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20-00047

May 11, 2020

TPUC Staff
Tennessee Public Utility Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243

VIA EMAIL

**Re: Ongoing Request for Information Related to Measures Taken During the
Coronavirus COVID-19 Public Health Emergency**

Dear TPUC Staff:

Pursuant to the Tennessee Public Utility Commission's formal request on March 19, 2020 for a public information filing with information on each utility's emergency operational and response plans and all measures that have been instituted to ensure the continuity of safe and reliable service and to assist their customers, Tennessee Water Service, Inc. hereby files the seventh updated stakeholder letter with the requested information.

Please let us know if anything further is required.

Sincerely,



Ryan Freeman
For the Firm

RAF:kcw

Enclosure



May 7, 2020

RE: COVID-19 Response – Update #9

The Corix Group of Companies, which includes Carolina Water Service of North Carolina (the “Company”), is providing this update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated April 29, 2020. Below you will find several actions the Company has taken since our last update:

- **Phased Re-entry Planning** – As we begin to emerge from the COVID-19 crisis and North Carolina begins reopening, developing a phased plan for re-entry into offices and returning our operations staff to normal schedule is of the utmost importance. The Company’s Incident Command team is currently developing a phased re-entry plan to ensure our employees are able effectively do their jobs while keeping proper physical distance from other employees and contractors. The Company is evaluating each unique office environment to determine when and how to reopen. We are looking at (i) employee work spacing to ensure appropriate physical distancing, (ii) foot traffic flows to minimize contact, (iii) PPE to protect employees, (iv) new behavioral norms that eliminate interpersonal contact, (v) enhanced cleaning requirements, and (vi) the internal communications efforts needed to safely phase-in re-entry plans. The development of this plan will ensure that we are prepared once we decide when to reopen offices to our employees.
- **Flushing Guidance for Customers** – As a result of the COVID-19 pandemic, many of our customers may have temporarily closed businesses, churches, school buildings, or a vacation/rental homes. Water that is held in unused pipes while the buildings are closed can become stagnant, and since stagnant water is a potential health risk and can impact water quality, it is necessary to systematically flush plumbing. The Company has begun providing flushing instructions for potentially impacted customers to ensure water is safe prior to use. Instructions have been shared on our website and social media platforms over the past several weeks.

We hope you find these continuing updates by the Company helpful and I invite you to email me at Donald.Denton@corix.com or call me at 704-995-7640 with any questions or concerns you may have.

Sincerely,

Donald Denton III
President, Atlantic Business Unit
Corix Regulated Utilities