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20-00047

May 18, 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 eighth 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 13, 2020

RE: COVID-19 Response – Update #10

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this tenth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated May 7, 2020. Below you will find several actions the Company has taken since our last update:

- ***Phased Re-entry Planning*** – As noted in our previous correspondence, we continue to plan a phased re-entry process for our office locations. The Company’s Incident Command team will help develop and implement the re-entry plan for each location with the help of local office staff to ensure the plan meets the needs of each unique office location. All precautions taken as a part of the phased re-entry plan will be focused on protecting the health and safety of our employees while ensuring they are able to complete their jobs effectively. Although this planning process is in place, the Company will continue to be conservative in making decisions regarding opening office locations.
- ***Critical Visitor Protocol Update*** – As guidance from public health organizations and governments have begun to change, the Company has made several updates to its Critical Visitor Policy to ensure precautions are taken to protect the health and safety of our employees. Additional procedures added to the Critical Visitor Protocol include: (i) visitors who are in the office for less than two hours will not be permitted to use a Corix restroom or break facilities, (ii) visitors are now required to self-screen for COVID-19 symptoms and contact the appropriate Corix representative prior to coming onsite, and (iii) visitors may not come to a Corix facility if they have been in contact with someone who has been confirmed or is suspected to have a positive case of COVID-19. We will continue to update all COVID-19 precautionary policies and procedures as necessary.
- ***Self-Screening Policy*** – In order to help protect the health and safety of our employees, the public and the communities we serve, the Company has formalized a self-screening policy for employees who are not working remotely exclusively. This policy provides



Tennessee
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guidance for employees on how to screen themselves for symptoms of COVID-19 prior to starting the workday. If an employee goes through the screening process and is found to have potential COVID-19 symptoms, the employee is to contact Human Resources and remain at home. This policy has been formalized to ensure we are doing our part to reduce potential exposure to our employees and the public.

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