



*Integrated Resource Management, Inc.*  
*A Privately Owned Public Utility*

P.O. Box 642  
3444 Saint Andrews Drive  
White Pine, Tennessee 37890  
Phone (Vol) 674-0828  
Facsimile (Vol) 674-2352  
Toll Free (877) 746-2910

## **Weekly Report - May 13, 2020 – May 19, 2020**

Chairman Robin L. Morrison

c/o Ectory Lawless

Tennessee Public Utility Commission

502 Deaderick Street, 4<sup>th</sup> Floor

Nashville, TN 37243-0001

Sent Via Electronic Mail (.pdf scan): [TPUC.DocketRoom@tn.gov](mailto:TPUC.DocketRoom@tn.gov)

**Re: 8<sup>th</sup> Weekly Report as per Docket # 20-00047:**

### **Operation and Maintenance Inspection Schedule**

**Pursuant to The Tennessee Public Utility Commission**

**REQUEST FOR INFORMATION RELATED TO MEASUREMENTS TAKEN  
DURING CORONOVIRUS “COVID-19” PUBLIC HEALTH EMERGENCY  
 (“O&M Schedule”)**

#### **Introduction:**

IRM Utility, Inc. (“IRM”) has accomplished the goals for the requested plan as follows.

#### **Facilitation:**

All activities in the last week have been as per plans of the Amended O&M Schedule.

#### **Education:**

A weekly education meeting was held on May 14, 2020 at 9:30 AM EST, to review the weekly updates of Governor Lee’s Executive Orders among the other documents and resources. IRM will continue to have ongoing safety meetings with the crew as this situation changes scope. Telephone communications have been in lieu of round-table meetings.

#### **IRM Response to Covid-19:**

Regarding non-routine maintenance, one emergency service call was serviced. It was a start-up and repair of a service line damaged by a structural wall construction. No overflow was experienced. The call response time was forty-five minutes.

IRM requested from the Jefferson County Emergency Management Association, an allotment of Personal Protection Equipment. No PPE has been provided by the JCEMA.

Please respond to IRM and provide information with regard to the implementation and duration of this **“REQUEST FOR INFORMATION RELATED TO MEASUREMENTS TAKEN DURING CORONOVIRUS “COVID-19” PUBLIC HEALTH EMERGENCY”**.

**Summary:**

No danger to the environment has occurred and customer's systems are functional. **NO** disconnects have occurred by IRM Utility, Inc., as a result of late pays. Also, all late fees have been waived on late paying customers. Our commercial properties are opening at a slower rate than expected. Increased maintenance calls are expected. The sudden increase in Wastewater flows will cause excessive adjustment procedures across all of the systems IRM manages.

With regard to Office Start-up, IRM Utility, Inc. has no walk-in customers. All correspondence has been via USPS Mail with the public. Office Staff of just 2 to 3 personnel abide by all requirements of office procedures for social distancing and safety precautions. Personnel meet for a few hours each week to assign work from home-based computers and record keeping. IRM is aware of the State of Tennessee guidelines on re-opening of businesses using a plan known as “Tennessee Pledge” with regard to these activities.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Jeffrey W. Cox, Sr.", with a long, sweeping horizontal line extending to the right.

Jeffrey W. Cox, Sr., LPSS,

President of **IRM** Utility, Inc.

Certified B/NS and Collection System Operator  
Microbiologist