



**VIA ELECTRONIC MAIL**

June 19, 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 20, 2020, in response to the Commission’s Ongoing Request for Information Related to Measures Taken During the Coronavirus COVID-19 Public Health Emergency.

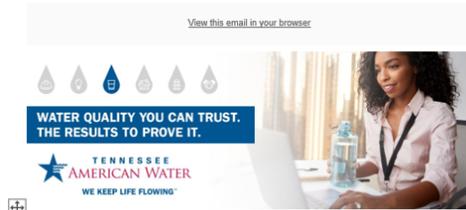
At Tennessee-American Water our employees work hard every day to deliver clean, safe, reliable, and affordable water services because our customers deserve nothing less. The emergency operational and response measures detailed in our earlier filings are ongoing.

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.

**Email to customers about water quality**

Customers were sent an email this week with information about water quality. The mail reassures customers that water quality has not been affected by COVID-19, how Tennessee American Water meets or surpasses current water quality standards, and how customers can access the 2019 annual water quality report.



Having access to safe, clean water is something that can be easily taken for granted. At Tennessee American Water, our top priority is providing safe, reliable drinking water to approximately 380,000 people.

**WATER QUALITY NOT AFFECTED BY COVID-19**

According to the U.S. Environmental Protection Agency, Centers for Disease Control and Prevention and the World Health Organization, the COVID-19 virus has not been detected in drinking water supplies. Our current treatment processes are effective in removing and/or inactivating viruses. Please know that you can use and drink water from the tap as usual.



Tennessee American Water meets or surpasses standards for water quality, and has earned the Director's Award from the **Partnership for Safe Water** for the 20<sup>th</sup> consecutive year.

The *Partnership* is a voluntary effort between six drinking water organizations and recognizes utilities for their long-term commitment to optimizing operations, achieving outstanding performance, and protecting the environment and public health. Tennessee American Water is one of eight

utilities out of Tennessee's approximately 485 public water systems that participate in the *Partnership's* treatment plant optimization program.

**ABOUT YOUR WATER QUALITY**

While coronavirus may be top of mind right now, at Tennessee American Water we continue our typical operations to provide quality water to our customers by doing the following:



- Adhering to rigorous requirements to safeguard customers.
- Conduct 82,000 tests for 148 potential substances annually.
- Meeting or surpassing all state and federal standards.

**REVIEW YOUR LOCAL REPORT**

Every year, in compliance with federal and state regulations, Tennessee American Water issues a water quality report, also known as a consumer confidence report. It provides details about the source and quality of your drinking water, using data from water-quality testing conducted between January and December 2019. [Click here](#) to find your local system's report.

We hope you find this email useful and informative. You can also receive important information on our [website](#) or on [Facebook](#), [Twitter](#), [Instagram](#) and [YouTube](#).

For information on our pandemic preparedness and response, as well as customer service options, visit [www.tennesseeamwater.com](http://www.tennesseeamwater.com).

**American Water "PRIDE in the workplace" podcast**



Pride Month celebrates the impact that LGBTQ+ individuals, allies, and advocates have had on history in the U.S. and around the globe. On Tuesday, June 16, American Water held an internal podcast where employees discussed and explored how we can be better allies for the LGBTQ+ community in and outside of the workplace.



Panelists from across the company participated including American Water Inclusion & Diversity Champions and members of the American Water Inclusion & Diversity Council.

Employees were invited to participate in an open and respectful conversation, sharing feelings, thoughts, concerns, and questions, as well as thoughts on how we can continue to work together to help provide a work environment that respects the worth and dignity of every employee, is free from harassment, and where everyone feels a sense of belonging and can bring their whole self to work.

## **COVID-19**

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

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.

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,



Darlene Williams

President

Tennessee American Water