



VIA ELECTRONIC MAIL

May 22, 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 23, 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.

AMERICAN WATER’S WORK FROM HOME DIRECTIVE EXTENDED

After looking at several factors and data points, including CDC Guidance, local conditions, and state and county mandates, Tennessee-American Water is taking a conservative path forward and extending its current work from home and essential employee directives until Labor Day. The company will continue to assess this date and adapt as the situation develops.

We believe this is the right approach to help protect our essential employees, allowing them to continue performing critical work without increasing the risk of spreading the virus.



Current Directives

American Water has established clear priorities across our organization focused in three areas:

- The first is the care and safety of our employees and their families
- The second is the safety of our customers and the communities we serve
- The third is the execution of our preparedness plans so we can continue to provide essential services and help our communities get through this health emergency

As indicated above, we will maintain our remote work from home directive, for those who can, through Labor Day. The company is also maintaining the following directives in an effort to continue to keep employees, customers and the communities we serve safe:

- Maintaining our current business travel and external meeting ban.
- Suspending all non-emergency, in-home appointments and limiting the amount and nature of contact with customers during field appointments.
- One employee per vehicle, when possible.
- Company crews remain hard at work - we continue to follow social distancing recommendations issued by the Centers for Disease Control and Prevention.
 - Tennessee American-Water has applied social distancing magnets to our work vehicles and have work site signage that emphasizes keeping at least six feet between our employees and the general public.

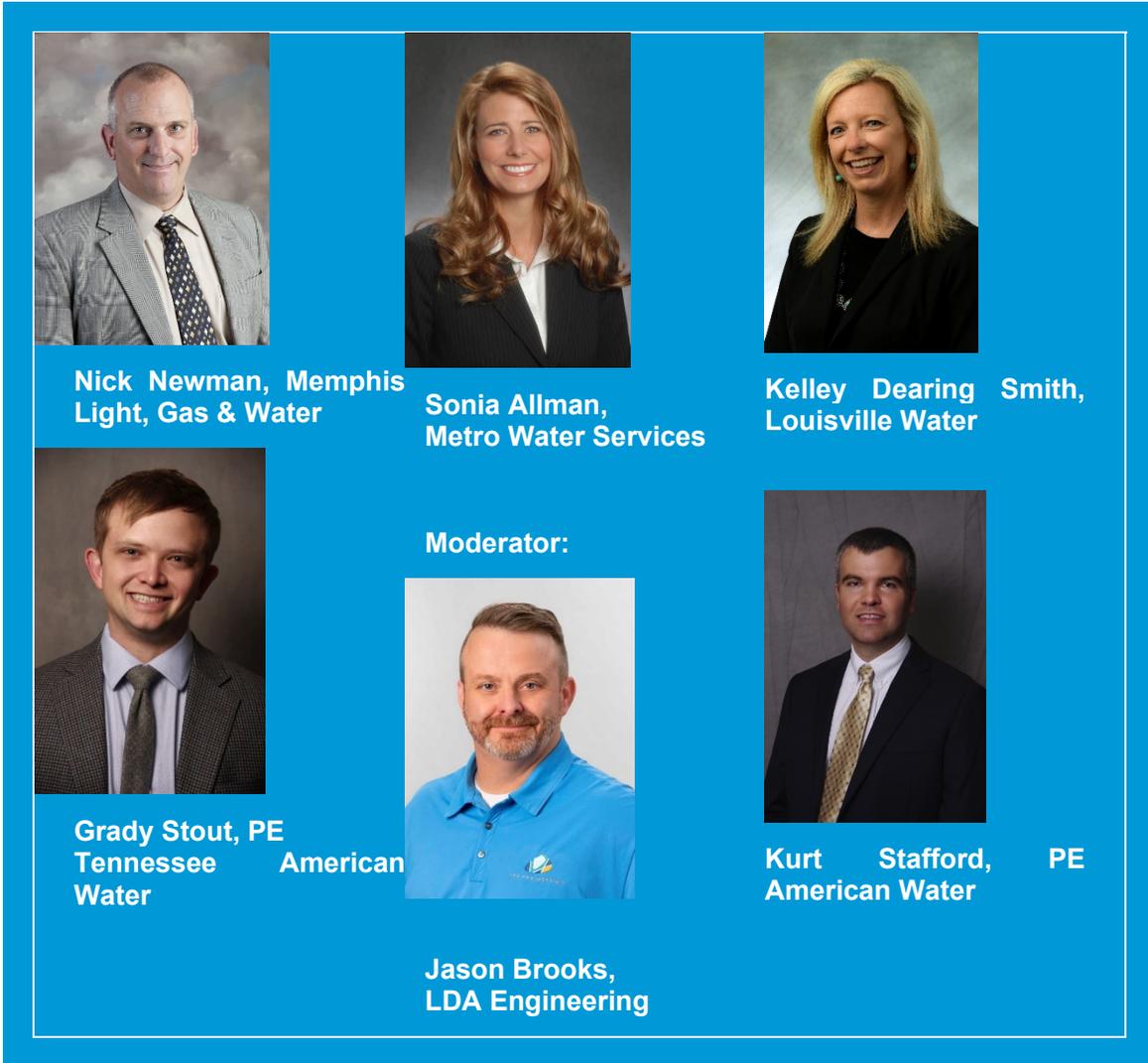
Pulse Surveys

American Water closed its second pulse survey this week. Currently, we are working through the data collected. The second pulse survey garnered significant engagement with more than 4,300 employees responding.



TENNESSEE AMERICAN WATER ENGINEER PARTICIPATES IN WEBINAR

The American Water Works Association KY-TN Section hosted a webinar on the “Impacts of COVID-19 on KY & TN Drinking Water Utilities.” Tennessee-American Water Engineering Manager, Grady Stout, and Southeast Division Director of Engineering, Kurt Stafford, participated in the panel discussion. Some of the topics discussed included the challenges of quickly setting up remote work stations for workers, the importance of communication with employees and customers, and measures put in place to keep their essential workers safe.



A blue-bordered panel containing six professional headshots of speakers and a moderator. The speakers are arranged in two rows. The top row includes Nick Newman, Sonia Allman, and Kelley Dearing Smith. The bottom row includes Grady Stout, Jason Brooks (labeled as Moderator), and Kurt Stafford.

Nick Newman, Memphis Light, Gas & Water

Sonia Allman, Metro Water Services

Kelley Dearing Smith, Louisville Water

Moderator:

Grady Stout, PE Tennessee American Water

Jason Brooks, LDA Engineering

Kurt Stafford, PE American Water

CONTINUED LARGE BUILDING FLUSHING MESSAGING

Tennessee-American Water continues to encourage large building owners and operators to adopt a proactive approach that includes proper flushing procedures, adjustment of hot water temperature, and proper maintenance of building plumbing and heating/cooling systems. Below please find some examples of assets being used promote building flushing on various social media platforms:





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