA ELECTRONIC MAIL**

May 1, 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 (“TENNESSEE-AMERICAN WATER”) 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 May 2, 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.

**CUSTOMER SERVICE**

For Tennessee-American Water’s customers, given the importance of personal hygiene in preventing the spread of the coronavirus, starting on March 12, 2020, the company: suspended all billing-related service shutoffs; reinstated water service for customers who previously had water turned off due to non-payment; suspended late fees; and continues to work with customers on payment arrangements if they are experiencing financial hardship. Tennessee-American Water’s voluntary actions align with the Commission’s Order of March 27, 2020, in Docket 20-00047.

## CONTINUING WORK FROM HOME DIRECTIVE

Based on the current situation, mandates that vary state by state, and predictions regarding peak COVID-19 conditions, American Water is continuing with its current work from home and essential employee directives through May 31st. The company will continue to assess this date and adapt as the situation develops.

## LARGE BUILDING AND SCHOOL FLUSHING REMINDER

Extended periods of inactivity can cause lead leaching or legionella growth and that taking proper steps can help minimize potential exposure to both these contaminants. As buildings reopen, businesses, school districts and property management teams will begin the process of restarting building systems that have been dormant for a significant amount of time. These reopening procedures will help in making sure water systems and equipment are in working order.

Via the below one-pager and press releases, Tennessee- American Water is encouraging large building owners and operators to adopt a proactive approach that includes proper flushing procedures, assuring the presence of disinfectant residuals, adjustment of hot water temperature, and proper maintenance of building plumbing and heating/cooling systems. Proper flushing of plumbing before reoccupying these buildings is essential to maintain water quality and should be performed biweekly while the building is closed and, if possible, and again the weekend before opening.

For additional information on flushing you can go to American Water's [fact sheet](#); the Environmental Protection Agency's [Flushing Best Practices](#); the Center for Disease Control [web page](#); or the [American Water Works Association](#).

## VIRTUAL WATER TREATMENT PLANT TOUR GAINING POPULARITY



**TENNESSEE AMERICAN WATER**  
WE KEEP LIFE FLOWING™

**A REMINDER FOR SCHOOLS AND BUSINESSES THAT CLOSED AS A RESULT OF THE CORONAVIRUS**

Extended periods of inactivity can cause lead leaching or legionella growth. Taking proper steps can help minimize potential exposure to both these contaminants.

**FOR MORE INFORMATION**

For more information, customers can contact the US Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791 or visit:  
<https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>  
[https://www.epa.gov/sites/production/files/2018-09/documents/flushing\\_best\\_practices\\_fact\\_sheet\\_508.pdf](https://www.epa.gov/sites/production/files/2018-09/documents/flushing_best_practices_fact_sheet_508.pdf)  
<https://www.awwa.org/Resources-Tools/Resource-Topics/Coronavirus#10681543-shutoffs-and-return-to-service-guidance>

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**HAS YOUR FACILITY BEEN CLOSED FOR WEEKS? FLUSH THE PIPES.**

At Tennessee American Water, we remain committed to keeping you informed as we continue our work to deliver, clean, safe and reliable water services to you during the COVID-19 public health emergency.

As buildings reopen, businesses, school districts and property management teams will begin the process of restarting building systems that have been dormant for a significant amount of time. These reopening procedures will help in making sure water systems and equipment are in working order.

Large building owners and operators are encouraged to adopt a proactive approach that includes proper flushing procedures, assuring the presence of disinfectant residuals, adjustment of hot water temperature, and proper maintenance of building plumbing and heating/cooling systems. Proper flushing of plumbing before reoccupying these buildings is essential to maintain water quality and should be performed biweekly while the building is closed, if possible, and again the weekend before opening.

**WHO SHOULD FLUSH**

Large facilities, buildings and schools that have been dormant or closed.

**WHAT TO FLUSH**

Be sure to flush your pipes to maintain water quality. We recommend that you flush:

- **Toilets:** At least twice (this will help to move fresh water through the plumbing)
- **Faucets:** Run at full flow for at least 2 minutes
- **Showers:** Run at full flow for at least 2 minutes
- **Other Appliances/Apparatus:** We recommend flushing other appliances and apparatus thoroughly, at full flow, bringing fresh water into the system. Preferably run the water until you are able to smell the chlorine in the water. If you have an appliance such as a refrigerator or ice maker that has a filter, upon completion of flushing, follow manufacturer's instructions for replacing water filters.

**ONCE FLUSHING HAS BEEN COMPLETED AND FILTERS HAVE BEEN REPLACED, REMEMBER TO:**

- Use cold water for drinking and cooking. In buildings with lead plumbing, hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.
- Routinely remove and clean all faucet aerators.
- Follow manufacturer's instructions for replacing water filters in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.

We have shared through the Tennessee- American Water social media channels a unique opportunity to visit a water treatment plant, without having to leave home. An online, 360-degree virtual tour of our largest water treatment plant Missouri American Water's Central Plant serving St. Louis County.



The virtual tour is intended for educators, students and others interested in learning about the water treatment process. It provides the ability to digitally explore the water treatment plant, with pop-up bubbles, videos and photos offering information about the treatment process and the plant itself.

The plant tour can be accessed at: <https://amwaterplanttour.com/>.

We have also shared a time-lapse video that captures demolition of an old basin and first stages of the new one being constructed, from January 8 to April 16. The video may be viewed [here](#).

## **THANKING EMPLOYEES AND ESSENTIAL WORKERS THAT HELP KEEP LIFE FLOWING**

Tennessee-American Water has created social media assets extending our sincerest gratitude to our field employees as well as frontline workers and all the essential employees who are on the job and keeping 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.



## **COVID-19 RELIEF GRANT FUNDS AWARDED**

Tennessee-American Water and the American Water Charitable Foundation are together providing \$15,000 in donations to the COVID-19 emergency funds of four organizations in Tennessee. The recipients are:

- Marion County Food Bank - an emergency food source for Marion County. During this time of the COVID-19 Crisis the food bank is experiencing an increase in demand for food brought about by an increase in the number of families (approximately 60%) for whom the wage earner(s) are temporarily unemployed. The grant will enable the food bank to provide food for these families in addition to our regular client families.
- YMCA of Greater Chattanooga – to support their plan of action to reach the most vulnerable neighborhoods during the COVID-19 pandemic by providing breakfast, lunch and dinner to children.
- Sequatchie Food Bank – serving over 400 families, 12 individuals in rural Sequatchie County with an all-volunteer staff.
- La Paz Chattanooga - La Paz is a social service organization working to provide pandemic relief funds to individuals and families, food and supplies as well as health and wellness support. La Paz served over 500 people in the last month and almost 60 families so far with financial assistance with supportive funding.

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,

Darlene Williams  
President  
Tennessee-American Water