Electronically Filed in TPUC Docket Room on May 19, 2020 at 12:43 p.m.

May 19, 2020

Chair Robin L. Morrison
Tennessee Public Utilities Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243-0001

20-00047

Dear Chair Morrison:

Piedmont Natural Company, Inc. ("Piedmont") hereby files its ongoing response to the Tennessee Public Utilities Commission's ("TPUC") Ongoing Request For Information Related to Measures Taken During The Coronavirus COVID-19 Public Health Emergency. Our response is being filed electronically at TPUC.DocketRoom@tn.gov as directed.

Piedmont continues to serve customers with safe and reliable natural gas service in the manner explained in prior responses, most specifically detailed in our response dated March 24, 2020. There have been no changes to the measures taken by Piedmont to relieve the burden on customers caused by this pandemic. We continue to focus on the health and safety of our customers, employees, and the general public. Many non-essential tasks remain deferred to limit contact opportunities. Employees continue to work from home as practicable. However, effective May 18, 2020, Company employees began entering customers' homes upon request to repair appliances. In these circumstances, employees continue to adhere to social distancing guidelines and utilize appropriate personal protective equipment.

The Company will continue to report any significant changes in its operating procedures promptly to the TPUC. Please contact me at any time as needed.

Sincerely,

/s/ Bruce P. Barkley

Bruce P. Barkley
VP – Rates and Natural Gas Supply
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