



VIA ELECTRONIC MAIL

May 8, 2020

Hon. Robin Morrison
Chair
c/o Ectory Lawless, Dockets & Records Manager
Tennessee Public Utility Commission
Andrew Jackson State Office Building
502 Deaderick Street, 4th 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 9, 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 31. The company will continue to assess this date and adapt as the situation develops.

STAYING IN TOUCH WITH EMPLOYEES AND CUSTOMERS

Over the past two weeks American Water conducted and completed an employee Pulse Survey that received a 68% response rate. The survey allowed the company to check in on employees, learn how they are and collect feedback on what the company can do to continue to support them.



We sent an email to customers on Wednesday, May 6, making this the fourth email we have sent to customers since the week of March 23. We continue to share the measures we have taken for the safety of our employees and customers. The email includes a link to the time-lapse video of a sediment basin construction project, to inform that our infrastructure improvement work continues. We also give tips to properly store and dispose of medication to protect the environment and prevent misuse or accidental overdoses, including a resource to obtain free lock boxes and environmentally safe disposal pouches.

The email also provides information about assistance for customers who may need bill help. Customers may call our customer service representatives to set up a plan for paying their bill over time. Customers may also be qualified to receive assistance through our Project Water Help by dialing 211, United Way assistance number. Tennessee-American Water customers who wish to contribute to the Project Water Help program were instructed on how they can help, by adding a donation to their Tennessee-American Water bill payment. 100 percent of customer donations goes directly to qualifying customers.

CONTINUING TO KEEP SERVICE AND KEEP LIFE FLOWING – SOCIAL DISTANCING

Tennessee-American Water continues to conduct its work in coordination and compliance with all federal, state and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will do so in a way so that we may continue to provide water and wastewater services.



Company crews remain hard at work. For customer, general public safety and the safety of company employees, we continue to follow social distancing recommendations issued by the Centers for Disease Control and Prevention. We have applied social distancing magnets to our work vehicles and have work site signage that emphasizes keeping at least six feet (two meters) between our employees and the general public.

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.

Respectfully submitted,



Darlene Williams
President
Tennessee-American Water