



VIA ELECTRONIC MAIL

July 2, 2020

Hon. Robin Morrison
Chair
c/o Ectory Lawless, Dockets & Records Manager
Tennessee Public Utility Commission
Andrew Jackson State Office Building
502 Deaderick Street, 4th 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 July 4, 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.

Employee & Customer Safety – Coronavirus and Service Appointments

At Tennessee-American Water, the health and safety of our customers, communities and employees is our top priority. We provide essential services that are critically important. Much like many other companies in the U.S. and across the globe, Tennessee-American Water has established preparedness plans. We have also developed a field service representative customer hand out with Spanish translation. The intent communication/is to inform the customer while limiting engagement and keeping our FSRs safe while working.



At American Water, the health and safety of our customers, communities and employees is our top priority. We provide essential services that are critically important. Much like many other companies in the U.S. and across the globe, American Water has established pandemic preparedness plans.

As part of that plan, American Water continues to monitor situational updates provided by the Center for Disease Control and Prevention (CDC), World Health Organization and other state and federal organizations. We continue to evaluate the situation and latest developments to determine how we can adopt and amend measures, as necessary, to support our employees, customers and the communities we serve.

TAKING MEASURES TO HELP AVOID THE SPREAD OF CORONAVIRUS

American Water has been focused on two high priorities to avoid spread of COVID-19 — the health and safety of our employees and the health and safety of our customers. When we do need to complete essential work at a customer's property, we try to limit the amount of contact with customers during field appointments.

BEFORE ENTERING A HOME OR BUSINESS

In an effort to minimize the risk of exposure to COVID-19, our employees ask several questions prior to entering your home/business. Please take a few moments to answer these questions.

- Has anyone in the home or business been diagnosed with or presumed to have COVID-19 within the past 30 days?
- Is anyone in the home or business currently ill or experiencing flu-like symptoms?
- Is anyone in the home self-quarantined or self-monitoring for COVID-19 within the past 14 days?

- Has anyone in the home or business recovered from a COVID-19 illness within the last 72 hours? Recovery is defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms.
 - Has anyone in the home or business traveled internationally or on a cruise in the past 14 days?
- You may be asked to reschedule your in-home service appointment for a later date if you answer "yes" to any of these questions or if the field service representative notices any flu-like symptoms from members of the household.

SAFETY IS OUR TOP PRIORITY: IMPORTANT STEPS WE ASK CUSTOMERS TO FOLLOW WHEN PERFORMING WORK IN YOUR HOME/BUSINESS:

- If there is a basement, crawl space or cellar door that our technician can use to gain access to where the work is being performed vs. going through the house, we are happy to do so. Please let our technician know.
- We are following the current CDC and federal recommendations about keeping at least six feet of distance from others.
- We ask that you refrain from speaking with our technicians as they perform their work and that you maintain six feet of distance. We will let you know the results of what our technician finds either through a follow-up phone call or by leaving a doorhanger for you.
- If in-person communication with the technician MUST occur, we ask that the customer and our technician wear masks during that interaction and remain at least six feet apart.
- We apologize for any inconvenience; however, we are doing all that we can to help keep employees, customers and communities safe.

For updates on our response to the COVID-19 public health emergency, visit us online at tennesseewater.com.



En American Water, la salud y seguridad de nuestros clientes, nuestras comunidades y nuestros empleados es nuestra prioridad máxima. Proporcionamos servicios esenciales que son primordiales. Al igual que muchas otras empresas en Estados Unidos y alrededor del mundo, American Water ha establecido planes de preparación para la pandemia.

Como parte de ese plan, American Water sigue monitoreando las novedades sobre la situación brindadas por los Centros para el Control y Prevención de Enfermedades, la Organización Mundial de la Salud, y otras organizaciones estatales y federales. Seguimos evaluando la situación y los acontecimientos más recientes para determinar cómo podemos adoptar y modificar las medidas, según sea necesario, para respaldar a nuestros empleados, nuestros clientes y a las comunidades en las que operamos.

