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June 22, 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 twelfth 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 19, 2020

RE: COVID-19 Response – Update #14

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this fourteenth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated June 11, 2020. Below you will find several actions the Company has taken since our last update:

- **Regular Customer Communications** – As a Company, we continue to prioritize frequent communication with our customers. We will send our fifth customer communication this week to provide updates on the Company’s latest efforts to safely provide water, wastewater and energy services to our customers during this crisis. We will also reiterate the Company’s plans to provide deferred payment arrangements for customers experiencing financial hardships. This communication will be sent to customers via email, be posted on our websites, social media platforms and MyUtilityConnect. In addition to this direct customer communication, we continue to provide frequent updates on our websites and social media platforms.
- **Continued Adherence to Updated Policies** – As local jurisdictions begin to re-open, we continue to stress the importance of adhering to the Company’s updated operations policies and procedures in order to protect the health and safety of our employees and the communities we serve. Our Incident Command Team continues to monitor the impact re-opening businesses and recreational venues has on the rate of COVID-19 transmission to determine when steps toward normalization of our operations can be safely taken. The Company will continue to prioritize the health and safety of our employees and the communities we serve when making these decisions.

We hope you find these continuing updates by the Company helpful and I invite you to email me at 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