

June 30, 2020

Name

Address 1

Address 2

City, State Zip

Re: Docket No. 20-00047, *Emergency Petition to Suspend Service filed by the Consumer Advocate Unit of the Financial Division of the Office of the Tennessee Attorney General*

Dear Counsel:

To assist the Commission in its evaluation of the financial impacts of the COVID-19 pandemic and the Commission's related moratorium on customer disconnects for nonpayment issued in TPUC Docket No. 20-00047 on March 31, 2020, please provide responses to the following:

1. Should the moratorium on disconnects for nonpayment be lifted? If the moratorium should not be lifted at this time, when should the moratorium be lifted? Please explain your answer.
2. Did you continue to accrue late charges for delinquent accounts during the moratorium period?
3. Should late charges accrued during the moratorium period be billed to delinquent customers once the moratorium is lifted?
4. If late charges accrued during the moratorium period are not collected from delinquent customers, do you plan to seek recovery of such charges from customers through other means? If so, please describe the mechanism you propose to recover late charges accrued during the moratorium period.
5. For each customer class, please provide the (i) total number, (ii) aggregate amount excluding late charges, (iii) aggregate amount of accrued late charges, and (iv) average days overdue of delinquent accounts for each month beginning January 2020 through the most recent month the information is available at the time of your response.
6. For each customer class, please provide the aggregate amount of delinquent customer accounts written off to bad debt expense for each month beginning January 2020 through the most recent month the information is available at the time of your response.
7. In the event the moratorium on customer disconnects for nonpayment is lifted, please describe the process you propose to use to commence disconnections for nonpayment. Notwithstanding current Commission rules and company tariffs, please include in your description the length of customer notice that should be given prior to disconnection of service, as well as availability of customer service representatives to address customer concerns or complaints regarding disconnection or potential disconnection of their service.
8. In the event the moratorium is lifted and the customer is unable to promptly pay overdue amounts to bring their account current within a reasonable notice period, please describe the programs, arrangements, or payment plans, if any, that you would propose to permit

customers to maintain their service while paying past due balances over a reasonable time. Please state whether you would propose to apply late charges, or assess interest charges, on the unpaid balances of such arrangements provided the customer is keeping their payments current.

Please provide all responses no later than 4:00 p.m., July 15, 2020. Responses may be filed electronically at tpuc.docketroom@tn.gov with one hardcopy mailed to the Docket Manager at the Tennessee Public Utility Commission, 502 Deaderick Street, 4th Floor, Nashville, Tennessee 37243.

Should you have questions regarding any requested item, please contact me at David.Foster@tn.gov or by phone at (615) 770-6884 or Joe Shirley at Joe.Shirley@tn.gov or by phone at 615-770-6888. Thank you for your prompt attention to this matter.

Sincerely,

David Foster

David Foster
Director of Utilities

Tennessee Public Utility Commission List of Electric, Gas, Waste Water, and Water Utilities

Electric

Electric	Appalachian Power Company
Electric	Entergy Arkansas, LLC
Electric	Kentucky Utilities Company
Electric	Kingsport Power Company

4

Gas

Gas	Atmos Energy Corporation
Gas	B&W Pipeline, LLC
Gas	Chattanooga Gas Company
Gas	Counce Natural Gas
Gas	General Gas Pipeline, LLC
Gas	Navitas TN NG, LLC.
Gas	Piedmont Natural Gas Co.
Gas	Renewco-Meadow Branch, LLC

8

WasteWater

WasteWater	Aqua Green Utility Inc.
WasteWater	Aqua Utilities Company, Inc.
WasteWater	Berry's Chapel Utility, Inc.
WasteWater	Cartwright Creek, LLC
WasteWater	Cumberland Basin Wastewater Systems, LLC
WasteWater	DSH & Associates, L.L.C.
WasteWater	Greenville Sewage, LLC
WasteWater	Integrated Resource Management, Inc.
WasteWater	Old Hickory Water, LLC
WasteWater	Shiloh Falls Utilities, Inc.
WasteWater	Superior Wastewater Systems, LLC
WasteWater	Tennessee Wastewater Systems, Inc.

12

Water

Water	Aqua Utilities Company, Inc.
Water	Condo Villas of Gatlinburg Association, Inc.
Water	Newport Resort Water System
Water	Old Hickory Water, LLC
Water	Shiloh Falls Utilities, Inc.

Tennessee Public Utility Commission List of Electric, Gas, Waste Water, and Water Utilities

Water	Tennessee Water Service, Inc.
Water	Tennessee-American Water Company

7
31