



May 29, 2020

Hon. Robin Morrison  
Chair  
c/o Ectory Lawless, Dockets & Records Manager  
Tennessee Public Utility Commission  
Andrew Jackson State Office Building  
502 Deaderick Street, 4<sup>th</sup> 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 30, 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.

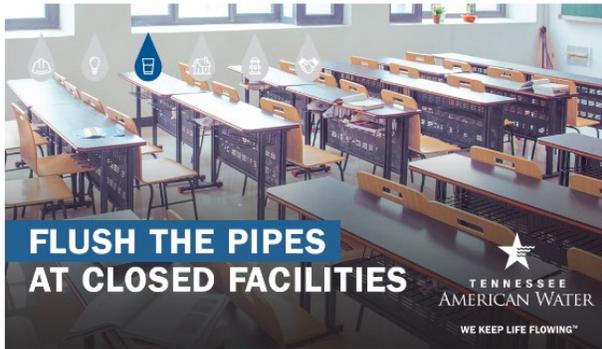
### **American Water Work-From-Home Directive**

Tennessee-American Water is taking a conservative path forward and will continue its work-from-home and essential employee directives through September 7. The company will continue to assess this date and adapt as the situation develops. Because of job requirements, some employees who work from home come into the office from time-to-time following local facility guidance. That will continue, as we are doing what we need to do to keep our essential business going.

### **Continued Building Flushing - Customer Messaging**

Tennessee-American Water building flushing reminders continue as states and businesses begin to reopen. In a proactive effort, we are also sending flushing messages to our non-residential customers via email blast. Below please find an example of a customer email. Building flushing messaging continues to be pushed on all Tennessee-American Water digital platforms.

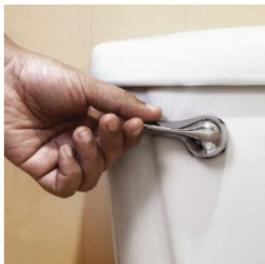
Tennessee-American Water also produced an educational video about why we flush the drinking water system and why it is important to do so. The video may be viewed at this link on our YouTube site, <https://www.youtube.com/watch?v=mNT54Zp3vh0>



As buildings reopen, businesses, school districts and property management teams will begin the process of restarting building systems that have been dormant for a significant amount of time. Building owners and operators are encouraged 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.

#### WHO SHOULD FLUSH

Facilities, schools or any buildings that have been dormant or closed for extended periods.



#### WHY TO FLUSH

Proper flushing of plumbing before reoccupying these buildings is essential to maintain water quality in the internal plumbing system and will help make sure water systems and equipment are in working order. Extended periods of inactivity can cause lead leaching or legionella growth. Taking proper steps can help minimize potential exposure to both these contaminants.

#### HOW TO FLUSH

The general purpose of flushing is to bring fresh water into all sections of the building. This requires running water through all fixtures long enough to replace stagnant water. The time needed to complete this will be location-specific and may range from a few minutes for smaller buildings to more than 30 minutes for larger or more complex plumbing systems. Consider the size and layout of your building when thinking about how long is appropriate to flush. Water quality indicators such as temperature change may be used, where possible, to indicate that fresh water has reached all fixtures within the plumbing system. When performing a flush, remember to continually monitor the facilities to avoid damage from leaks or flooding. Open fixtures should be monitored; obtain professional help where needed.

After bringing fresh water into the building, it is important to flush individual fixtures. The following is provided as a general guidance of flush times for water through different types of fixtures:

- **Toilets:** Flush at least twice.
- **Faucets:** Run both hot and cold water at full flow for at least 2 minutes. Longer times may be needed depending on location.
- **Showers:** Run both hot and cold water at full flow for at least 2 minutes. Longer times may be needed depending on location.
- **Other Appliances/Apparatus:** We recommend flushing other appliances and apparatus thoroughly, at full flow, bringing fresh water into the system. If you have an appliance such as a refrigerator or ice maker that has a filter, follow manufacturer's instructions to replace water filters after completion of flushing.

#### WHEN TO FLUSH

Flushing should be performed biweekly while the building is closed and the days immediately prior to opening.

#### FOR MORE INFORMATION

For more information, download our [Flushing Fact Sheet](#). You may also contact the U.S. Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791 or visit:

- [Centers for Disease Control – Guidance for Building Water System](#)
- [U.S. Environmental Protection Agency – Flushing Best Practices](#)
- [American Water Works Association – Shutoffs and Return to Service](#)



## American Water's Bruce Hauk to Participate in NAWC Webinar & Valoria Armstrong to Co-moderate NUDC Roundtable



Bruce Hauk, president, regulated operations and Military Services Group, will be participating in the next National Association of Water Companies (NAWC) webinar: **Keeping the Water Flowing: Water Industry Successes & Challenges During COVID-19.**

The webinar will take place on Thursday, May 28th at 2:00 p.m. EDT.



Hauk will discuss customer communications during the current public health emergency. He will focus on the messaging and methods used by American Water to communicate and assist our customers during the COVID-19 health emergency. He will also touch on the importance of maintaining communications with elected officials, regulators and employees.

Additional topics to be discussed during the webinar include:

- Facts and Myths about Water and COVID-19
- Worker Safety & Protocols for Reopening
- Unique Challenges of Small Water Companies During COVID-19

Register for the webinar using this link: <https://my.demio.com/ref/1bjPALghFRQuc128>



On May 28th, Valoria Armstrong, Vice President, National Government & Regulatory Affairs will co-moderate a Roundtable Session with The Honorable Sally Talberg of the Michigan Public Service Commission - "What Will the Industry Look Like" during the National Utilities Diversity Council's Chicago Virtual Convening. The discussion will include thought leaders from the Diversity & Inclusion space. The discussion will focus on communication, recruitment, succession planning and employee flexibility during COVID-19.

### **Transition to Virtual Meeting & Conferences**

With NARUC conferences and regional conferences being canceled and/or now being held virtually, American Water is monitoring the current meetings/conferences landscape. All regulatory conferences appear to be going virtual for the summer. The company is working diligently to continue active participation and collaborative discussions on policy issues in this new virtual conference world.

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](mailto:darlene.williams@amwater.com).

Respectfully submitted,

A handwritten signature in black ink that reads "Darlene Williams".

Darlene Williams  
President  
Tennessee American Water