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20-00047

July 6, 2020

TPUC Staff
Tennessee Public Utility Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243

VIA EMAIL

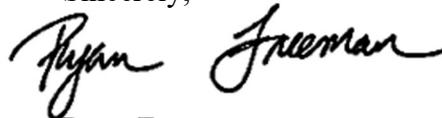
**Re: Ongoing Request for Information Related to Measures Taken During the
Coronavirus COVID-19 Public Health Emergency**

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 fourteenth 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



July 1, 2020

RE: COVID-19 Response – Update #16

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this sixteenth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated June 24, 2020. Below you will find several actions the Company has taken since our last update:

- ***Essential Business Travel Policy*** – As several of our local jurisdictions have begun to re-open, we have noticed an increase in the need for our employees to travel. The current Company policy only allows for essential business travel as approved by the Business Unit President. Travel can be permitted on a limited basis if travel is required to ensure compliance and continued safe operation of our essential services, or physical attendance is required at an essential meeting with external stakeholders. The Company will continue to treat travel requests on a case-by-case basis to ensure travel is indeed necessary and all appropriate personal protective measures are taken to ensure the safety of our employees. The Company will continue to follow this policy to limit business travel as much as possible in order to protect the health and safety of our employees and the communities we serve.
- ***Personal Protective Equipment (PPE) Requirements*** – Several states, as well as local municipalities, have begun implementing PPE requirements in public places. Mask requirements have become commonplace across our service territories. We continue to track all federal, state, and local orders to ensure our employees who are working in public comply with applicable requirements. The Company’s procurement team is also working to ensure our local teams have an adequate inventory of PPE for the duration of the pandemic.

The Company continues to monitor the surging number of positive COVID-19 cases across the United States. To ensure the health and safety of our employees and the communities we serve, our office-based staff continues to work remotely, and our operations staff continues to operate under physical distance schedules. We are monitoring local conditions across our business and will make science-based decisions before returning to normal operations



Tennessee
Water Service™

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