



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

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## **Weekly Report - May 27, 2020 – June 2, 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: 10<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 26, 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, two emergency service calls were serviced. One was a septic tank that required pumping due to heavy grease accumulation and an internal leak in the home. It was pumped by a Tennessee Licensed Pumper that was serviced on Memorial Day weekend. The pump was damaged and replaced. Wiring was moved to a connection pedestal above ground level. The second call was an alarm condition which was found to be a tangled float switch and adjusted. Routine filter cleaning occurred during the service call. 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.", written in a cursive style.

Jeffrey W. Cox, Sr., LPSS,

President of **IRM** Utility, Inc.

Certified B/NS and Collection System Operator  
Microbiologist