TOMAR MEDIDAS PARA EVITAR LA PROPAGACIÓN DEL CORONAVIRUS

American Water se ha enfocado en dos prioridades a fin de evitar la propagación de la COVID-19: la salud y seguridad de nuestros empleados, y la salud y seguridad de nuestros clientes. Cuando debemos realizar trabajos esenciales en la propiedad de un cliente, intentamos limitar la cantidad de contacto con los clientes durante estas citas.

ANTES DE INGRESAR A UN HOGAR O UNA EMPRESA

A fin de reducir al mínimo el riesgo de exposición a COVID-19, nuestros empleados hacen varias preguntas antes de ingresar a un hogar o a una empresa. Tómese unos minutos para contestar estas preguntas.

- En los últimos 30 días, ¿se le ha diagnosticado COVID-19 a alguna persona del hogar o la empresa, o se presume que pueda estar infectada?
- ¿Está enferma actualmente o con síntomas similares a la gripe alguna persona del hogar o la empresa?
- En los últimos 14 días, ¿ha estado en aislamiento o autoobservación debido a la COVID-19 alguna persona del hogar?

- En las últimas 72 horas, ¿se ha recuperado de COVID-19 alguna persona del hogar o la empresa? Con "recuperación" se hace referencia a la desaparición de la fiebre sin utilizar medicamentos para disminuirla, y a la mejora de los síntomas respiratorios.
- En los últimos 14 días, ¿ha viajado alguna persona del hogar o de la empresa al exterior o en un crucero?

Si responde "SI" a alguna de estas preguntas, o si el representante de servicio de campo nota síntomas similares a la gripe en algún miembro del hogar, es posible que se reprogramen su cita de servicio a domicilio para más adelante.

LA SEGURIDAD ES NUESTRA PRINCIPAL PRIORIDAD: PASOS IMPORTANTES QUE LES PEDIMOS A NUESTROS CLIENTES QUE SIGAN CUANDO SE REALIZAN TRABAJOS EN SUS HOGARES/EMPRESAS:

- Si cuenta con un sótano, un espacio de arrastre debajo del piso o una bodega que nuestros técnicos puedan utilizar para acceder al lugar en el que se realizará el trabajo en vez de ingresar por la casa, con gusto haremos uso de ellos. Tenga a bien informarle a nuestro técnico.
- Nos adherimos a las recomendaciones federales y de los Centros para el Control y Prevención de Enfermedades sobre el distanciamiento de seis pies o más con otras personas.
- Le solicitamos que no hable con nuestros técnicos mientras realizan el trabajo y que mantenga seis pies de distancia. Le comunicaremos los hallazgos de nuestros técnicos ya sea mediante una llamada telefónica de seguimiento o mediante un comunicado en su puerta.
- En caso de que sea INVITABLE la comunicación en persona con el técnico, tanto el cliente como el técnico deben utilizar mascarillas durante la interacción y permanecer como mínimo a seis pies el uno del otro. Lamentamos cualquier molestia; sin embargo, estamos haciendo nuestro mayor esfuerzo por mantener a salvo a los empleados, los clientes y las comunidades.

Para obtener actualizaciones sobre nuestra respuesta ante la emergencia de salud pública de COVID-19, visítenos en línea en tennesseewater.com.

American Water Podcast - The Contributions of our Union Workforce



American Water recognizes the contributions of all our workers, our podcast focused on partnership with our unions. Over 500 employees participated in an open discussion that helped us understand the evolution of unions and the union's position on racial bias and the civil unrest that our country has experienced.

The panel included the President of the Utility Workers Union of America; our Director of Commercial Accounts, National Council of Firemen and Oilers (NCFO), 32BJ SEIU; American Water's President of Regulated Operations and Military Services Group and Vice President of Labor Relations and Community Development.

COVID-19

American Water Work-From-Home Directive

Tennessee-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.

Respectfully submitted,

A handwritten signature in black ink that reads "Darlene L. Williams". The signature is written in a cursive style.

Darlene Williams
President
Tennessee American Water

