



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

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## **Weekly Report - May 20, 2020 - May 26, 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: 9<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 21, 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. Site meetings have been made with respect to the requirements of the "Tennessee Pledge".

**IRM Response to Covid-19:**

Regarding non-routine maintenance, three emergency service calls were serviced. One was a septic tank that required pumping due to heavy grease accumulation. It was pumped by a Tennessee Licensed Pumper. One was an alarm condition which was found to be a leak within the pump tank that was serviced within 12 hours. One was a leak caused by a faulty coupling connection of a service connect that was noticed. The small leak was serviced within 8 hours. No overflow was experienced.

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

**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 rapidly now that vacations are occurring. Increased maintenance calls are expected. The sudden increase in Wastewater flows have caused 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.

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"**.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Jeffrey W. Cox, Sr.", is written over a large, faint, circular watermark or stamp.

Jeffrey W. Cox, Sr., LPSS,  
President of **IRM** Utility, Inc.  
Certified B/NS and Collection System Operator  
Microbiologist