

# BAKER DONELSON

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June 15, 2020

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

VIA EMAIL

20-00047

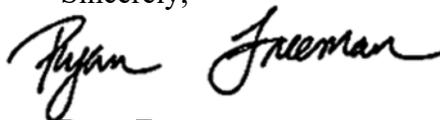
**Re: Ongoing Request for Information Related to Measures Taken During the  
Coronavirus COVID-19 Public Health Emergency**

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 eleventh 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



June 11, 2020

**RE: COVID-19 Response – Update #13**

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this thirteenth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated May 28, 2020. Below you will find several actions the Company has taken since our last update:

- **Customer Payment Arrangement Planning** – In preparation for an expected increase in customers who need to setup deferred payment arrangements, the Company has prioritized planning the implementation of payment arrangements in accordance with applicable regulatory orders and directives. Customer Service Representatives are being trained to ensure they are prepared to help our customers setup payment arrangements. As our plans are completed, we will communicate to our customers through various channels to ensure all customers are aware of our plans and willingness to work with them.
- **Phased Re-Opening Planning** – As jurisdictions begin to re-open, the Company continues to monitor the number of confirmed COVID-19 cases in each jurisdiction to determine the impact of loosened movement restrictions. Before deciding to re-open any office location or operations facility, the Company will ensure that there has not been an increase in the COVID-19 transmission rate in the specific jurisdiction. The Company is taking this approach to protect the health and safety of our employees and the communities we serve. The Company’s Incident Command Team continues to work with each jurisdiction to develop an appropriate phased re-opening plan in preparation for re-opening once it is deemed safe.

We hope you find these continuing updates by the Company helpful and I invite you to email me at [Donald.Denton@corix.com](mailto: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