



July 7, 2020

Chairman Kenneth C. Hill
Tennessee Public Utilities Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243-0001

Re: Docket Number 20-00047

Dear Chairman Hill:

Piedmont Natural Company, Inc. ("Piedmont") hereby files its ongoing response to the Tennessee Public Utilities Commission's ("TPUC") Ongoing Request For Information Related to Measures Taken During The Coronavirus COVID-19 Public Health Emergency. Our response is being filed electronically at TPUC.DocketRoom@tn.gov as directed.

Piedmont continues to serve customers with safe and reliable natural gas service in the manner explained in prior responses, most specifically detailed in our response dated March 24, 2020. There have been no changes to the measures taken by Piedmont to relieve the burden on customers caused by this pandemic. We continue to focus on the health and safety of our customers, employees, and the general public. Employees continue to work from home as practicable. In circumstances where employees interface with customers or the public, they observe social distancing guidelines and utilize appropriate personal protective equipment. Piedmont's public facing Operations and Field Customer Service teams have generally returned to operating in a normal manner with the primary exception being the ongoing moratorium associated with the disconnection of natural gas service. Piedmont is aware that the TPUC has extended this moratorium through at least August 10, 2020.

Attached for the Commission's information are copies of emails sent by Piedmont to its residential and commercial customers in Tennessee with past due balances. The click through buttons presented as "Get Started", "assistance programs", and "website" direct customers to the COVID-19 response portion of Piedmont's website, piedmontng.com. Please contact me at any time as needed.

Sincerely,

A handwritten signature in cursive script that reads "Bruce Barkley".

Bruce P. Barkley
VP – Rates and Natural Gas Supply
704.731.4699
bruce.barkley@duke-energy.com



Residential

Payment agreements and other financial relief for our customers during the pandemic.

We recognize that you may be facing unusual and unexpected hardships as a result of the pandemic. That's why we want to let you know about the opportunity to set up a payment agreement that can help you stay ahead once the current conditions are lifted.

As part of our response to COVID-19, we've relaxed our guidelines for payment agreements, making it easier and more convenient for you to set up a plan. Act now so you don't have to worry later.

[GET STARTED](#)

While disconnections for nonpayment remain temporarily suspended, staying as current as possible with your payments will help you avoid a large balance that may be more difficult to manage later. And remember, if you need help paying, a number of [assistance programs](#) are available.

Thank you. Stay safe and well,

Piedmont Natural Gas

Please disregard this request if you've already set up a payment agreement with us, or have already made a payment to your account.



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Commercial

Payment agreements and other financial relief for businesses during the pandemic.

Whether you're a restaurant, salon, real estate office or other business owner, we recognize that many of our business customers are facing unusual and unexpected hardships as a result of this pandemic. That's why we want to let you know about the opportunity to set up a payment agreement.

[GET STARTED](#)

While disconnections for nonpayment remain temporarily suspended, we are doing what we can to help our customers stay as current with their payments as possible to avoid building up a large balance that may be difficult to manage later. You can find assistance options on our COVID-19 [website](#) if you are experiencing difficulties at this time.

Thank you. Stay safe and well,

Piedmont Natural Gas

Please disregard this request if you've already set up a payment agreement with us, or have already made a payment to your account.



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