



May 26, 2020

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

Re: Docket Number 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](mailto: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. Effective May 18, 2020, Company employees began entering customers' homes upon request to repair appliances. In these circumstances, employees observe social distancing guidelines and utilize appropriate personal protective equipment.

Piedmont is monitoring conditions that will allow a return to more normal operating procedures but has decided not to begin service disconnections immediately upon expiration of the state of emergency. The Company has begun to contact customers with past due balances to offer flexible deferred payment arrangements in order to avoid future disconnection of service. The Company will also send informational emails to its residential and small general service customers to raise awareness of payment arrangement options. 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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