

# SUPERIOR WASTEWATER SYSTEMS

Providing Superior Wastewater Service to Tennessee

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July 15, 2020

Mr. David Foster, Director  
Utilities Division  
Tennessee Public Utility Commission  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243

**Docket No. 20-00047**

**Re: RESPONSE OF SUPERIOR WASTEWATER SYSTEMS TO THE COMMISSION  
STAFF'S DISCOVERY REQUEST OF JUNE 30, 2020**

Dear Mr. Foster:

Attached are the responses of Superior Wastewater Systems, LLC (SWS) to your discovery request of June 30, 2020.

Please feel free to contact me anytime if you have any questions regarding these responses.

Sincerely,



John Powell  
President & General Manager

Cc: William H. Novak

**SUPERIOR WASTEWATER SYSTEMS**

**DOCKET 20-00047**

**SWS RESPONSES TO THE COMMISSION STAFF'S DISCOVERY REQUEST OF JUNE 30, 2020**

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- 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? Explain your answer.**

**RESPONSE:**

Not applicable to Superior Wastewater Systems. At this time, all our customer's accounts are current and there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, Superior Wastewater Systems expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.

- 2. Did you continue to accrue late charges for delinquent accounts during the moratorium period?**

**RESPONSE:**

Not applicable to Superior Wastewater Systems. At this time, all our customer's accounts are current and there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, Superior Wastewater Systems expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.

- 3. Should late charges accrued during the moratorium period be billed to delinquent customers once the moratorium is lifted?**

**RESPONSE:**

Not applicable to Superior Wastewater Systems. At this time, all our customer's accounts are current and there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, Superior Wastewater Systems expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.

- 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.**

**RESPONSE:**

Not applicable to Superior Wastewater Systems. At this time, all our customer's accounts are current and there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, Superior Wastewater Systems expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.

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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.**

**RESPONSE:**

Not applicable to Superior Wastewater Systems. At this time, all our customer's accounts are current and there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, Superior Wastewater Systems expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.

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.**

**RESPONSE:**

Not applicable to Superior Wastewater Systems. At this time, all our customer's accounts are current and there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, Superior Wastewater Systems expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.

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.**

**RESPONSE:**

Not applicable to Superior Wastewater Systems. At this time, all our customer's accounts are current and there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, Superior Wastewater Systems expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.

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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.**

**RESPONSE:**

Not applicable to Superior Wastewater Systems. At this time, all our customer's accounts are current and there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, Superior Wastewater Systems expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.