



**VIA ELECTRONIC MAIL**

June 12, 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 June 13, 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.

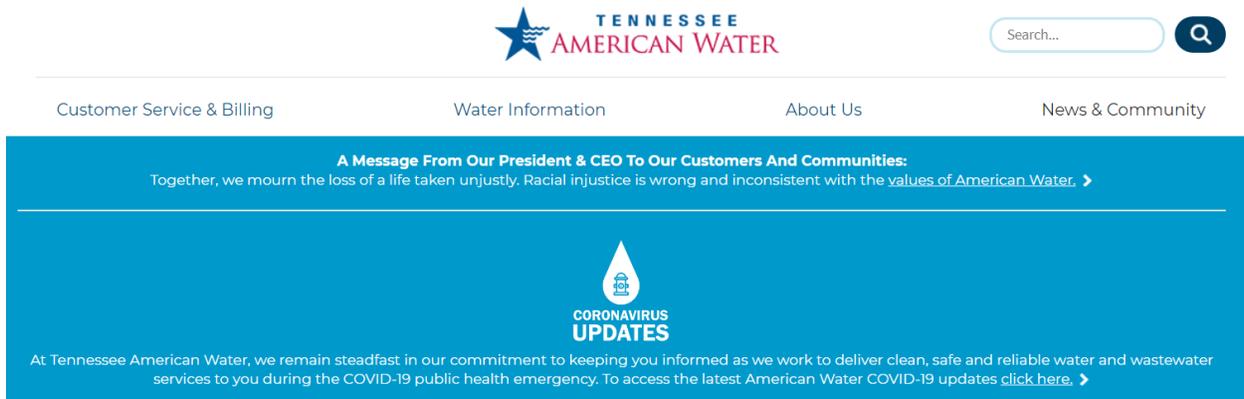
The current health emergency is a fast-moving event and we continue to assess, evolve, adapt and execute on our daily operations.

We welcome the opportunity to continue to inform you of the measures we are taking to assist our customers, employees, and communities.

**Video/Open Letter from American Water to Customers and Communities on Recent Events**

American Water posted a video from President and CEO, Walter Lynch, addressing the recent national events related to the tragic death of George Floyd and the company’s commitment to Inclusion & Diversity. The open letter below was also issued to customers via direct email blast and posted on our website, [tennesseamwater.com](http://tennesseamwater.com).

**Example Website Post - Click Image to go to Website:**



**Example Video/Webpage Post – Click Image to go to Video/Webpage:**



**Social Media Communications from American Water on Recent Events**

Social media assets were also produced addressing the recent national events and posted on social media platforms. Please see examples below.



We encourage, honor, and celebrate differences in our employees, including race or ethnicity. Inclusion and diversity of ideas, thoughts and experiences are vital to our culture and the way we do business.



As a company, we have been deeply moved by the recent tragedies that are a reminder of the racial disparity that exists in our country. Racial injustice is wrong and inconsistent with the values of our company. We are all different, and that's a beautiful thing. Our diversity is our strength and should not be used to divide us. While much work remains to be done to address systemic racism, American Water is committed to listening, learning and doing our part to contribute to a more just and inclusive and beautifully different society.



## COVID-19

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

Tennessee-American Water continues its conservative path forward maintaining 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.

### **Essential Workers: Photos of Chattanooga Crews At Work**

Tennessee-American Water employees were featured on the *Chattanooga Times Free Press* website [gallery](#) of essential worker photos.





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 L. Williams". The signature is written in a cursive, flowing style.

Darlene Williams  
President  
Tennessee American Water

