

# BAKER DONELSON

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May 26, 2020

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

VIA EMAIL

20-00047

**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 ninth 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 20, 2020

**RE: COVID-19 Response – Update #11**

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this eleventh update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated May 13, 2020. Below you will find several actions the Company has taken since our last update:

- ***Continued Adherence to Updated Policies and Procedures*** – As the COVID-19 crisis continues to evolve, the Company continues following updated policies and procedures enacted to help protect the health and safety of our employees and the communities we serve while meeting our commitment of providing reliable service. Several policies include:
  - *Emergency Remote Work Policy* – Our office-based personnel continue to work remotely to protect employee health.
  - *Customer Premise Entry Policy* – Our operations personnel will not enter a customer’s premise until assessments on alternative solutions to essential activities within a customer’s premise are necessary under this policy. Entrance with proper Personal Protective Equipment (PPE) is the last resort if essential activities have to be completed and there are no alternative measures that can be taken.
  - *Physical Distancing Scheduling* - Our operations personnel continue to operate under physical distancing schedules that limit employee contact with one another while performing plant and systems operations and maintenance tasks; our office-based personnel continue to work remotely under the Company’s Remote Work Policy.
  - *Multiple Employee Tasks* – The Company has developed instructions for operations staff on how to complete routine tasks that require two employees to perform them while maintaining proper physical distancing and appropriate use of PPE.
  - *Updated PPE Guidance* – The Company is working to ensure its staff has access to use needed PPE to limit possible transmission of COVID-19. PPE guidance includes gloves, hand sanitizer, cloth masks, surgical masks, KN95 masks and disinfecting wipes.



Tennessee  
Water Service™

- *Vehicle Maintenance Guidance* – Guidance has been issued to operations personnel regarding how to handle any maintenance that needs to be done to vehicles while preventing close contact with service providers. Maintaining proper care of fleet vehicles ensures our vehicles continue to remain safe for our employees' use.
- *Critical Contractor/Visitor Policy* – The Company has communicated guidance to its critical visitors and contractors regarding expectations around physical distancing with Company employees while performing services for the Company and self-screening prior to entering a Corix owned facility.
- *Self-Screening Policy* – A formal policy has been instituted providing Corix employees guidance on self-screening for COVID-19 symptoms prior to entering any Corix facility. If symptoms are present, an employee is to contact Corix Human Resources and remain at home.

We will continue to take all necessary precautions to protect the health and safety of our employees and the communities we serve throughout the remainder of the COVID-19 crisis. Adherence to the policies and procedures listed above reflects the Company's "Safety First" culture.

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

Sincerely,

Donald Denton  
President, Atlantic Business Unit  
Corix Regulated Utilities