



June 9, 2020

Chair Robin L. Morrison
Tennessee Public Utilities Commission
502 Deaderick Street, 4th 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 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. In response to Piedmont's update filed in this docket on June 2, 2020, the Consumer Advocate Unit of the Financial Division of the Office of the Tennessee Attorney General ("Consumer Advocate") requested that Piedmont provide a copy of (1) its correspondence with customers to offer deferred payment arrangements and (2) its proposed informational emails to its residential and small general service customers to raise awareness of payment arrangement options. The Consumer Advocate's communication expressed concern that Piedmont's outreach efforts may lead to stress and confusion for customers. Piedmont assures the Commission that is not the Company's intention. Payment arrangements are intended to reduce stress for customers by addressing outstanding balances over time and free of interest charges.



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Concerning part one of the Consumer Advocate's request, Piedmont sent a link via text message to certain customers that provided the option of establishing a deferred payment arrangement. Piedmont will provide copies of screen shots to illustrate this process from the customer's perspective in this docket no later than its next update planned for June 16, 2020. The informational email requested in the second part of the Consumer Advocate's request has not yet been finalized. Upon completion, a copy will be provided to the Commission in this docket.

Please contact me at any time as needed.

Sincerely,

/s/ Bruce P. Barkley

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