



*Integrated Resource Management, Inc.*  
*A Privately Owned Public Utility*

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## Weekly Report - July 1, 2020 – July 7, 2020

Chairman Robin L. Morrison  
c/o Ectory Lawless

Tennessee Public Utility Commission  
502 Deaderick Street, 4<sup>th</sup> Floor

Nashville, TN 37243-0001

Sent Via Electronic Mail (.pdf scan): [TPUC.DocketRoom@tn.gov](mailto:TPUC.DocketRoom@tn.gov)

Re: 15<sup>th</sup> Weekly Report as per Docket # 20-00047:

### Operation and Maintenance Inspection Schedule

Pursuant to The Tennessee Public Utility Commission

REQUEST FOR INFORMATION RELATED TO MEASUREMENTS TAKEN  
DURING CORONAVIRUS “COVID-19” PUBLIC HEALTH EMERGENCY  
 (“O&M Schedule”)

#### Introduction:

IRM Utility, Inc. (“IRM”) has accomplished the goals for the requested plan as follows.

#### Facilitation:

All activities in the last week have been as per plans of the Amended O&M Schedule.

#### Education:

A weekly education meeting was held on July 7<sup>th</sup>, 2020 at 9:30 AM EST, to review the weekly updates of Governor Lee’s Executive Orders among the other documents and resources. At this meeting, PPE was distributed that was received Monday the 6<sup>th</sup> of July. IRM will continue to have ongoing safety meetings with the crew as this situation changes scope. Site meetings have been made with respect to the requirements of the “Tennessee Pledge”.

#### IRM Response to Covid-19:

Regarding non-routine maintenance, there were no emergency service calls this week that were not related to Routine-maintenance.

**Summary:**

No danger to the environment has occurred and customer's systems are functional. **NO** disconnects have occurred by IRM Utility, Inc., as a result of late pays. Also, all late fees have been waived on late paying customers. Our commercial properties are opening rapidly now that vacations are occurring. Increased maintenance calls are expected. The sudden increase in Wastewater flows have caused excessive adjustment procedures across all Routine-maintenance of the systems IRM manages.

With regard to Office Start-up, IRM Utility, Inc. has no walk-in customers. All correspondence has been via USPS Mail with the public. Office Staff of just 2 to 3 personnel abide by all requirements of office procedures for social distancing and safety precautions. Personnel meet for a few hours each week to assign work from home-based computers and record keeping. IRM is aware of the State of Tennessee guidelines on re-opening of businesses using a plan known as "Tennessee Pledge" with regard to these activities. Personnel temperatures are being taken daily for the review of a "fever" indicative of infection of any source or cause. No indications of fever have been reported.

As per TPUC's "Data Request" of June 30, 2019, IRM will spend the hours and expense of providing history analysis, enumerations, and calculating datum as requested. This is a very time-consuming process for our staff under the meeting conditions required.

**Current Information:**

The review by IRM as was conducted by IRM s as follows:

- **No current information was established other than the news that COVID-19 is airborne. This awareness has always been considered by our Technicians and Operators as per previous weekly reports.**
- **Masks, gloves, eye-ware protection, etc. have always been part of IRM's procedures, as now being made a common practice.**

Please respond to IRM and provide information with regard to the implementation and duration of this **"REQUEST FOR INFORMATION RELATED TO MEASUREMENTS TAKEN DURING CORONOVIRUS "COVID-19" PUBLIC HEALTH EMERGENCY"**.

Respectfully submitted,



Jeffrey W. Cox, Sr., LPSS,  
President of **IRM** Utility, Inc.  
Certified B/NS and Collection System Operator  
Microbiologist