



Robin L. Morrison, Chairman
Tennessee Public Utility Commission
4th Floor, Andrew Jackson State Office Bldg
502 Deaderick Street
Nashville, Tennessee 37243

RE: 2020-00047_Response to Notice of Special Commission Conference

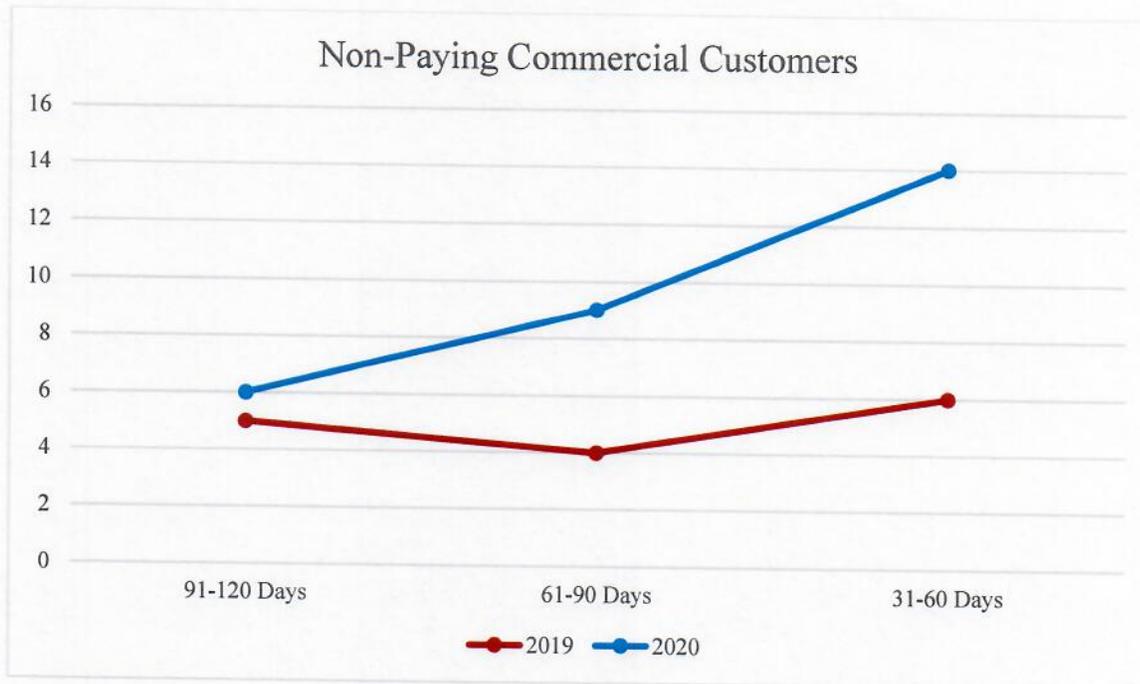
Dear Chairman Morrison:

At this time Navitas TN NG would like to provide this customer non-payment data for the Commission's use. In order to better understand the effects of COVID-19 and the Commission's March 31, 2020 Order under Docket No. 20-00047, Navitas has compiled data reflecting non-paying customers with past due balances extending from March through May of the years 2019 and 2020.

Our main concern is the dramatic increase in non-payment by commercial customers. As a small utility serving rural communities, Navitas TN is concerned that we can not sustain the current prohibition of disconnection for non-payment procedure through the winter months. Should the Commission conclude that it is necessary to continue the current procedure whereby all disconnections for non-payment are prohibited, Navitas TN requests that the Commission establish a resolution for how small utilities can be sustained through the winter months by October 1, 2020.

Navitas TN sincerely hopes that the data we have provided is useful to the Commission going forward.

COMMERCIAL CUSTOMERS



*The number represented in the vertical axis reflects the individual customer.

From 2019 to 2020 there was an increase of 1.21% of approximately 30 days past due commercial customers.

From 2019 to 2020 there was an increase of 5.49% of approximately 60 days past due commercial customers.

From 2019 to 2020 there was an increase of 8.77% of approximately 90 days past due commercial customers.

RESIDENTIAL CUSTOMERS



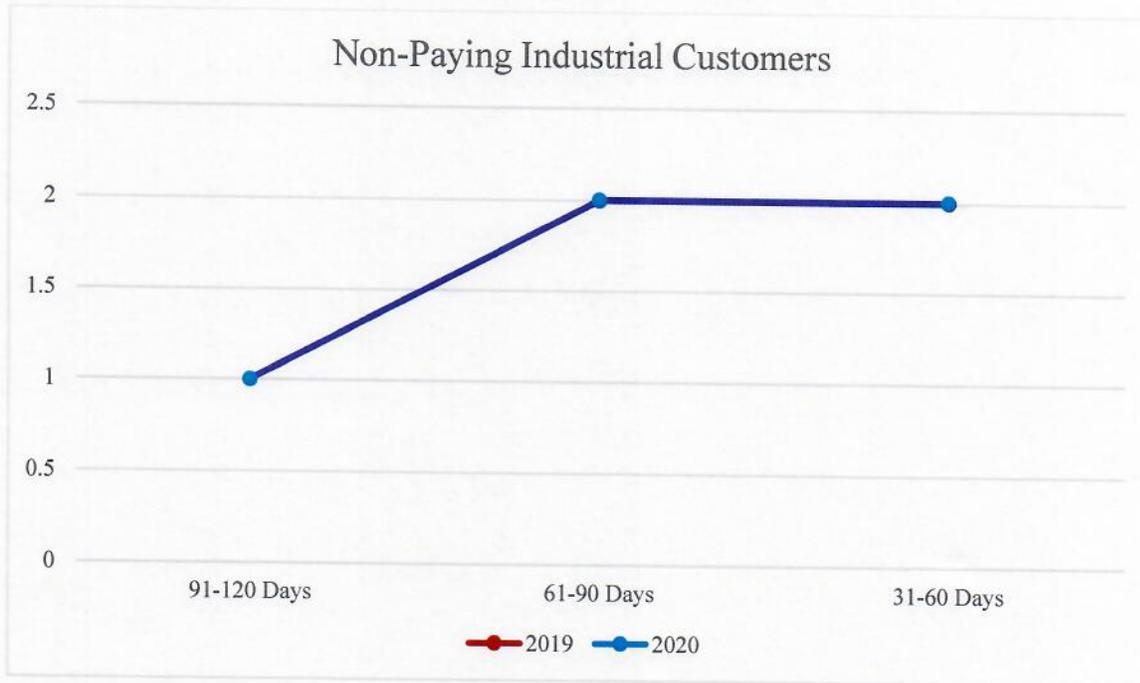
*The number represented in the vertical axis reflects the individual customer.

From 2019 to 2020 there was an increase of 0.34% of approximately 30 days past due residential customers.

From 2019 to 2020 there was an increase of 0.99% of approximately 60 days past due residential customers.

From 2019 to 2020 there was an increase of 0.37% of approximately 90 days past due residential customers.

INDUSTRIAL CUSTOMERS



*The number represented in the vertical axis reflects the individual customer.

From 2019 to 2020 there was no increase or decrease for approximately 30, 60, or 90 days past due industrial customers.