

BAKER DONELSON

BAKER, DONELSON, BEARMAN, CALDWELL & BERKOWITZ, PC
633 CHESTNUT STREET · SUITE 1900 · CHATTANOOGA, TENNESSEE 37450
423.756.2010 · bakerdonelson.com

RYAN A. FREEMAN, ASSOCIATE
Direct Dial: 423.209.4181
E-Mail Address: rfreeman@bakerdonelson.com

20-00047

June 1, 2020

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

VIA EMAIL

**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 tenth 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 28, 2020

RE: COVID-19 Response – Update #12

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this twelfth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated May 20, 2020. Below you will find several actions the Company has taken since our last update:

- **Phased Re-Opening Planning** – As businesses begin to reopen, the Company continues to develop phased re-opening plans for each of our office locations. As guidance is provided in each jurisdiction, the Company will make decisions by using an evidence-based approach aimed at protecting the health and safety of our employees and the communities we serve. Decisions on when to return will be made by the jurisdiction’s local business leaders, the Company’s Incident Command team and the Company’s executive management team. Unique re-opening plans will be developed for each office location prior to re-opening and the Company will work to ensure our employees understand the precautions that need to be taken to protect them.
- **Contact Center Planning** – Since the institution of the Company’s Emergency Remote Work Policy, our Customer Service Representatives (CSRs) have continued to operate effectively. Although our CSRs have continued providing great service during the COVID-19 crisis, the Company predicts an increase in call volume from customers as operations begin to return to normal. In preparation for the potential increase in call volume, the Company is preparing an augmented staffing plan to ensure we meet our commitment to providing our customers with timely assistance. The Company is also working to ensure CSRs are trained and prepared to help customers set up payment plans in accordance to applicable regulatory orders and directives.

We hope you find these continuing updates by the Company helpful and I invite you to email me at 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