



June 23, 2020

Chair Robin L. Morrison  
Tennessee Public Utilities Commission  
502 Deaderick Street, 4<sup>th</sup> 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](mailto: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. Employees continue to work from home as practicable. In circumstances where employees interface with customers or the public, they observe social distancing guidelines and utilize appropriate personal protective equipment. Piedmont's public facing Operations and Field Customer Service teams have generally returned to operating in a normal manner with the primary exception being the ongoing moratorium associated with the disconnection of natural gas service.

In response to Piedmont's update filed in this docket on June 16, 2020, the Consumer Advocate Unit of the Financial Division of the Office of the Tennessee Attorney General ("Consumer Advocate") provided comments and requests to Piedmont on June 19, 2020 concerning deferred payment arrangements. The Company notes for the Commission's information that its offer to establish payment arrangements electronically is voluntary. It does not reference disconnection of natural gas service if customers do not choose to pursue this option or if customers default on a payment arrangement that they voluntarily select and execute. Piedmont does not believe its communication is confusing. Further, Piedmont's customer service representatives are available at the phone number displayed on its website and monthly bills to assist customers with questions concerning payment arrangements or who are not comfortable executing a payment arrangement in response to a text message or email.



June 23, 2020  
Docket Number 20-00047  
Page 2 of 2

Please contact me at any time as needed.

Sincerely,

A handwritten signature in black ink that reads "Bruce Barkley".

Bruce P. Barkley  
VP – Rates and Natural Gas Supply  
704.731.4699  
[bruce.barkley@duke-energy.com](mailto:bruce.barkley@duke-energy.com)